An Evaluative Analysis of Child Mental Health Policies in Tangerang City: A Review of The Implementation of The "Free Psychology Services" Program and Its Impact

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Abstract

Mental health is an essential part of the overall definition of health. Having good mental health means that our minds are in a state of peace and tranquility. According to a report from the World Health Organization (WHO), about 10-15% of children worldwide have mental health disorders. This study aims to evaluate how effective the "Free Psychology Service" program is in meeting the mental health needs of children in Tangerang City, with a focus on improving accessibility, service quality, and community involvement in utilizing these services. The research was carried out in Tangerang City such as the P3AP2KB Office, UPTD PPA, Junior High School (SMP). Data collection was carried out by Field Observation and Interviews with the Head of the P3AP2KB Office, Psychologists, Counselors, Deputy Principals, Teachers, and Junior High School (SMP) Students in Tangerang City. The research methods used in this study are Quantitative and Qualitative. The results of the study show that the main causes of children's mental health disorders in Tangerang City are physical violence, sexual violence (UPTD PPA), child development, psychological disorders, and parenting (PUSPAGA). The "Free Psychology Services" program has a positive impact but is not optimal due to a lack of understanding of the importance of mental health from an early age. This research is expected to be the basis for the development of more comprehensive programs and policies in supporting children's mental health.

Keywords: Mental Health, Policy, Children, Services, Tangerang City

1.   Introduction

Mental health is an important aspect of human life that includes emotional, psychological, and social well-being. The definition of mental health refers to a condition in which a person's physical, intellectual, and emotional growth develops optimally. Individuals who have good mental health are able to accept responsibility, find adjustments in situations, and maintain social actions and rules that apply in their culture (Fakhriyani, 2019). In linguistic studies, the term mental health comes from two languages, namely the Latin "mens, mentis" which means soul, life, spirit, sukma, and spirit, and the Greece "hygiene" which means the science of health (Kartikasari, 2022). From this, it can be interpreted that mental health is not only about the absence of mental disorders, but also about the ability to manage daily stress, work productively, and contribute to the community.

The importance of mental health cannot be underestimated, given its extensive influence on a person's life (Tulandi, 2021). Good mental health allows individuals to live good and fulfilling lives, as well as build healthy intrapersonal relationships. In addition, mental health also plays a role in academic achievement, career success, and overall quality of life. On the other hand, mental

health disorders can result in various negative impacts, including decreased productivity, disruption of social relationships, and the risk of suicide. Therefore, attention to health is becoming increasingly important in the context of modern society that is full of challenges and pressures.

In Indonesia, mental health issues are still often ignored and considered as a secondary problem compared to physical health (Ridlo & Zein, 2018). This is reflected in the lack of adequate mental health facilities and the lack of public awareness about the importance of mental health. This is evidenced by the increasing data on the prevalence of mental disorders in Indonesia, in 2019 based on Basic Health Research (Riskesdas) 2018, the prevalence of emotional mental disorders in the population aged >15 years was around 6.1%, then the figure experienced a significant increase in 2019-2021 due to the Covid-19 pandemic. In 2022-2023, the prevalence of emotional mental disorders remains high. The latest data from the Ministry of Health in 2024 shows that mental health problems are still a significant issue. The report notes that around 19 million Indonesia residents aged >15 years experience emotional mental disorders.

Not only on a national scale, children's mental health problems are also a problem in the regions. The city of Tangerang was chosen as the object of children's mental health research for several important reasons, including the high prevalence of mental health problems among children, the existence of proactive policies such as Regional Regulation Number 2 of 2015 concerning Child Protection and free psychological services through Family Learning Centers and 31 Youth Posyandu, the significant impact of the COVID-19 pandemic, population diversity that reflects other big cities, adequate mental health infrastructure, as well as increasing citizens' awareness of the importance of mental health. With these factors, Tangerang City is an ideal location to study children's mental health issues, provide relevant data for local policymaking, and can serve as a model for other cities in Indonesia to address similar issues.

The city of Tangerang faces serious challenges in the mental health of children and adolescents, with a significant increase in cases of psychological disorders from 2021 to 2023. Case reports to PUSPAGA Tangerang City show an increase from 182 cases in 2021 to 320 cases in 2023, while UPTD PPA recorded an increase in cases of violence against women and children from 155 in 2021 to 239 in 2023. The main factors that cause this include disharmonious family conditions, lack of emotional support, and excessive use of social media. The Tangerang City Government has taken steps to address this issue through various policies and programs, including the Family Learning Center (Puspaga) service under the Women's Empowerment, Child Protection, Population Control, and Family Planning (DP3AP2KB) Office, which provides mental health counseling, mentoring, and education to the community. In addition, Puspaga also collaborates with various related institutions to ensure the availability of comprehensive support for people in need (Ramadhan & Diniyah, 2022).

Despite efforts, there are still various challenges in dealing with mental health problems in Indonesia, especially the negative stigma that is still attached to mental health disorders. Many

people are reluctant to seek help for fear of being seen as weak or "crazy." This stigma hinders efforts to increase awareness and acceptance of the importance of mental health (Masyah, 2020). In addition, the lack of professionals in the field of mental health, such as psychologists and psychiatrists, is also an obstacle in providing adequate services (Suryaputri et al., 2019). Another challenge is limited access to mental health services, especially in remote areas, making it difficult for people in these areas to get the help they need (Idaiani & Riyadi, 2018). These limitations are further exacerbated by the low level of mental health literacy among the public, which leads to a lack of understanding of the importance of maintaining mental health and ways to do so.

2.   Research Method

Type of Research

This research uses qualitative and quantitative approaches. The qualitative approach aims to gain an in-depth understanding of the implementation of free psychology service programs and their impact on children's mental health in Tangerang City, emphasizing more on meaning than generalization (Sugiyono, 2014). A quantitative approach is used to measure the impact of the program statistically, allowing for hypothesis testing and assessment of program effectiveness.

Research Location

This research will be carried out in several selected schools in Tangerang City that have been directly involved in the implementation of the "Free Psychology Service" program. The selection of a school will involve representation of the level of education to be the subject of research.

Population and Sample

The population of this study is all students in Tangerang City who are involved in the "Free Psychology Service" program, as well as mental health professionals involved in the program. The technique of determining the number of samples was carried out by stratified random sampling. The total sample of the study amounted to 40 respondents, consisting of 40 children, 1 Vice Principal, 1 Teacher, 1 Psychologist, 1 Counselor, 2 P3AP2KB Offices related to the research.

Data Collection Methods

Data was collected through in-depth interviews with key informants and a survey using Google Forms involving 40 respondents. Interviews provide an in-depth understanding of program implementation, while surveys collect quantitative data on service recipients' perceptions and experiences.

Data Collection Instruments

The data collection instrument involves interviews and questionnaires. Interviews were conducted with government officials, psychologists, counselors, vice principals, and teachers, to get a comprehensive perspective on the implementation of the program and its impact. Meanwhile, a questionnaire was distributed to students to collect data on their perception of the "Free Psychological Services" program and its impact on children's mental well-being.

Data Analysis Methods

The data analysis method in this study includes two approaches. First, qualitative descriptive analysis is used to describe and interpret in-depth interview data. Second, simple statistical analysis is used to process survey data, so that it can provide a quantitative picture of the impact of the program being studied.

Quantitative Analysis

- Descriptive statistics are used to summarize and describe the main characteristics of quantitative data sets, in this case including the measurement of central tendencies such as mean, median, and mode, as well as presenting the variability of the data through the standard deviation of the range.
- Correlation analysis is used to measure the extent to which two variables are related to each other. This provides an overview of the linear relationship between these variables.
- Hypothesis testing is used to determine whether differences between groups or variables are the result of chance or representative of the population in general, this involves testing hypotheses and making decisions based on the results of statistical tests.

Qualitative Analysis

- The thematic approach is used to identify, analyze, and report on patterns of themes or meanings that emerge from qualitative data. It involves the process of encoding data based on specific identified themes (Braun & Clarke, 2006).
- Categorization involves the process of assigning labels or codes to relevant data units, then organizing them into broader categories or themes to help group and organize quantitative data
- Content analysis is used to summarize, describe, and interpret the meaning of qualitative text or data. It encompasses the process of identifying patterns and relationships between concepts or categories.

3. Results and Discussions

Research Results

Descriptive Statistical Test

Table 1. Descriptive Statistical Test Results

Variable	Minimum	Maximum	Mean	Std. Deviation
Benefit	2	5	4.256	0.849
Access	1	5	3.641	2.087
Effectiveness	2	5	3.641	1.087
Stigma	2	5	3.923	0.956
Affordability	3	5	4.487	0.823
Service Enhancement	2	5	4.179	0.884
Backing	2	5	4.153	0.932
SDM	1	5	3.846	1.064
Environmental Support	2	5	4.102	0.852
Case	2	5	4.051	0.856
Counselling Services	2	5	3.948	0.887
School Curriculum	3	5	3.897	0.787
Academic Achievement	1	5	4.076	1.085
Proactive	1	5	4.179	0.996

Based on the results of the descriptive statistical test in Table 1, the values of several variables are:

- The variable "Benefits" of the "Free Psychology Services" program has a mean value of 4,256, which shows that respondents consider the benefits of this program quite high. With a standard deviation of 0.849, the perception of the benefits of the program was quite uniform among respondents.
- The variable "Access to services" had an average of 3,641, which indicates that accessibility was rated as moderate by respondents, but a high standard deviation (2,087) indicated considerable variation in accessibility assessments.
- The variable "Program effectiveness" was rated at 3,641, indicating that this program was considered effective by respondents, with a standard deviation of 1,087 which indicates a moderate variation in the assessment of effectiveness.
- The variable "Stigma" related to the program showed a value of 3.923, indicating that the program was quite successful in reducing stigma related to mental health, with a standard deviation of 0.956 indicating a moderate variation in assessment.
- The variable "Service affordability" was rated very high with an average of 4,487, indicating that the program was considered very affordable by respondents, and a low standard deviation (0.823) showed a very consistent perception.

- The variable "Service improvement" has an average value of 4.179, indicating that the service is considered to have improved, with a standard deviation of 0.884 indicating low variation in perception.
- The variable "Support" for this program has an average rating of 4.153, indicating that this program received good support from the community, with a standard deviation of 0.932 which shows consistency in respondents' views.
- The variable "Quality of Human Resources (HR)" involved in this program is considered quite good with an average of 3,846, but with a standard deviation of 1,064 which shows a moderate difference of views.
- The variable "Environmental support" for this program has an average value of 4.102, indicating positive support from the surrounding environment, with a standard deviation of 0.852 indicating consistency in respondents' perceptions.
- The variable "Case management" showed an average rating of 4.051, which indicates that the program is quite good at handling mental health cases, with a standard deviation of 0.856 indicating slight variation in respondents' views.
- The counseling service variable with an average score of 3.948, and a standard deviation of 0.887 showed low perception variation among respondents. The impact of this program on academic achievement is considered quite high with an average of 4,076, but a standard deviation of 1,085 indicates a moderate variation in this assessment.
- The proactive variable had an average of 4.179, indicating that the program successfully encouraged active participation from participants, with a standard deviation of 0.996 indicating a moderate variation in respondents' perceptions.

Regression Model Equation

Table 2. Regression Model Equation Results

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	0.737101	0.625466	1.178484	0.2497
X_1 Access	-0.207469	0.155042	-1.338151	0.1929
X_2 Service Effectiveness	0.150208	0.132006	1.137885	0.266
X_3 Stigma	-0.199356	0.16017	-1.244653	0.2248
X_4 Affordability	-0.043248	0.197764	-0.218686	0.8287
X_5 Service Improvement	0.355876	0.159655	2.22903	0.035
X_6 Backing	0.134061	0.136974	0.978729	0.3371
X_7 SDM	0.124748	0.155664	0.801392	0.4305
X_8 Environmental Support	0.546242	0.233937	2.335	0.0279
X_9 Bullying Cases	0.080052	0.189944	0.421452	0.677
X_{10} Counselling Services	0.168947	0.24519	0.689047	0.4971

Variable	Coefficient	Std. Error	t-Statistic	Prob.
X_{11} School Curriculum	-0.047242	0.282247	-0.16738	0.8684
X_{12} Academic Achievement	-0.063055	0.111098	-0.567563	0.5754
X_{13} Proactive	-0.128452	0.220698	-0.582025	0.5658

The results of the regression model equation show that the constant (intercept) of 0.737101 represents the mean value of the dependent variable (Y) when all independent variables (X1 to X13) have zero values. However, because the P-value is greater than 0.05, this constant is not statistically significant.

- Access to services has a negative coefficient of -0.207469, indicating that increased accessibility is associated with a decrease in the value of the dependent variable. However, with a P-value of 0.1929, the effect of this access is not significant at a significance level of 5%.
- The effectiveness of the service has a positive coefficient of 0.150208, which indicates that the increase in the effectiveness of the service is related to the increase in the dependent variable. Nonetheless, a P-value of 0.2660 indicates that the effect is not significant.
- The stigma has a negative coefficient of -0.199356, indicating that an increase in stigma will reduce the value of the dependent variable. However, the effect of this stigma was not statistically significant (P-value 0.2248).
- Affordability had a negative coefficient of -0.043248, and this effect was not significant (P-value 0.8287), suggesting that affordability had no significant effect on the dependent variables in this model.
- The service improvement showed a significant positive coefficient of 0.355876 with a P-value of 0.0350, which means that the service quality improvement had a significant positive impact on the dependent variable.
- The support has a positive coefficient of 0.134061, but the effect is not statistically significant (P-value 0.3371).
- The quality of Human Resources (HR) has a positive coefficient of 0.124748, but this influence is not significant (P-value 0.4305).
- Environmental support has a positive coefficient of 0.546242 and is statistically significant (P-value 0.0279), indicating that environmental support has a positive and significant influence on the dependent variable.
- The management of bullying cases had a positive coefficient of 0.080052, but was not statistically significant (P-value 0.6770), showing a weak influence.
- Counseling services had a positive coefficient of 0.168947, but this effect was not significant (P-value 0.4971).
- The school curriculum had a negative coefficient of -0.047242, but the effect was not statistically significant (P-value 0.8684).

- Academic achievement had a negative coefficient of -0.063055, but was not statistically significant (P-value 0.5754), indicating a weak influence on the dependent variable.
- Proactive attitudes have a negative coefficient of -0.128452, but this effect is not significant (P-value 0.5658).

Of the 13 independent variables tested, only two were significant at a significance level of 5%, namely Service Improvement (X5) and Environmental Support (X8). These two variables have a significant positive influence on the dependent variables, indicating that the improvement of services and environmental support are important factors in the success of the "Free Psychology Services" program in Tangerang City. Other variables, although some indicate a positive or negative direction of influence, are not statistically significant in this model.

Classical Assumption Test
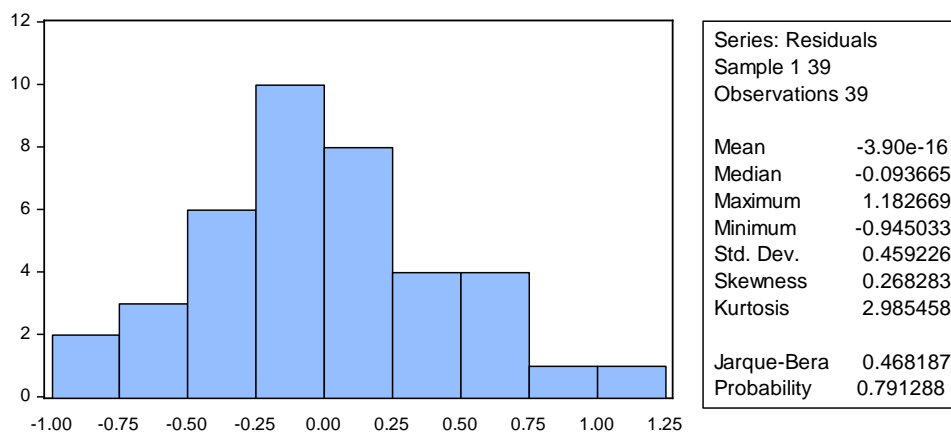
Normality Test

Figure 1. Normality Test Results

From figure 1, the residuals of the regression model are normally distributed. This is a good indication because the assumption of residual normality is one of the important prerequisites in linear regression.

Heteroscedasticity Test

Table 3. Heteroscedasticity Test Results

F-statistic	2.52902	Prob. F(13,25)	0.0225
Obs*R-squared	22.154	Prob. Chi-Square(13)	0.0530
Scaled explained SS	15.3946	Prob. Chi-Square(13)	0.2834

There is no heteroscedasticity (homoscedasticity), meaning that the variance of the residual is constant, this is because of the Prob value. Chi Square by 0.0530 > from a significance level of 0.05.

Multicollinearity Test

Table 4. Multicollinearity Test Results

Variable	Coefficient Variance	Uncentered VIF	Centered VIF
C	0.391207	47.59654	NA
X_1 Access	0.024038	49.64312	2.849605
X_2 Service Effectiveness	0.017426	30.55136	2.444889
X_3 Stigma	0.025654	50.82057	2.782665
X_4 Affordability	0.039110	98.95024	3.140980
X_5 Service Improvement	0.025490	56.53794	2.365178
X_6 Backing	0.018762	41.32251	1.936008
X_7 SDM	0.024231	46.86745	3.256299
X_8 Environmental Support	0.054726	116.7768	4.710295
X_9 Bullying Cases	0.036079	75.18501	3.139924
X_{10} Counselling Services	0.060118	119.6547	5.607161
X_{11} School Curriculum	0.079664	153.0891	5.862554
X_{12} Academic Achievement	0.012343	26.68381	1.723829
X_{13} Proactive	0.048707	109.2517	5.735121

VIF Access 2.849605, Service Effectiveness 2.444889, Stigma 2.782665, Affordability 3.140980, Support 1.936008, HR 3.256299, Environmental Support 4.710295, Bullying Cases 3.139924, Counseling Services 5.607161, School Curriculum 5.862554, Academic Achievement 1.723829, and Proactive 5.735121. So the value < a significance level of 10.00, so that there is no multicollinearity problem in the data used.

Autocorrelation Test

Table 5. Autocorrelation Test Results

R1	15.00000
R2	0.078698102

Value of 0.0786 > was obtained from the significance level of 0.05, so in this case it can be concluded that there is no autocorrelation problem in the data used in this study.

Coefficient of Determination Test

Table 6. Determination Coefficient Test Results

R-squared	0.70791
Adjusted R-squared	0.556023

Based on table 6, an Adjusted R-square value of 0.556 was obtained which indicates that the independent variable contributed 55.6% to the dependent variable, the remaining 44.4% was influenced by other factors outside this study. The results explain that the relationship between the variables is very good, but more research is still needed to identify other variables or factors that can increase the predictive power of the model.

Hypothesis Testing

T-test

Table 7. T-test Results

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	0.737101	0.625466	1.178484	0.2497
X_1 Access	-0.207469	0.155042	-1.33815	0.1929
X_2 Service Effectiveness	0.150208	0.132006	1.137885	0.266
X_3 Stigma	-0.199356	0.16017	-1.24465	0.2248
X_4 Affordability	-0.043248	0.197764	-0.21869	0.8287
X_5 Service Improvement	0.355876	0.159655	2.22903	0.035
X_6 Backing	0.134061	0.136974	0.978729	0.3371
X_7 SDM	0.124748	0.155664	0.801392	0.4305
X_8 Environmental Support	0.546242	0.233937	2.335	0.0279
X_9 Bullying Cases	0.080052	0.189944	0.421452	0.677
X_{10} Counselling Services	0.168947	0.24519	0.689047	0.4971
X_{11} School Curriculum	-0.047242	0.282247	-0.16738	0.8684
X_{12} Academic Achievement	-0.063055	0.111098	-0.56756	0.5754
X_{13} Proactive	-0.128452	0.220698	-0.58203	0.5658

From the results of table 9, the probability value (p-value) for each variable is obtained as follows:

- X1 Access. The p-value is 0.2497 > 0.05 so that X1 Access has no impact on the evaluation analysis of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.

- X2 Service Effectiveness. The p value is $0.266 > 0.05$. This shows that X2 Service Effectiveness has no impact on the evaluation analysis of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.
- X3 Stigma. The p-value is $0.2248 > 0.05$ so that X3 Stigma has no impact on the analysis and evaluation of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.
- X4 Affordability. The p value is $0.8287 > 0.05$. This means that X4 Affordability has no impact on the evaluation analysis of the Tangerang City government's policies related to children's mental health through the Free Psychology Services program.
- X5 Service Improvement. The p value is $0.035 < 0.05$. So, X5 Service Improvement has an impact on the analysis and evaluation of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.
- X6 Support. The p value is $0.3371 > 0.05$. Therefore, X6 Support has no impact on the evaluation analysis of the Tangerang City government's policies related to children's mental health through the Free Psychological Services program.
- X7 HR. The p value is $0.4305 > 0.05$. Thus, X7 HR has no impact on the analysis and evaluation of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.
- X8 Environmental Support. The p value is $0.0279 < 0.05$. This shows that X8 Environmental Support has an impact on the analysis and evaluation of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.
- X9 Bullying Cases. The p value is $0.667 > 0.05$. Thus, X9 Bullying Cases have no impact on the analysis and evaluation of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.
- X10 Counseling Services. The p value is $0.677 > 0.05$. This shows that X10 Counseling Services have no impact on the analysis of the evaluation of the Tangerang City government's policies related to children's mental health through the Free Psychology Services program.
- X11 School Curriculum. The p value is $0.4791 > 0.05$. Therefore, X11 School Curriculum has no impact on the analysis and evaluation of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.
- X12 Academic Achievement. The p value is $0.5754 > 0.05$. Thus, X12 Academic Achievement has no impact on the analysis of the evaluation of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.
- X13 Proactive. The p value is $0.5658 > 0.05$. This shows that X13 Proactive has no impact on the evaluation analysis of the Tangerang City government's policies related to children's mental health through the Free Psychology Service program.

F-test

Table 8. Test Result F

F-statistic	4.660766
Prob(F-statistic)	0.000483

From table 4.9, the results of the F test show that the F value is calculated as 4.660766, while the F table is 2.136. With a probability (p-value) of less than 0.05, it can be concluded that independent variables have a significant simultaneous effect on the results of this study. The percentage contribution of independent variables was 46.60%, while the remaining 53.40% could be influenced by other factors not studied in the study.

Research Discussion

Evaluative Analysis of Children's Mental Health in Tangerang City, Review of the Implementation of the Free Psychology Service Program and Its Impact

a)   *This program contributes to reducing the level of anxiety, stress, and depression in children in Tangerang City*

This program has made a significant contribution in reducing the level of anxiety, stress, and depression among children in Tangerang City. These problems are often experienced by children, especially in the school environment. Before the socialization of this program, many children did not realize that they were experiencing anxiety, which was often caused by bullying or bullying. After socialization was carried out in various schools, it was found that many children who previously felt pressured and did not know what to do now became more open about the problems they faced. This socialization gave them a better understanding of the signs of anxiety and how to deal with those feelings.

This program also directs children who have been traumatized by violence to get the right assistance at UPTD PPA. There, they can recover through professional psychological support. With this approach, traumatized children get the attention and care they need, so they can feel better and better prepared to face everyday challenges. Overall, through education, socialization, and direct support, the program successfully helps children understand and cope with their anxiety, stress, and depression in a more constructive way, as well as support their overall mental health.

As revealed by one of the informants, the Head of P3H3 Tangerang City, in an interview on June 25, 2024:

"This program has reduced the level of anxiety, stress, and depression in children, which often occurs in school children. After socialization at school, it turns out that many children do not know if they experience anxiety when they are victims of bullying. After socialization, many children became more open and directed according to the case experienced. For example, for violence, they are directed to UPTD PPA to recover from the trauma experienced through psychological support."

b)   *Allocate resources and budget to support the program*

The allocation of resources and budgets to support this program is very attentive and well managed. In the PPA Unit, there are 13 Task Forces (Satgas) spread across each sub-district. Each

of these Task Forces serves to ensure that our programs can be carried out effectively and reach all regions. The resources we have have supported this program well, and we continue to strive to increase capacity and capabilities according to needs.

Funding for this program relies on the budget from the Regional Revenue and Expenditure Budget (APBD), which has been allocated specifically for this program. The "Free Psychological Services" program is included in two major programs: "Special Protection for Children" and "Fulfillment of Children's Rights (PHA)" under the auspices of the Regional Apparatus Work Unit (SKPD). With planned budget support and adequate resources, we are committed to continuously improving the quality of services and ensuring that children's rights are well protected and fulfilled. Through efficient allocation and transparent management, we hope to have a significant positive impact on children in need.

As conveyed by an informant from the Tangerang City PPA Advocacy on June 25, 2024:

"The allocation of resources and budget to support this program is very considered. In the PPA Unit, there are 13 Task Forces in each sub-district, and resources are enough to support this program. The budget comes from the APBD, and this 'Free Psychological Services' program is included in the Special Child Protection Program and the Children's Rights Fulfillment Program (PHA)."

Free psychological services provided by the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) in Tangerang City have an important role in handling mental health problems, especially for victims of violence. The program, which has been in operation for the past two years, aims to provide psychological support to children and families who are victims of sexual violence, domestic violence, and other forms of violence. These free psychological services fall into two main categories: clinical services and forensic services. Clinical services focus on the recovery of the victim's mental health through therapy and counseling, while forensic services are related to the legal aspects and documentation required for the judicial process.

Meanwhile, there are several indicators of the success of the program, including the following.

- Increase in the number of visitors. Over the past two years, there has been a significant spike in the number of cases handled, demonstrating increased public awareness of the importance of psychological support for victims of violence.
- The level of satisfaction and effectiveness of recovery. Although the program has managed to attract many visitors, the level of satisfaction of victims and the effectiveness of their mental recovery are other important indicators. Data shows that about 30% of victims return for follow-up sessions, signaling the positive impact of the service. However, 70% of the victims did not continue treatment, indicating obstacles in the recovery process.

- Barriers to access services. Several factors hinder the effectiveness of this program, such as transportation problems, costs, and time constraints for victims. These barriers affect their ability to follow treatment consistently, thus reducing the expected effectiveness of mental recovery.
- Compliance with the maintenance plan. The success of this program is also measured by the extent to which the victim adheres to the established treatment plan. Low attendance at follow-up sessions indicates the need for additional strategies to ensure that victims remain engaged in the recovery process.

As stated by an informant from the Tangerang City UPTD PPA Psychology Expert on June 24, 2024:

"Free psychological services at UPTD PPA focus on mental health treatment and prevention, especially for victims of sexual violence, domestic violence, and other forms of violence. The program is divided into clinical services that focus on mental health and forensic services related to legal aspects. Over the past two years, many visitors have reported, and public awareness of this service has increased. However, there are obstacles such as transportation issues and costs that hinder the effectiveness of recovery, with about 30% of victims returning for further treatment, while 70% do not continue treatment. These difficulties include transportation, cost, and busyness, which have an impact on the effectiveness of mental recovery."

c) *Procedure for Getting Free Psychological Services for Children and Families in Tangerang City*

If you need free psychological services due to experiencing violence, several paths that can be taken in Tangerang City are:

- Through the police

The first step is to report cases of violence, especially those involving children or women, to the police. After the report is received, the police will conduct an initial assessment. If a victim of violence is found, the police will direct the victim to get psychological services or legal consultation at the Regional Technical Service Unit for the Protection of Women and Children (UPTD PPA).

- Through the Call Center of the Ministry of Women and Child Protection

The first step is to contact the "SAPA (Friends of Women and Children)" Call Center managed by the Ministry of Women and Child Protection. After the report is received, SAPA will follow up by providing directions or references to the UPTD PPA to get fur-ther services.

- Through the Sub-district Task Force

- The first step is to contact the Task Force in each sub-district. The Task Force will con-duct a review of the case, and if necessary, they will direct the victim to the UPTD PPA to get the help needed.

d)   *The Importance of Children's Mental Health in the Perspective of Vice Principals*

Children's mental health, especially at the junior high school level, is very crucial. At this age, children are in a phase of emotional development that is labile and not yet fully stable. They often experience various feelings and challenges in the process of finding their identity. Therefore, they need the right guidance to get through this transition period well. Good mental health not only affects children's emotional well-being, but also has a direct impact on their learning process. Children who feel mentally healthy will be better able to concentrate, manage stress, and interact with their friends positively. Conversely, if a child's mental health is compromised, this can hinder their ability to learn and affect their future.

In addition, a harmonious family environment also plays an important role. Children who grow up in a supportive and compassionate environment tend to have better mental health. Thus, maintained mental health not only helps children in academic achievement, but also prepares them for a better future. Overall, maintaining a child's mental health is a very worthwhile long-term investment. Children who have good emotional support and a stable environment will be better prepared to face challenges and achieve success in the future. As stated by the informant, namely:

Results of an interview with the Deputy Principal of Tangerang City School on June 26, 2024:

"Children's mental health, especially junior high school students, where children are at a low level, need guidance emotionally. Children's mental health needs to be maintained because children are looking for identity, when children's mental health is disturbed it can affect learning and the child's future, if the child has good mental health, is in a harmonious environment. So that it will affect their learning, so when the child has it, the child achieves a good future with maintained mental health"

e)   *Discussion on the Implementation Process of the "Free Psychology Services" Program in Schools*

The "Free Psychology Services" program at our school is designed to support students' overall mental health at no additional cost. The program is focused on students from grades 7, 8, and 9 with the goal of identifying and understanding various aspects of their psychological health. The implementation steps are as follows.

- Questionnaire distribution. Researchers distributed questionnaires specifically designed to explore various aspects of students' psychological health. This questionnaire includes questions related to emotional aspects, hyperactivity, behavioral problems, and associations.

- After the questionnaire was filled out by the students, the researcher collected and analyzed the results manually. This method was chosen to ensure data accuracy and provide a clearer picture of the student's condition. Researchers identified students who may have unusual psychological conditions, students who are in normal conditions, and students who are in the middle.
- With the results of the questionnaire analysis, researchers can give special attention to students who need further assistance. This allows researchers to provide support tailored to individual needs.
- This program is carried out regularly once a year. With consistent implementation, researchers can monitor the development of students' mental health over time and make necessary interventions.

Results of Research Conducted by Researchers

The majority of the variables studied had a fairly high mean, indicating that respondents generally gave a positive assessment of aspects of this program. Variables such as "Benefit", "Affordability", "Service Improvement", and "Environmental Support" received high ratings from respondents, indicating that the program was considered beneficial, affordable, improved, and supported by the surrounding environment. The low standard deviation on most variables shows that the respondents' perception of this program is quite consistent, From the results of the regression test, it is known that the variables "Service Improvement" and "Environmental Support" significantly affect the effectiveness of the program. Improving the quality of services and positive environmental support contribute greatly to the success of this program. Other variables such as "Access", "Service Effectiveness", "Stigma", "Affordability", "Support", "HR", "Bullying Cases", "Counselling Services", "School Curriculum", "Academic Achievement", and "Proactive" did not show a significant influence on program effectiveness in the context of this study. Even so, these variables still have important values to be considered in future program development. These results show that the aspects of improving the quality of services and environmental support need to receive more attention in an effort to increase the effectiveness of free psychology service programs. The "Free Psychology Services" program needs to be continuously improved, especially in terms of service quality and environmental support, as these two variables have been proven to have a significant influence on the success of the program.

4. Conclusions

The "Free Psychology Services" program in Tangerang City has a positive impact. However, it has not run optimally because there are still some shortcomings in some ways, so that having an impact on running this program is the lack of public knowledge about the existence of these services and there is some understanding of the importance of maintaining mental health from an early age. To achieve more optimal results, there needs to be constant attention to improving the quality of services and environmental support. Strategic and integrated efforts in

the socialization and implementation of the program will continue to play an important role in creating a healthier future for children in Tangerang City. This study shows that the "Free Psychology Service" Program has succeeded in having a significant positive impact on the welfare of children in Tangerang City. The services provided by UPTD PPA and PUSPAGA not only focus on trauma recovery, but also on violence prevention and child growth and development support. The decrease in stunting prevalence from 17% to 5% illustrates the success of the program in improving children's physical and mental health. The study also identified that the factors "Service Improvement" and "Environmental Support" significantly affected the effectiveness of the program. The better quality of service and strong support from the surrounding environment contribute greatly to the success of the program. Other variables, while important, did not show a significant influence on overall effectiveness in this study. Although the program has delivered positive results, it is important to continue to improve the quality of services and environmental support. Continuous improvement in these aspects will ensure that the program remains relevant and effective in meeting the needs of children in the future. Socialization involving schools, Islamic boarding schools, PKK, and initiatives such as "PUSPAGA Keliling" has succeeded in increasing public understanding and involvement.

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