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EFFECTIVENESS OF CHILD-FRIENDLY CITY POLICIES IN THE SPECIAL PROTECTION CLUSTER IN MEDAN

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ABSTRACT

The Indonesian government, through the Ministry of Women's Empowerment and Child Protection (KPPPA), developed a Child Friendly City policy to create a safe environment for children to grow and develop, one aspect of which is through protection against acts of violence. The city of Medan is one of the cities that was used as a pilot for the Child Friendly City project through this regulation. The choice of Medan City was based on the fact that Medan City is one of the largest cities in Indonesia with the largest population of children. This research aims to analyse the effectiveness of the Child Friendly City policy as well as analyse and determine the supporting and inhibiting factors in implementing the Child Friendly City policy in Medan City. This research is qualitative research with data analysis techniques through three stages, namely data reduction, data presentation, and drawing conclusions. The research results show that the Child Friendly City policy, which is devoted to special services in the City of Medan based on indicators of right policy, right implementation, right target, right environment and right process, has not been running effectively. The supporting factors for this policy are the regional government's commitment to conducting policy evaluations, stakeholder involvement, and the implementation of Musrenbang as a forum for community participation, while the inhibiting factors are incomplete socialisation, low community awareness, and budget limitations so that the fulfilment of children's rights and the provision of child-friendly facilities are not yet optimal.

Keywords: *child-friendly city; special protection; policies.*

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INTRODUCTION

The government, as a policymaker and development agent, is obliged to encompass all groups of society. It is not only social groups that are classified into upper, middle, and lower societies. Classification by age should also be considered. Because differences in population age cause differences in needs. The elderly population needs certainty in the form of life insurance in old age; the productive-age population needs the availability of employment opportunities and ease of business development; and the child-age population is a population that needs more attention because they still rely on the support of other people.

Efforts to fulfill children's rights are one aspect that the government should also pay attention to in planning the country's development, both at the central and regional levels. This is also contained in the constitutional mandate regarding children in the 1945 Law Article 28 (2), which states that every child has the right to receive attention for survival as well as growth and development and the right to protection from acts of violence or discrimination. Research conducted by Kevin Lynch regarding "Children's Perception of the Environment" in Melbourne, Warsaw, Salta, and Mexico City from 1971 to 1975 found that the ideal environment for children (from the womb until before 18 years) is one that has a strong community, both physically and socially, and has strict rules for children so they can learn and explore their environment (Liwananda, 2020). A safe environment is a requirement so that children can explore the world and develop well without being overwhelmed by fear of experiencing childhood trauma such as violence. Acts of violence against children often occur because children are small individuals who do not have enough strength to defend themselves, so they need to be protected with clear legal certainty.

The urgency of fulfilling children's rights and child protection is also felt by world-level organizations, namely the United Nations, especially UNICEF. The idea of a program to fulfill children's rights through the creation of child-friendly cities was first put forward by UNICEF with reference to research conducted by Kevin Lynch from

1971 to 1975. This idea was followed up with the creation of the mandate of the Convention on the Rights of the Child (CRC), which came into force in 1989 and was ratified by the Indonesian government through Presidential Decree Number 36 of 1990, as well as other national laws and regulations such as Law Number 35 of 2014 concerning Child Protection. According to Siskasari et al. (2020), ratification shows that Indonesia also recognizes politically and juridically the importance of fulfilling children's rights initiated by the state.

The United States, England, India, Africa, and Australia are countries that have the highest rates of violence against children in the world due to the dense population of these countries. Therefore, these countries implement a child-friendly city system by providing good and child-friendly public facilities. Apart from these countries, there are also other countries that implement a child-friendly city system, namely Spain, the Philippines, Canada, Sri Lanka, Costa Rica, Italy, Japan, Norway, and Portugal (Furqoni, 2022). For example, in Canada, several Canadian cities, such as Vancouver, Toronto, and Montreal, often receive awards for sustainability initiatives, environmental management, and reducing levels of child violence. Vancouver, for example, is known as one of the most environmentally friendly cities in the world for women and children.

The Indonesian government, through the Ministry of Women's Empowerment and Child Protection (KPPPA), developed a KLA policy to create a safe environment for children to grow and develop, one of which is through protection against acts of violence through the Minister of State for Women's and Children's Empowerment Regulation Number 11 of 2011 concerning Child-Friendly Regency or City Development Policy. The complexity of the dimensions of children's rights, which must be guaranteed to be fulfilled legally, is simplified and divided into five clusters, namely, civil rights and freedoms; family environment and alternative care; basic health and welfare; education, use of free time and cultural activities; and special protection.

The Child Friendly City Policy was first implemented in Indonesia, namely in the city of Surabaya, in 2006 with the aim of

ensuring that every child can grow and develop in a healthy environment (Furqoni, 2022). This was followed by the selection of five cities/districts to become pilot KLA projects through the Decree of the Minister of State for Women's Empowerment of the Republic of Indonesia No. SK-49/MEN.PP/IV/2007. The city of Medan is one of the cities that was used as a pilot for the KLA project through this regulation. The choice of Medan City was based on the fact that Medan City is one of the largest cities in Indonesia with the largest population of children. Based on BPS data (2023), the number of children in the city of Medan is as many as 776,345 children.

The initial effort made by the Medan City Government (Pemko) was the issuance of Medan Mayor Decree No. 130.05/08/1/2008, which was then agreed upon with the signing of MoU No. 463/108. With the grand design of the KLA programme planned for 2008 to 2015, it is hoped that all sub-districts up to the sub-district level will have the KLA title (Saputra, 2018). Based on the publication of the Medan City Government (2025) (<https://portal.medan.go.id>), the KLA programme designed by the Medan City Government produced results in the form of a primary category KLA award in 2012, which was given by the PPPA Ministry to the Mayor of Medan in Jakarta on October 3, 2012.

Medan City continued to receive the KLA ranking in the primary category until 2019. A vacancy in the assessment occurred in 2020 due to the Covid-19 pandemic. However, Medan City's KLA achievements began to increase in 2021, thanks to its commitment to realizing KLA, Medan City achieved the title of "Madya" which will continue to be maintained until 2023. Details of Medan City's KLA awards can be seen in Table 1.1

In 2021, the City of Medan won the title of Medium-level Child Friendly City, where the city of Medan has shown a strong commitment in efforts to create an environment that supports children's rights, where this title was given on the grounds that the City of Medan has developed child-friendly infrastructure and facilities, strengthened child protection policies, conducted outreach and education on children's rights and conducted outreach so that children participate in making decisions regarding their interests (Pandiangan, 2023). Then, in 2022, the

Medan City government will strengthen its commitment by issuing several important regulations with the Women and Children Protection Commission (KPPA) by conducting evaluations and data collection in several sub-districts to create a Child Friendly City. The Medan City Government is committed by the end of 2026 to improving the KLA evaluation ranking, with the hope of achieving the Nindya title.

The Medan city government allocates a budget to fulfill children's rights in five clusters in the Medan City Child Friendly City Task Force Team, and the Medan City Government has issued various regulations and policies, namely Mayor Regulation No. 12 of 2022 concerning the Implementation of Child Protection and Medan Mayor Decree No. 463/15K concerning the Medan City Child Friendly City Task Force regarding the Medan City Child Friendly City Regional Action Plan for 2022-2026. The Medan city government itself has implemented a child-friendly city well based on the indicators of the Ministry of Women's Empowerment and Child Protection (KPPA), where the Medan city government provides freedom to the community in fulfilling civil rights and freedom of expression, fulfilling the right to protection, the right to welfare, education and learning, as well as the right to participate. However, in terms of protection, specifically in the special protection cluster that guarantees the protection of children, up to now there are still acts of violence against children occurring in the city of Medan.

Based on Table 1.2, the number of acts of violence against children in 2019 was 157 cases and decreased in 2020 to 116 cases. However, in 2021 and 2022 there will be a spike in cases of violence against children in Medan City, reaching 126 cases in 2021 and 147 cases in 2022. Over the last two years, the number of violence against children in Medan City has consistently decreased slowly from 145 cases in 2023 to 134 cases in 2024 as a positive impact of the issuance of Mayor Regulation No. 12 of 2022 concerning the Implementation of Child Protection.

The increase in the number of violence against children that occurred in the city of Medan in 2021 and 2022 is not in line with the changes in the KLA category obtained by the city of Medan. The increase in this category should be balanced by a decrease in the number of violence against children which is one of the

components of the KLA special protection cluster or vice versa (the change in category to medium should be contributed to by a decrease in acts of violence against children). This is certainly a big question mark about the government's seriousness in eradicating violence against children to achieve the Nindya category target if the rate of violence against children in Medan City is still high.

METHODOLOGY

The type of research used in this research is qualitative research. Qualitative research is a type of research that aims to understand social, cultural or human behavior phenomena by exploring information in depth, without prioritizing numerical or statistical measurements (Ghozali, 2018). Qualitative research methods, as stated by Sugiyono (2018), aim to describe phenomena in detail and in depth, without trying to test certain theories or hypotheses. Researchers will collect data through interviews, observations, or document analysis to provide a clearer picture of the phenomenon being studied

The research place is the object or location of research where the researcher will carry out research activities to obtain the data needed for the research. This research was conducted at the Medan City Women's Empowerment, Child Protection and Family Planning Service.

Data sources contained in this research include:

1. Primary data is data from the results of structured interviews and observations distributed to respondents.
2. Secondary data is data obtained indirectly from the source but through intermediaries. Secondary data used in this research is from reading materials in the form of books, magazines, literature, newspapers and information related to the problem under study.

In qualitative research, data analysis is the process of exploring, interpreting, and giving meaning to data that has been collected, such as interviews, observations, documentation, or other recordings (Ghozali, 2018). This analysis process is not just about organizing data, but also to understand the patterns, themes and relationships that emerge, which can provide insight into the phenomenon being researched. According to Gultom (2025), the data analysis technique in this research goes through three

stages, namely data reduction, data presentation, and drawing conclusions.

RESULTS AND DISCUSSION

Efforts to see the effectiveness of Child Friendly Cities in Medan City based on special protection clusters can be done by looking for indicators of the effectiveness of the policy. This research uses effectiveness indicators from Riant Nugroho, which include the right policy, right implementation, right target, right environment, and right process. From these indicators, we can see the current conditions related to the implementation of a child-friendly city as well as the conditions that should be, or the ideal conditions that Medan City must have, as a child-friendly city.

1. Exact Policy

Appropriate policy is the suitability between the policy implemented/carried out and the conditions being experienced by children in their environment. In the city of Medan there are still many cases of violence against children. Efforts to protect children who require special protection in Medan City continue to be an important concern, especially in relation to cases of violence against children. The Medan City Government has also made special regulations to support KLA. These regulatory products include Perwal Number 12 of 2022 concerning the implementation of child protection; Decree of the Mayor of Medan Number 463/15.K concerning the Medan City Child-Friendly City Task Force; and Perwal concerning the Regional Action Plan for Medan City's Child-Friendly City for 2022-2026.

Apart from looking at data on the number of acts of violence against children, another thing that must also be looked at to ensure whether the Child Friendly City program in Medan City is the right policy is to see whether this policy is realistic to implement or not. Firstly, in terms of budget, based on the results of an interview with Mr. Torang H. Siregar, S.Sos, M.Si., he said that:

"We haven't provided many facilities to support the Child Friendly City program in Medan City because of budget constraints."

Until now, there has been only 1 facility in the form of a child-friendly

playroom in Medan City, namely the Taman Beringin Playroom. This is due to the government's limited budget to support the Child Friendly City policy in Medan City. The government's limited budget can make the program to build a child-friendly city in Medan City an inappropriate policy because the facilities that should support activities cannot be provided.

Apart from the budget, the policy of a government program can be said to be appropriate if it has services that can be accessed by children. The Government of the Republic of Indonesia, through the Ministry of Women's Empowerment and Child Protection of the Republic of Indonesia, has developed an application system for recording and reporting violence against women and children through SIMFONI PPA (Online Information System for the Protection of Women and Children), which can be accessed by all service units handling victims of violence against women and children at the national, provincial, and district/city levels in an up-to-date, real-time, and accurate manner to lead to one data point, namely, national violence data, but the unfortunate thing is that this online information system is not widely known by children. This was conveyed directly by Mr. Torang H. Siregar, S.Sos, M.Si., as Head of the Fulfillment of Children's Rights, Women's Protection, and Special Protection for Children. He said that:

"Those who usually report incidents of violence against children are family, relatives, children's forums, and task forces, but most of them go to Kepling. Because the community is closer to Kepling, Kepling informs us, and then we will follow up, and we protect all the data."

Based on the interview quote, children as victims do not have online access to report crimes that befell them; everything is still done through other people, even though exposing/telling about a crime that befell a child requires the courage to speak up. The online platform allows reporting at any time and from anywhere, including for children who are far from physical services or are reluctant to come directly to the location of the complaint. In addition, digital-based services allow reports to be entered in real-

time, making it easier for officers to follow up on reports quickly, which is very important in cases that threaten children's safety.

The mayor of Medan during the Hybrid Field Verification Evaluation of Child Friendly Cities (KLA) in May 2025 in Medan City revealed the following:

"The Medan City Government has also established a KLA regional action plan for 2022-2026 and issued supporting regulations, for example, Perwal Number 6 of 2023 concerning the implementation of child protection and the establishment of a KLA task force. The Medan City Government is also working to ensure the fulfillment of children's rights in Medan City, including the right to identity, the right to education, the right to play, the right to protection, the right to recreation, the right to food, the right to health insurance, the right to national status, the right to play a role in development, and the right to equality."

Until now, good efforts continue to be made to create a child-friendly city in Medan City, but until now, the efforts made by the government have not been appropriate policies. This can be seen from the fact that there are still many cases of violence against children, and the budget constraints to support the construction of child-friendly facilities are still felt by the relevant agencies as well as the complaint forum for victims of violence, which is difficult for children to reach.

2. Proper Implementation

The right target referred to in this research is when the results of a policy are in accordance with the plans and SOPs (Standard Operating Procedures) that have been determined. UPTD PPA Medan City carries out several stages in handling cases of violence against children in Medan City. In 2024 there will be cases of violence against children occurring in the city of Medan. This case happened to a 15-year-old junior high school student with the initials MHS. The victim received physical violence by TNI officers while watching a brawl between students, which resulted in MHS's death. The Indonesian Child Protection Commission (KPAI) assessed that the case was handled

very slowly by the Medan City government, so KPAI met with the National Human Rights Commission (Komnas HAM), the Witness and Victim Protection Agency (LPSK), the Indonesian Legal Aid Foundation (YLBHI), and the Commission for Missing Persons and Victims of Violence (KontraS). In October 2025, more than 1 year after the violence occurred, the verdict was read out, and the defendant was only sentenced to 10 months in prison and was required to pay restitution to the victim's mother as the applicant in the amount of 12.7 million rupiah.

Legal matters are indeed handed over to the authorities, namely the police, but here the PPPA Service must also take part by monitoring, evaluating, and supervising the implementation of the juvenile criminal justice system with the aim of ensuring that children's rights are fulfilled in accordance with the principles of child protection.

During the research process, information was found that the complaint process from the public could also be carried out by reporting to the environmental head, and then the environmental head would notify the relevant government. After the government, in this case the PPPA service, received the complaint report, they immediately went to the field and conducted a survey. After that, the complaint was followed up in a more serious direction; if it violated the law, it would be handed over to the police. Reports that have been followed up will then be included in the Simfoni PPA data recap, which can be accessed on the Simfoni PPA data portal.

As many as 134 children have received complaint services; this shows that there is public awareness in reporting cases involving child protection. In addition, 33 children received special health services, demonstrating attention to the medical needs of vulnerable children. Legal assistance was provided to 6 children; legal protection was provided to children who faced legal problems. Meanwhile, social rehabilitation services were only received by 1 child, which indicates the need for increased support in the social recovery process for affected children.

Regarding the SOP in providing services to victims of violence against children, what you need to know is the

difference in handling cases of violence against normal children and victims of cases of violence against children with disabilities; the difference is in terms of reporting. They must be accompanied by a companion or guardian. Then, during the assessment session, it must be done using another type of method, specifically for children with disabilities. Then, at the interview stage, the victim must also be accompanied by another person, and also the government as the interviewer must be able to serve the victim by communicating using special language for disabilities, for example, sign language, AAC, pictures, and capital letters. Next at this stage of services, the government must also provide physiotherapists for physical disabilities, psychologists who understand intellectual disabilities, and sensory-friendly therapy for victims with autism.

All cases of violence that arise will be immediately resolved if the government and supporting organizations can carry out good coordination and communication, but this has not yet worked as it should. The PPA Service seems to be running alone and does not want to share information with the Medan City Children's Forum when it receives reports related to cases of violence against children. This was conveyed by the Chair of the Medan City Children's Forum, M. Aqshal Ilham, as follows:

"Children's forums often do not receive information related to cases that occur to children, for example, cases of violence. Children's forums often only get information when the case is finished, not when the case first arises, so the openness process between the relevant agencies and the Children's Forum is not open enough."

Various benefits can be obtained if the PPPA service can establish good communication and coordination with the Children's Forum because both have roles that complement each other. If the PPPA Service has legal authority, budgets, SOPs, cross-sectoral relations, and child-friendly homes, the Children's Forum also has the right to receive information related to cases of violence against children because the Children's Forum is a forum for children's

participation that represents children's voices, apart from that, the Children's Forum.

It is also capable of conducting more effective peer education to reach children. In this position, the PPPA Office has the authority, but the Children's Forum also has the closeness and voice of children. In the implementation phase, the PPPA Office and supporting organizations have made efforts to implement all regulations in accordance with the SOP. However, there are still omissions, including a lack of coordination with supporting organizations and a slow handling process, resulting in the Child-Friendly City policy in Medan being inadequately implemented.

3. Right on Target

A policy is said to be right on target if the policy hits the right target, namely the group that should receive benefits and protection. The targets here are children who are often victims of violence. The highest number of male child victims in 2024 will be at the age of 13-17 years, namely around 44.0% of the total male population of Medan City, then at the age of 5-12 years, namely 35.4%, and finally at the age of 0-5, namely 13.0%. A similar thing also happened in 2025; the highest number of boys who were victims of violence were aged 13-17 years and experienced an increase of 44.8% of the total male victims in Medan City, followed by those aged 5-12 years, namely 35.9%, and finally those aged 0-5, namely 13.1%. At the ages of 5-12 and 13-17 years, the level of violence experienced by boys increases, while at the ages of 0-5 years, cases of violence against boys decrease. Next, we want to find out the number of acts of violence against girls according to age group in 2024-2025 in Medan City.

From 2024 to 2025, the number of acts of violence against girls, according to age, will decrease; namely, in 2024, violence against children aged 13-17 years reached 33.0%, down to 32.9% in 2025; at the ages of 6-12 years, it was 16.6% in 2024 and decreased to 15.7% in 2025; finally, in 2024, the number of acts of violence against women and children aged 0-5 years was 5.5%, decreasing to 5.4% in 2025. If we look at the percentage reduction in the number of acts of violence, the number is not yet significant; the

government, especially the PPPA Service, must work extra hard to achieve a reduction in the number of acts of violence against children in the city of Medan.

Child exploitation is a form of violence against children. Exploitation of children can be economic, sexual, and social. In Medan City there are still cases of exploitation of children. Incidents of child exploitation include providing false information from residents regarding the disease their child is suffering from and the child's parents deliberately shaving their child's hair and stating to the government that their child has cancer; this is done so that they get help from the government.

Based on information taken from the chairman of the Children's Forum, in another area, in Medan Labuhan District, specifically in Martubung Village, there were cases of misuse of financial assistance by people who received assistance. Two children have adoptive parents, and he said that he had spent a lot of money educating his two children and could no longer afford it because his father had died. The government also provided assistance in the form of cash. Then a few moments after being given the assistance, the Medan City Children's Forum received information that the child of the adoptive parents had had an accident, namely a fall, which caused his hand to break. and took the child to the hospital. This would not happen if the children's forum conducted an in-depth survey of prospective residents who would receive assistance.

Based on the research results above, if the Child Friendly City policy is seen from the indicators of effectiveness, namely, right on target, it can be concluded that the policy is not on target because the reduction in violence against children is not yet significant and the provision of assistance is not on target.

4. Environmentally Friendly

The right environment for policy effectiveness is if a policy is implemented in a place where the social, cultural, and ecosystem conditions support the success of the policy. In Medan City, the Child Friendly City policy has been implemented since 2018, covering all 21 sub-districts in Medan City.

Many environments have been used as places for socialization and observation by the government and the Medan City Children's Forum to disseminate information related to the implementation of a child-friendly city in Medan City. Based on the results of interviews obtained, socialization related to a child-friendly city is most often carried out in the Belawan area.

Based on the data obtained, the most cases of violence against children occurred in the East Medan area, namely 8 cases. The sub-districts in East Medan include Gang Buntu Sub-district/Village, Perintis Sub-district/Village, Sidodadi Sub-district/Durian Sub-district/Village, Gaharu Sub-district/Village, Glugur Darat I Sub-district/Village, Glugur Darat II Sub-district/Village, Pulo Brayon Sub-district/Village Bengkel, Pulo Brayon Sub-district/Village Bengkel Baru, Pulo Brayon Darat I Sub-district/Village, and Pulo Brayon Darat II Sub-district/Village, while in Medan Belawan there were only 4 cases of violence against children. Based on the data and facts that occur in the field, it is very different. If the Medan City government wants to produce environmentally effective/appropriate policies, then every activity should be adjusted to existing data. Because there are still many areas that are vulnerable to cases of violence against children, apart from Medan Belawan.

Other data was also obtained from the chair of the Medan City Children's Forum, he said:

"There are many cases of violence that occur in the Northern part of Medan. In fact, this area dominates compared to other areas in terms of cases of violence against children in Medan City. These areas are Medan Labuhan District, Medan Marelan District and Medan Belawan District."

When confirmed regarding differences in data between the PPPA Service and data held by the Medan City Children's Forum, he was of the opinion that this occurred because information regarding these cases had not yet reached the PPPA Service. If the PPPA Service did not receive updated information regarding cases of violence against children, then the

socialization process could be environmentally inappropriate.

Socialization regarding child-friendly cities is also carried out in schools in Medan City. The school was chosen as a place for socialization because the highest number of victims of violence in Medan City occurred among students. For male students, victims of violence amounted to 73.4% of the total male population who experienced violence in Medan City, while the number of victims of violence against women was less, namely 44.5% of all female victims in Medan City.

Socialization in the school area was carried out by the Medan City Children's Forum, precisely at one of the SLBs in Medan City. The activities they carried out included socialization regarding child-friendly cities and giving questionnaires in the form of questions related to children to parents who came as socialization participants.

Schools as an environment/place for children to seek knowledge must not only be facilitated by competent teaching staff but must also provide a safe environment for children. The number of child-friendly schools in Medan City is still small and needs to be increased. In Table 4.5 data will be attached for child-friendly schools in Medan City. There are only 10 child-friendly schools in the city of Medan, while the total number of schools at the junior high/equivalent level is 388 units. The Child-Friendly School verification process consists of representatives from the Medan City Education and Culture Office and the Women's Empowerment and Child Protection Service. The "Child Friendly School" award is given to schools that meet various criteria, including a safe physical environment, teaching approaches that support inclusivity, and programs that support student mental health and well-being.

Based on the number of SRAs, it can be seen that efforts to provide friendly facilities have not been optimal. All children have the right to receive similar facilities, so facilities must continue to be improved. The Medan City Government has carried out evaluations of several state junior high schools to ensure that the six indicators of State Resource Assessment (SRA) are met, such as school policies, teaching staff training,

learning processes, child-friendly facilities, and student and parent participation.

Based on Tables 4.2 and 4.3, the highest number of victims of violence against children are aged 13-17 years. If it is related to school age, children at that age are at the junior high school level and in the upper middle school sector; the government should not only open child-friendly schools at the junior high school level but also at other levels of education, especially senior high and elementary schools, because violence against children is most prevalent in those schools. Figure 4.5 shows the number of victims of violence against boys and girls by education level in Medan City in 2025.

The highest number of victims of violence against boys is in elementary school (32.6%), and the highest number of victims of violence against girls is in high school (31.8%). One case of violence against children is child exploitation. Child exploitation in schools is common in Medan City, one example being when children are taken directly to the field with teachers to express their aspirations.

The problem is that the Medan City Government will regroup three elementary schools in Medan City, specifically around Jl. Aksara. This is because two of the three schools are located in areas prone to flooding, and their facilities are no longer suitable for teaching and learning. However, local residents and protesters opposed the school's move, agreeing to regrouping as long as the location was not too far from the original location. A sad aspect of this process of conveying their aspirations was that educators included students in the demonstration. Students who should have been learning instead took to the streets to participate in adult activities they should not be involved in.

Besides school, the environment most closely connected to children is the home. Home is where children return after their various activities outside, especially at school. Data from SIMFONI PPA shows that victims of violence, both male and female, are most often domestic, based on the location of the incident.

One example of child violence in Medan City that occurs within the household is in the Belawan area. In the implementation of the

rescue program for victims of sexual violence carried out by their own biological father in the Belawan District area, the representatives of the Medan Children's Forum and the police received rejection from residents, causing a commotion in the area because the implementation was not in accordance with procedures. Residents thought that the arrival of the police and representatives of the Medan Children's Forum was to arrest drug users in the area, even though the intention and purpose of their arrival was to pick up perpetrators of sexual violence against children.

5. Right Process

A policy can be said to be an appropriate process if there are regulations in a policy and there is coordination between parties; then there is socialization regarding child-friendly cities, reporting, and case handling and recovery. Precisely, this process is the final series in policy effectiveness research, where the things carried out in the previous series of activities will be seen widely to find out whether the policy has been effective or not in terms of the process carried out.

In terms of policy, the Medan City government has attempted to implement government policies to make Medan City a child-friendly city. In the process of implementing the Child Friendly City policy in Medan City, the PPPA Department is working with other parties, namely the mass media, the Children's Forum, and the OPD, which is called the task force. Some OPDs include social services, education services, health services, and transportation services as well as in the business world, for example, private companies, but not including MSMEs. However, in the coordination process between these parties, there are still errors, for example, not being open in conveying information related to cases of violence against children.

In November 2025, GPI (Islamic Forum Movement) held an FGD and launched a friendly house of worship and madrasah. This activity has a real impact on strengthening religious values and character values for children in the city of Medan. The Medan City Government continues to strive to

improve the city of Medan to achieve the title of child-friendly city.

Furthermore, in terms of socialization, activities carried out by the PPPA Service include socialization on domestic violence and training of a task force consisting of neighborhood heads. Then there is PATBN (Community-Based Integrated Child Protection) in every sub-district, in 150 sub-districts in Medan City, but when asked about the results obtained from this socialization, Mr. Torang said that:

"The result is that human resources are lacking in terms of education, so what we have said is not fully implemented."

The process carried out in an effort to implement the Child Friendly City policy is not easy, especially if it is related to the character of the people of Medan City, which is known to be tough, as said by Mr. Torang, Head of the Division for Fulfilling Children's Rights, Women's Protection, and Special Protection for Children.

"The culture of Medan is a bit harsh, so there needs to be more guidance and education regarding violence and the punishments that will be received."

There are always challenges in the socialization process, and they are very big in the socialization process, but the Medan City government will continue to strive to make Medan City a good child-friendly city so that the government will continue to improve and continue to struggle.

Furthermore, in terms of reporting, the process is still slow, and there are still people who cover up cases of violence against children that occur in their environment. The courage to report and the community's concern for victims of violence still need to be increased; this shows that the outreach carried out by the government and related parties is still not carried out appropriately. There needs to be routine and comprehensive outreach accompanied by material content that is not only related to violence against children but also the consequences and punishments that can be received by perpetrators of violence. Another thing related to the process of implementing the Child Friendly City policy is case handling and recovery. The end of every case of violence

against children is recovery; this recovery service can lead to legal aid assistance, health assistance assistance, psychological assistance assistance, safe housing, and reintegration assistance. In the process, services for victims of violence in Medan City are still lacking, especially in terms of social rehabilitation.

If we look at the exact indicators of the process in the effectiveness of the Child Friendly City policy in Medan City, the process is long and requires cooperation between departments, making the process carried out ineffective because there are still many errors and shortcomings in each implementation process, especially in the socialization process. The process is said to be effective if the results obtained are in accordance with the policy objectives. The aim of the Child Friendly City policy is not only to obtain an administrative title/predicate, but the most important thing is to create a city that is truly the best place for children to grow and develop.

In 2025, Medan City will receive the title of "Intermediate"; this shows that there needs to be a big effort to achieve the title of "Child-Friendly City" because the five indicators, namely appropriate policy, appropriate implementation, appropriate target, appropriate environment, and appropriate process, greatly influence the verification process for a child-friendly city. The more complete and relevant the policies, consistent implementation, accuracy of targets, supportive environment, and good processes are, the more the value and influence of the title will increase, because Medan City must achieve 2 more predicates, namely, Nindya and Utama, before achieving the final predicate, namely, becoming a child-friendly city.

6. Supporting Factors

The implementation of a policy is certainly accompanied by supporting and inhibiting factors both from outside and within the organization. In developing the Child Friendly City policy in Medan City, there are several supporting factors, namely, the relevant government, which continues to improve the implementation of the Child Friendly City policy in Medan City. This was conveyed directly by the head of the Medan

City Women's Empowerment and Child Protection Service during an interview. He said that:

"Currently we cannot 100 percent eradicate cases related to children, but we will continue to strive to reduce this number."

Apart from eradicating cases related to child safety, the government also provides assistance to underprivileged families who have children in the form of funds whose aim is to ensure that their children's needs can be met. For children who have dropped out of school and become buskers on the streets or children who have been abandoned by their parents, the government has also established child-friendly homes, which include training and psychological guidance from psychologists so that these children become better individuals afterwards.

Medan City's Merdeka Square has not yet been verified by the Public Works Department as a Child Friendly City Area, but a KTR (No-Smoking Area) has been built there. KTR was built in two other places, namely in Benteng Field and also in a flower garden located behind the Santika Dyandra Hotel, Medan City. Apart from the development of non-smoking areas, Medan City also has PATBM (Community-Based Integrated Child Protection) in every sub-district, namely 151 sub-districts in Medan City, which are led by each sub-district head in their respective areas. The formation of PATBM is an initiative of the community that cares about child protection. Strategic steps were also taken by the leadership and members of PATBM, starting from identifying problems, then increasing sensitivity and concern for children's rights, and providing protection for children; in this case, PATBM was also assisted by P2TP2A, PUSPAGA, and UPTD PPA.

From the time a child is in the womb until the age of under 18 years, they have children's rights. One of children's rights is to receive good care from the time they are in the womb until they are born into the world. In this context, it is necessary to have parents who are intelligent in understanding and meeting their children's needs, starting from nutrition from the womb so that the child is born healthy and safe. Fulfillment of this

nutrition is also very necessary during the growth and development of children so that they are not stunted.

PUSPAGA, which was formed by the PPPA ministry, is carried out in Medan City by conducting outreach to housewives and prospective mothers so that they have sufficient knowledge in providing care and nutrition for them. Apart from that, this outreach is also accompanied by guidance from psychologists so that the mental health of mothers and prospective mothers can be maintained in carrying out their role as mothers, because mothers who are healthy in mind and body will definitely try to look after their children well. Another thing that the government also does to show its seriousness in running a child-friendly city is holding a Musrenbang every 6 months, which discusses issues regarding children. After all activities have been carried out, of course there needs to be an assessment and evaluation; here PPPA is assisted by the community and NGOs whose role is to do this.

7. Inhibiting Factors

Inhibiting factors in policy implementation are serious matters that must be addressed immediately so that policy implementation can run better. The inhibiting factor found in the implementation of the Child Friendly City policy in Medan City is that socialization has not been comprehensive; vulnerable areas that should be given deeper socialization have not been touched by the government, namely, the PPPA of Medan City. The area that has been given guidance by psychologists and socialization regarding child-friendly cities is the Belawan area. In fact, the crime-prone districts in Medan City are located in the northern part of Medan, namely Medan Labuhan, Medan Marelan, and Medan Belawan. Apart from the lack of comprehensive socialization, another inhibiting factor is the character of the people of Medan City, which is known to be tough, making the socialization process less than optimal. Apart from that, low human resources in terms of education mean that the socialization participants, who are mothers, are less able to be absorbed and conveyed to their children.

An indifferent attitude towards fellow citizens is also an inhibiting factor in

implementing the Child Friendly City policy in Medan City. Many people prefer to remain silent, especially if they know that there is criminal behavior against children because they do not want to interfere with other people's affairs. This certainly requires socialization and direction, especially in urban areas where the environment lacks interaction with the residents of their neighborhood.

Many Medan City residents don't understand when asked about a child-friendly city; even the chair of the Medan City Children's Forum doesn't really understand about a child-friendly city specifically. This is certainly an inhibiting factor in implementing the Child Friendly City policy because residents do not really understand what it means, let alone put it into practice. There needs to be deeper and more targeted outreach, especially in suburban areas, which are usually the places where most cases of violence against children are found. Limited information and minimal curiosity from the public mean that the Child Friendly City program will not run as expected. Apart from socialization carried out in the community, socialization regarding child-friendly cities also needs to be carried out in schools, which unites teachers, students, and parents. Discuss things that are children's rights and provide each other with solutions to problems at school, instead of blaming each other if violence occurs at school. Students who do not obey school rules must be given sanctions but not with violence. Besides that, students should also obey the rules at school so that teachers and students can respect each other and the learning process can also be orderly.

Procurement of child-friendly facilities such as the application for a child-friendly city park in Cadika Park, Ahmad Yani Park, and Flower Gardens in the city of Medan is also an inhibiting factor if the verification process carried out is not completed. If the verification process states that the facilities in these places do not comply with standards, then the relevant government can quickly carry out development or repairs so that the places can be immediately verified and meet national standards. Once all the facilities are of national standard, the next step that must be taken is to maintain the security of the

place so that it remains safe and beautiful and avoids vandalism, which often occurs in other public facilities.

CONCLUSION

The Child Friendly City Policy in Medan City has not been implemented effectively; this is because cases of violence against children are still high, which is motivated by weak inter-institutional coordination, inaccurate policy targets, and less than optimal socialization, reporting, and recovery services.

Implementation of the Child Friendly City (KLA) policy in Medan City is influenced by supporting and inhibiting factors. Supporting factors include the commitment of local governments in conducting policy evaluations, stakeholder involvement, and the implementation of Musrenbang as a forum for community participation. However, the implementation of the KLA policy is still hampered by incomplete socialization, a low level of public awareness, and budget limitations, so that the fulfillment of children's rights and the provision of child-friendly facilities are not yet optimal.

To make the implementation of the Child Friendly City policy effective in Medan City, what can be done is that there needs to be regular outreach in areas that are prone to crime. It is necessary to carry out a more in-depth survey regarding recipients of financial assistance from the government. Develop new strategies to further increase public understanding regarding the Child Friendly City policy in Medan City, for example, by conducting outreach in schools involving teachers, students, and parents. Adding another focus, for example, the socialization carried out not only concerns crimes against children but also instilling an attitude of tolerance in schools so that it can reduce the number of bullying incidents involving children.

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