



Evaluation of The PUSPAGA Program in Child Protection Services at Women Empowerment and Child Protection Office in Makassar City

Musdalifah¹, Gita Susanti¹, Nurdin Nara¹

¹Master's Program in Public Administration, Faculty of Social and Political Sciences, Hasanuddin University, Indonesia, Indonesia

Abstract

The PUSPAGA (Family Learning Center) program is a family capacity building service to support child protection efforts through counseling/consultation services, outreach/home visits, and case referrals. This program is present as an intervention by the Makassar City government to reduce various children's problems through preventive efforts and a family-based approach. This study aims to analyze and describe the evaluation of the PUSPAGA program in child protection services through the CIPP model introduced by Daniel L. Stufflebeam (1965), namely Context Evaluation, Input Evaluation, Process Evaluation, and Product Evaluation. This study uses a descriptive qualitative method by collecting data through field observations, in-depth interviews, and document reviews. The results of the study indicate that overall the PUSPAGA program has been effective in providing child protection services in Makassar City, so that in the future this program needs to be continued by continuously striving for improvement. This study shows the focus of improvements that need to be made primarily on the aspect of the availability of adequate quantities of professional human resources and support for more comfortable and appropriate service infrastructure. In addition, there is a need to improve the quality and frequency of educational services and outreach to the community so that the benefits and impacts of PUSPAGA's presence can be felt by the wider community of Makassar City.

Keywords: Program Evaluation, PUSPAGA (Family Learning Center), Child Protection

Introduction

Children are a valuable resource for the nation who have a very crucial role for the continuation of progress in the future so that child protection is one of the most important aspects in the development of quality human resources. Childhood is a crucial period in individual growth because at this stage various basic physical, cognitive, emotional, and social abilities begin to develop which will affect the quality of life in the future (Hidayah et al., 2022). Therefore, policies are needed against violence against children according to the statement of Strathearn et al. (2020) that children who experience violence are more likely to face cognitive development problems, learning difficulties, depression, anxiety, post-traumatic stress disorder (PTSD), and various physical and social health issues when they are adults.

The issue of violence against children in Indonesia continues to show worrying developments. Data from the Online Information System for the Protection of Women and Children (SIMFONI PPA) recorded the number of victims of child violence as many as 20,221 cases in 2023 which increased in 2024 with the number of cases 21,648. This increase indicates that efforts to protect children have not been fully effective. Prastini (2024) explains that the high number of cases of violence against children indicates the importance of strengthening the child protection system that involves the roles of families, communities, educational institutions, and the government in an integrated and sustainable manner.

Furthermore, locally in Makassar, the issue of violence against children is also a very important issue. Makassar City, which has received the Child-Friendly City (KLA) designation for the past few years, still shows an increasing number of cases of violence against children. Data from the Makassar City Women and Children Empowerment Agency (DPPPA) indicates that there were 1,222 cases of violence against women and children, of which 762 cases, or approximately 62% of the total, were cases of violence against children. This figure shows a significant upward trend compared to the previous year, which recorded 520 cases. Furthermore, Makassar City also faces various other issues related to children, including children in conflict with the law, child custody, and early marriage. This situation shows that child protection remains a complex challenge despite the implementation of various policies and programs (Fahry et al., 2020).

One of the programs to protect children in Makassar is the Family Learning Center (PUSPAGA), which functions as a family-focused service aimed at improving the ability of parents and families to carry out the duties of caring for, protecting, and fulfilling children's rights through consultation, counseling, education, information, and mentoring services. This parenting program is in accordance with the statement of Altafim, et al. (2024) that evidence-based parenting programs can increase positive parenting practices and reduce the risk of violence against children. This is also supported by the statements of Branco et al. (2022) and Alfatim et al. (2025) that the implementation of parenting programs that focus on preventing violence broadly can improve the quality of parenting and reduce parenting practices that risk causing violence against children.

Other research also reveals that family participation is a crucial element in the success of child protection programs. According to Rudolph et al. (2024), parental involvement positively influences the effectiveness of child sexual violence prevention programs. Conversely, Sepers, Maric, and Mooren (2025) emphasize that social support from families plays a crucial role in preventing and addressing cases of violence against children. These

findings demonstrate that a family-focused approach holds a strategic position within the child protection system and is a relevant method to develop in the context of child protection in Indonesia.

In the Indonesian context, research on the PUSPAGA Program is still limited. Febriana et al. (2024) noted that the PUSPAGA Program assists in addressing school dropouts by strengthening the role of families and providing community consultation services. The study's results indicate that a family-based approach can resolve various problems involving children. However, most previous studies have focused on program implementation and the benefits it provides to the community.

While many studies have discussed family care and strengthening programs, studies evaluating the PUSPAGA Program using the Context, Input, Process, and Product (CIPP) model are still very limited, particularly in child protection services at the regional level. However, the CIPP model provides an opportunity for a more in-depth evaluation to assess its suitability to program needs, resource availability, implementation process, and outcomes (Stufflebeam and Shinkfield, 1985). Therefore, an evaluation of the PUSPAGA program is necessary.

Materials And Methods

This study applies a qualitative method with a case study design to assess the Family Learning Center Program (PUSPAGA) in the context of child protection services at the Makassar City Women's Empowerment and Child Protection Agency (DPPPA). The case study design was chosen because it provides the researcher with the opportunity to thoroughly explore a program in its actual implementation situation (Yin, 2003).

This research was conducted at the PUSPAGA Bacce and DPPPA Service Office in Makassar City. Informants in this study were selected purposively, based on their level of involvement and knowledge of the PUSPAGA Program (Creswell and Creswell, 2018), namely the Head of the Women's Quality of Life Division of the Makassar City DPPPA, the Daily Chair of PUSPAGA, as well as counselors and psychologists from PUSPAGA, community members who received services, and program partners consisting of the Citizens' Shelter and the Makassar City UPT PPA.

The data used in this study came from primary and secondary sources. Primary data were collected through direct observation and in-depth interviews with informants. Observations aimed to directly observe the implementation of program services and activities, while in-depth interviews aimed to obtain information regarding informants' experiences, views, and assessments of the implementation of the PUSPAGA Program. On the other hand, secondary data were collected by reviewing various documents relevant to the program, such as SOPs, LKIP, activity reports, service data, human resource information, and other supporting documents. In this study, the Context, Input, Process, and Product (CIPP) evaluation model was used as a program evaluation framework (Stufflebeam and Shinkfield, 1985).

Data analysis was conducted interactively and divided into three stages: data reduction, data presentation, and conclusion drawing and verification (Miles and Huberman, 2014). Data reduction included selecting, simplifying, and grouping data according to the research focus. The reduced data was then presented in narrative and matrix form to facilitate interpretation. Furthermore, conclusions were drawn continuously by verifying the data collected during the study. To ensure the credibility of the findings, this study implemented source triangulation by comparing information from various informants and documents. Furthermore, member checking was conducted on key informants to ensure the researcher's interpretations were consistent with the information they provided (Creswell and Creswell, 2018).

3. Results and Discussion

Context Evaluation

Context evaluation conducted to assess the goals, targets, and strengths and weaknesses of the PUSPAGA Program as a protection service organized by the Makassar City Women's Empowerment and Child Protection Service (DP3A). PUSPAGA Makassar City was inaugurated on February 22, 2019 as a follow-up to the direction of the Ministry of Women's Empowerment and Child Protection and to help overcome various family problems, especially the high rate of early marriage in Makassar City. Child marriage is a strategic issue in Makassar City so that the government issued Makassar Mayor Regulation Number 64 of 2019 concerning the Age of Marriage Maturity. The high number of early marriage cases has the potential to cause psychological, social, and economic impacts because children are not yet ready to start a family. Therefore, the need for counseling services and psychological assessments is increasing, especially in the process of applying for marriage dispensation, so PUSPAGA is present as a support service as well as a prevention effort.

At its inception, PUSPAGA was not operating optimally because it did not yet have its own office and was still affiliated with P2TP2A (now UPT PPA). Furthermore, limited counselors and psychologists meant that services were still dependent on resources available at P2TP2A. Following the COVID-19 pandemic, DP3A recognized the growing importance of PUSPAGA's development due to the increase in various family issues, such as domestic conflict, parenting issues, juvenile delinquency, and violence against women and children. This situation demonstrated the need for services that not only handle cases but also focus on prevention and family strengthening. In response, since 2022, DP3A has begun strengthening PUSPAGA by providing a service building, infrastructure, program development, and the placement of specialized psychologists and counselors. This strengthening is supported by Makassar Mayoral Decree Number 632/263.05/2022 concerning the Establishment of the PUSPAGA Management Team, which serves as the legal basis for program implementation. In general, PUSPAGA exists to meet the community's needs in addressing issues of care, child protection, and family resilience. This program aims to improve family quality and resilience through prevention, education, outreach, mentoring, and care services to strengthen child protection and development.

The alignment between the needs of the Makassar City community and the objectives of the PUSPAGA Program is considered appropriate. The success of the program's implementation depends heavily on the accuracy of its intended targets. Therefore, identifying target groups is crucial to optimally achieve program objectives. PUSPAGA targets not only children as the primary beneficiaries, but also parents, families, and other parties who play a role in the care, protection, and development of children. With its broad target coverage, PUSPAGA is expected to be able to reach communities in need of services and education related to family strengthening and child protection. The PUSPAGA Program's targets in implementing child protection services can be seen in the following table.

Table 1. Targets of the Makassar City PUSPAGA Program

Program Objectives	Reasons for being targeted
Child	Groups that need to obtain protection and fulfillment of rights
Parents/Family/Guardians/Parties responsible for child care	The party that plays the main role in child care
Prospective Parents	Preventing the risk of child marriage and family unpreparedness
School/Teacher	The child's closest environmental partner who supervises and protects the child
Community (RT/RW, PKK, Resident Shelter)	Supporting prevention and handling of cases in the community

Source: Processed from the results of interviews with informants

Based on the table, the PUSPAGA Program targets children, parents, families, schools, teachers, and the community. Children and parents/families are the primary beneficiaries because the family is the first environment in which children are raised and therefore require education and counseling from PUSPAGA. The involvement of schools, teachers, and the community is also important because they play a role in creating a safe environment and supporting child development. Therefore, PUSPAGA not only provides services in the office, but also carries out various outreach activities within the community so that the program's benefits can reach a wider audience. Based on an interview with one of the community shelter administrators, PUSPAGA outreach activities at the sub-district level involve various community elements, including community leaders and community shelters. As a DP3A partner that is close to the community, the community shelter utilizes the knowledge and materials obtained from PUSPAGA to support child and family protection services in the surrounding area.

One of PUSPAGA's main strengths is the availability of free consultation and counseling services provided by professionals, such as psychologists who are competent in the fields of counseling, education, and child development. Furthermore, PUSPAGA implements a family-based approach that is considered effective in preventing and addressing children's problems through education, mentoring, and strengthening the role of parents from an early age. However, program implementation still faces obstacles, particularly the limited number of psychologists. With a population of over 1.4 million people spread across 153 sub-districts, the available psychologist capacity is not commensurate with the need for services. This condition often results in quite long counseling queues. Furthermore, each case requires intensive and continuous handling, involving both the child and the parents through several counseling sessions to ensure the problem can be resolved optimally.

Input Evaluation

According to Stufflebeam, input is used to assess the resources, strategies, and support that contribute to achieving program objectives and improving the quality of services for beneficiaries. In the PUSPAGA Program, input evaluation is conducted by assessing several key supporting aspects, namely the availability of child protection services, human resources (HR), facilities and infrastructure, SOPs (Standard Operating Procedures), and the budget.

Child Protection Services

One crucial component of input evaluation is the availability of services that support the achievement of PUSPAGA's objectives. These services are the primary means of providing support to communities to improve the quality of childcare, family resilience, and child protection. Based on research findings, PUSPAGA has provided a variety of services accessible to the community, tailored to their needs and challenges.

Family/Child Consultation and Counseling Services are PUSPAGA's primary services, provided by counselors and psychologists to children and parents facing parenting, family relationships, child development, or psychological issues. These services are conducted face-to-face in a dedicated room to ensure client comfort and confidentiality and to help find solutions to their problems.

Outreach Services/Home Visit This service is conducted by directly visiting the homes of children and families in need of support. This service is implemented in collaboration with the UPT-PPA Rapid Response Team (TRC) and the DP3A network, such as the Citizens' Shelter and PATBM at the sub-district level.

The Information and Psychoeducation Service aims to increase public knowledge about parenting, family resilience, and child protection through seminars, training, direct education, and digital media. This service focuses on early prevention of family and child problems.

Referral services are provided when clients require further treatment from other agencies. PUSPAGA will connect clients with relevant service agencies through its network of partners with the Makassar City DP3A to ensure that their needs are optimally met.

Based on research results, the program developed by PUSPAGA DP3A Makassar City demonstrates a comprehensive approach to family-based child protection. The program encompasses prevention (primary), risk reduction (secondary), and case management (tertiary). Prevention efforts are carried out through information and psychoeducation services to increase public understanding of positive parenting and the prevention of violence against children. Risk reduction is carried out through consultation services, family/child counseling, and marriage recommendations to help resolve parenting issues and assess the psychological readiness of prospective underage brides and grooms. Meanwhile, case management is carried out through outreach services, home visits, and referrals for cases requiring follow-up. All of these services complement each other in strengthening the role of the family as the primary environment for child protection and development.

Human Resources

One crucial aspect of input evaluation is the availability of human resources (HR) to support the implementation of PUSPAGA programs and services. Competent HR plays a crucial role in determining service quality, particularly in efforts to strengthen family resilience and protect children. Therefore, PUSPAGA requires personnel with the knowledge, skills, and competencies appropriate to the needs of the services provided.

Based on the research results, the human resources involved in the implementation of PUSPAGA services in Makassar City consist of various professional and supporting staff, including;

Psychologist

Psychologists are the primary and most important human resources in the presence of PUSPAGA. Psychologists are professionals who provide direct services to clients. Therefore, in providing psychologists, DP3A must ensure that the psychologists assigned are competent and meet the requirements according to their profession. Based on an interview with the Head of the DP3A KHP Division, Mrs. HF, as Chair of Puspaga, stated that currently DP3A has prepared two psychologists. The psychologists were recruited through an administrative selection process and interviews conducted directly by the Head of the Service with prospective psychologists. The first recruitment was carried out in 2022 after which it was carried out again in 2023 because a psychologist resigned, so the service immediately recruited new staff to fill the vacant psychologist position. This statement was later confirmed by Mrs. KK as a Puspaga Psychologist who stated that "I am the longest serving psychologist at Puspaga and still remain until now. I entered in 2022 through a recruitment and selection process. At that time we were interviewed directly by the Head of the Service and the Head of the DP3A field. After being declared eligible and passed, I signed a contract that was valid for one year. But Alhamdulillah the contract has been extended until now" Psychologist Qualifications as in the National PUSPAGA guidelines issued by the Ministry of PPPA state that the requirements for PUSPAGA professional staff must have a professional background (Psychology/Professional Social Work/Professional Counseling Guidance) or Professional Staff from other institutions as supervisors. These requirements have been met by PUSPAGA psychologists in Makassar City, both of whom are graduates of professional psychology masters who are experts in the fields of education and development. Human resources with expertise in these areas are essential for PUSPAGA, as the service's purpose is to provide families and parents with an understanding of child development, parenting patterns, family dynamics, and the management of various psychological issues that can impact child well-being and family resilience. With these competencies, psychologists can provide services tailored to community needs and support the achievement of child protection goals.

Based on field findings, the availability of additional psychologists is an urgent need that must be addressed by the Makassar City DP3A. The current number of psychologists is not yet fully capable of meeting the increasing demand for Puspaga services. Furthermore, the shift work system presents an obstacle to expediting client counseling scheduling. The shortage of psychologists also hinders the implementation of field activities, such as attending outreach activities and direct community outreach. Psychologists must also remain available in the office to serve clients who come for counseling. On the other hand, there must also be someone available to participate in field activities. Consequently, the implementation of activities is considered less than optimal because it must adapt to the limited availability of psychologists.

Counselor Staff

Another type of counseling staff is the counselor. Counselors generally serve as the frontline providers in providing consultation services, conducting initial assessments, and identifying the needs and problems experienced by children and families. Counselors also provide consultation and support for minor issues, such as parenting issues, family communication, and everyday problems that can be addressed through basic consultation services. According to the Puspaga guidelines from the Ministry of Women's Empowerment and Child Protection (KemenPPPA), counselors must have a bachelor's degree in parenting, education, family, education, psychology, social studies, health, or related family sciences.

Based on the interview results with Mrs. ARF as a counselor, she explained the process of joining PUSPAGA through an offer to participate in the selection process. At that time, the selection requirement was a bachelor's degree in psychology and was very appropriate for her educational qualifications. Similar to psychologists, counselors also go through an administrative selection process and interviews conducted by the Head of the DP3A Service. In line with Mrs. ARF's statement, Mrs. WL, also a counselor at PUSPAGA Makassar City, also stated the same thing that to become a counselor, one must indeed pass the selection process conducted by the Service.

In addition to having a bachelor's degree in psychology, Mrs. WL also revealed that she was selected as a counselor because of her experience as a psychology teaching assistant, which was an added value and advantage compared to other prospective counselor participants who were also participating in the selection process. The counselors at PUSPAGA have met the qualifications stipulated in the PUSPAGA implementation guidelines. An educational background relevant to the field of psychology shows that DP3A Makassar City has prepared counselors who work at PUSPAGA who are guaranteed to have the competence to carry out tasks according to service needs.

Secretary and Administrative Staff

The PUSPAGA office and activities are run by a secretary and three administrative staff who play a role in supporting the smooth implementation of services. Both the secretary and administrative staff of PUSPAGA are civil servants under the coordination of the Quality of Life Division of the Makassar City DP3A. The secretary is tasked with assisting in the administrative management of the organization, compiling activity agendas, managing correspondence, documenting meeting results, and preparing reports on the implementation of PUSPAGA programs and activities. In addition, the secretary also plays a role in coordinating communication between administrators and ensuring the availability of documents needed for service implementation. Meanwhile, the administrative staff is responsible for managing the daily administration of services, such as recording client data, archiving documents, managing consultation and counseling service schedules, and compiling administrative data and reports.

Administrative staff also play a supporting role in services by assisting with client intake, documenting activities, and managing various other administrative needs. Staff assigned to PUSPAGA not only perform administrative duties but are also involved in supporting service delivery. In practice, administrative staff often interact directly with children and families who come to PUSPAGA. For example, when parents are undergoing a lengthy counseling process, staff play a role in accompanying and creating a comfortable atmosphere for the children during their stay at PUSPAGA. Therefore, the ability to interact with children and care for their needs are important values and assets that every PUSPAGA officer must possess.

The availability and readiness of human resources at PUSPAGA, managed by DP3A, is considered quite good. Administrative staff play a crucial role in ensuring all services run orderly, organized, and are well-documented. Furthermore, recruiting psychologists and counselors through a selection process to ensure competencies align with service needs is a key step.

However, interviews and observations indicate that additional psychologists are still essential to ensure smooth service delivery. With sufficient psychologists, counseling services can be delivered more quickly and field activities can run more optimally without disrupting office services.

Facilities and infrastructure

In the input evaluation, facilities and infrastructure are important supporting factors to ensure the program runs effectively. The availability of adequate facilities not only supports smooth operations but also affects the quality of services received by the community. Therefore, an analysis of facilities and infrastructure was conducted to determine the extent to which PUSPAGA facilities support the implementation of child protection programs. Based on observations, PUSPAGA facilities and infrastructure in Makassar City have met the National PUSPAGA Standards, namely:

PUSPAGA Makassar City has a gender-responsive and child-friendly service building that serves as an office and service center. This building is under the authority of the Makassar City DP3A with a lease period from 2022 to 2025 and can be extended. Strategically located in the center of Makassar City, making it easily accessible to the public, it is also located in a residential area and close to various public service facilities such as the UPT-PPA DP3A, the Ballaparang Community Health Center, the village office, clinics, and the Ananda and Paramount Women's and Children's Hospitals on Jalan Andi Pangeran Pettarani.

PUSPAGA Makassar City has several service rooms, namely an information and reception room, a waiting room, an administration and archives room, a counseling room, and a children's play area. In general, the room has good air circulation and lighting, and bright wall colors, creating comfort for clients. However, according to National PUSPAGA standards, there should be a separate lactation room, while observations show that the lactation room is still integrated with the children's play area, so separation is necessary to ensure the comfort and privacy of breastfeeding mothers. In addition, supporting facilities are available for services such as tables, chairs, cupboards, bookshelves, computers/laptops, IEC media, toilets, wifi, sinks, and refrigerators. PUSPAGA also has evacuation routes and assembly points as part of safety standards, and has installed warning signs for smoke-free areas in the PUSPAGA Makassar City environment.

Based on interviews with PUSPAGA counselors and psychologists, they stated that the facilities and work environment are comfortable enough to support the implementation of their duties. The service room is considered conducive, provides comfort, and maintains client privacy, thus helping the consultation and counseling process run optimally and improving interaction between professionals and clients. However, according to informants, going forward, the waiting room needs to be expanded because services often involve family members such as parents, spouses, or guardians, so that when the number of visitors increases, the waiting room becomes inadequate. Therefore, expanding the waiting room is considered important to improve service comfort. According to Mrs. S, the Daily Chair of PUSPAGA, the current facilities are sufficient and do not pose a barrier to service. However, going forward, her team will propose facility improvements focused on children's comfort, such as improving the playroom which does not have air conditioning, limited toys, and books which are still predominantly for adults. She also emphasized the need to provide educational books for visiting children.

Meanwhile, based on an interview with Mr. B, a parent who received the service, PUSPAGA was considered easy to access and had a comfortable environment. The child he brought felt calm while waiting for the fairly long counseling process. Similarly, Child N, who came with Mr. A, expressed comfort because the room was not hot, drinking water was available, and the counseling room was closed, making it easier for him to talk with the psychologist. He also added that the PUSPAGA environment was clean and comfortable.

The interview results indicate that PUSPAGA's facilities and infrastructure have created child-friendly and comfortable services for the community, and most of them comply with the National PUSPAGA Service Standards. Both service providers and recipients feel comfortable with the available facilities. However, observations indicate that there are still shortcomings, especially for children and parents with special needs, due to the lack of accessibility such as special wheelchair and blind lanes and appropriate communication media for children with disabilities, so that there is still a need for improvement so that services can be accessed more inclusively.

SOP (Standard Operating Procedure)

To support program implementation and ensure compliance with regulations, PUSPAGA requires a service mechanism through Standard Operating Procedures (SOPs). PUSPAGA Makassar City has developed SOP No. 063/SOP-PUSPAGA-MKS/VII/2025, which was established on June 1, 2025, as a guideline for counseling and consultation services. This SOP refers to the National PUSPAGA Standard Guidelines and was developed internally to provide more detailed and systematic services.

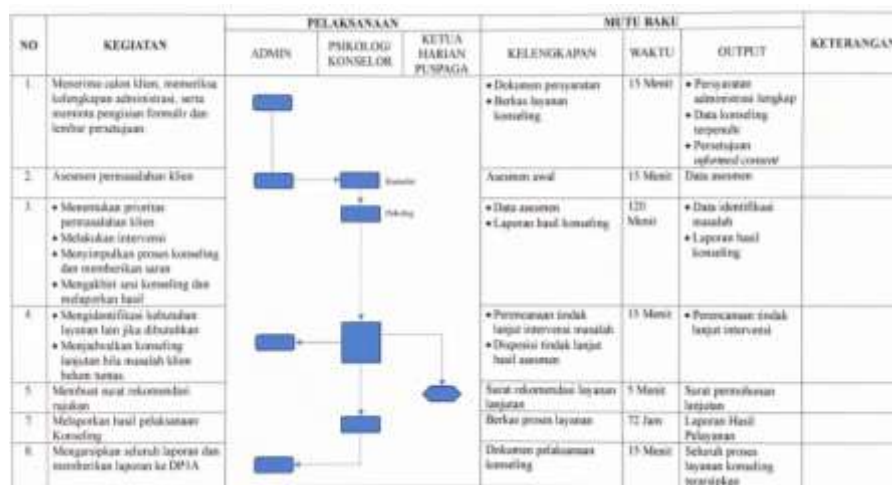


Figure 1. Image of SOP for PUSPAGA Bacce Services in Makassar City

Source: SOP document for consultation and counseling services

Based on the PUSPAGA Makassar City SOP, the counseling service flow is in accordance with national standards, starting from client acceptance with document verification, followed by problem assessment, counseling/consultation sessions, to determining the need for further services such as additional counseling or referrals to related institutions.

The SOP is not only administrative but also mandatory for staff to understand and implement. Based on an interview with Counselor WL, the SOP serves as a guideline that must be followed in providing services. Counseling can only be provided if the client meets the requirements, such as being domiciled in Makassar City with proof of ID card, family card, and birth certificate, and completing and signing the service form.informed consent.

In an effort to maintain the commitment of officers to comply with service standards, PUSPAGA Makassar City has established service information displayed in the service room as information to the public regarding the right to quality and standardized services. This information is a form of DP3A Makassar City's commitment to providing assurance of good services to the public. PUSPAGA has also improved the quality of services through systematically compiled counseling and consultation SOPs, covering service flows, division of tasks, and service time standards, and is reinforced with service information that officers must comply with. However, the existing SOP still focuses on in-office services, while other services such as home visits and educational outreach have not been regulated in detail, so that additional SOPs are needed to ensure more focused, comfortable, and in accordance with program objectives.

Budget

Budget availability is an input component that determines the sustainability of PUSPAGA programs and services. Adequate funding is needed to support various activities, such as counseling services, socialization and psychoeducation, outreach, and daily operations, thus influencing the effectiveness of achieving program objectives. In input evaluation, the budget is viewed as a resource allocated according to the work plan to support program implementation. Budget analysis is needed to determine the extent to which financial support can optimize PUSPAGA services in child protection. The PUSPAGA budget for Makassar City is sourced from the Makassar City Regional Budget (APBD) and is managed by the DP3A through the Family Quality Improvement Program.

PUSPAGA (Family Learning Center) Operational Budget Table
Makassar City Women's Empowerment and Child Protection Agency for the 2023-2025 fiscal year

Fiscal year	Budget Ceiling	Budget Realization	% Achievement
2023	126.228.000	119.270.000	94,48 %
2024	216.800.600	200.817.800	92,63 %
2025	354.150.600	314.094.473	88,69 %

Source: DP3A Financial Realization Report 2023-2025

Based on the 2023–2025 budget data, PUSPAGA is one of the programs receiving attention and support from the DP3A, as evidenced by the increasing trend in budget allocations each year. This demonstrates the Makassar City Government's commitment to strengthening PUSPAGA services for child protection and family resilience. The high budget realization rate, which has reached more than 88% over the past three years, also indicates that allocated funds are being utilized optimally, and most activities are being implemented on target. Thus, the budget increase followed by consistent realization confirms that PUSPAGA is a priority program with strong financial support from DP3A.

According to Mrs. S as the Daily Chair, PUSPAGA's budget proposals have always received full support from DP3A, including for the 2026 budget year of Rp525,824,500, which is a 48.48% increase from the previous year. This increase is considered in line with the increasing need for services and new activity plans such as Psychological First Aid Training for junior high school students throughout Makassar City that require adequate budget support. Going forward, DP3A will also prioritize increasing the budget for psychologists based on the evaluation results, because counseling services are PUSPAGA's main service. The addition of psychologists is expected to increase the effectiveness and quality of PUSPAGA services in the future.

Process Evaluation

In the CIPP Model process evaluation Stufflebeam, this aspect can be identified through the suitability of plans and procedures with program implementation, as well as how consistent monitoring is carried out during the program.

Implementation of activities carried out according to plan and SOP

PUSPAGA, in its child protection services, plans various activities annually. To assess the alignment between planning and implementation, process aspects are analyzed through the implementation of each activity agenda and service in the field. This section describes the various activities and their contribution to supporting PUSPAGA services, so that the extent to which the activities contribute to achieving program objectives can be determined.

Family/Child Consultation and Counseling Services.

In implementing counseling/consultation services, PUSPAGA does not set a target number of services. All people who come and meet the administrative requirements will still be served, with the principle that the more clients handled, the greater the benefits to the community.

Counseling services at the PUSPAGA office are open Monday–Friday from 9:00–16:00 WITA, with a maximum of two clients per day. This limit is an internal agreement to maintain service quality, allowing psychologists sufficient time to conduct assessments, explore problems, and provide in-depth support, while avoiding rushed services due to queues. This limit is also influenced by limited human resources, with only two psychologists and two counselors. Psychological services are provided in shifts, as both psychologists also work elsewhere. Each person works three days a week, with alternating schedules, and on Fridays, both are present together. According to the PUSPAGA Daily Chair, it is difficult to find psychologists full time because this profession is very much needed in various sectors, while the honorarium given by PUSPAGA is still limited so it is not yet competitive compared to other places.

Outreach Services/Home Visits

PUSPAGA's outreach aims to bring services closer to the community and detect family and child problems early before they become more serious. In its implementation, PUSPAGA Makassar City has visited disaster sites to provide Initial Psychological Support (DPA), particularly for child victims. These activities include: trauma healing through games and learning activities with children after the collapse of the dome of the Ittifaqul Jamaah Mosque on Jalan Barukang, as well as a visit to the fire location in Rappokalling Village.

In addition, outreach is also carried out through assessment Psychological support is provided at the Confident Children's School (SAPD) in Patingalloang Village to routinely identify student problems. Based on an interview with Mrs. C, the SAPD administrator, this program is an educational and mental health support service for child victims of violence managed by the Puanmakari Community in collaboration with Pertamina Integrated Terminal Makassar. PUSPAGA is considered to help children recover from trauma and rebuild their character, courage, and self-confidence through psychoeducation, counseling, and support from psychologists and counselors.

Based on information from psychologists, activities home visit At that time, the case was conducted in collaboration with the Office, involving the Head of the Office and a joint team from the UPT PPA (Papa PPA) handling the case. Psychologists from PUSPAGA Makassar City provided trauma healing services to child kidnapping victims in Taman Pakui Makassar. Through this service, the team of psychologists assisted in emotional recovery so that the children felt safe and recovered from the trauma. The approach was empathetic,

tailored to the child's condition and comfort, and involved the family as the primary support system, with the goal of helping the child recover from the trauma, increase self-confidence, and return to a more peaceful life.

Information and psychoeducation services

The Makassar City PUSPAGA information and psychoeducation service leverages technological advancements, including Instagram, which has a wide and active user base across various backgrounds. An interview with Ms. AR, a counselor, revealed that Instagram has been used since 2022, initially to promote and introduce PUSPAGA services to the community.

Over time, the activity evolved into psychoeducation through features live streaming with themes that align with emerging issues or trends. The Daily Chair of PUSPAGA, Ms. S, added that this activity is a concern to continue, even though it doesn't have a specific number of participants, and has been held several times. The resource persons include not only internal psychologists but also psychologists from outside PUSPAGA. In addition to educating the public, this activity also serves as a platform for sharing knowledge between external and internal psychologists.

PUSPAGA Makassar City's psychoeducational activities are not only conducted through social media but also directly in the community. One example is education on strengthening parenting styles for millennial children in a tourist alley. Based on an interview with Mrs. KK, a psychologist, the location was chosen to bring services closer so that education can reach more families, encourage parental participation, and open up discussion about parenting challenges. This activity is expected to raise awareness of the family's role in shaping children's character while also contributing to the prevention of family and child problems.

In 2025, the Makassar City DP3A, then led by Ms. Achi Soleman, initiated the SAPA Mulia (Friends of Women and Children) program as an innovation in protecting women and children. This program was implemented in 11 sub-districts with the highest case rates, according to data from the Center for Women's Empowerment and Child Protection (PUSPAGA) and the PPPA Technical Implementation Unit (UPTD). Through this activity, PUSPAGA psychologists and counselors directly provided education, mentoring, and socialization of quality family values to reduce the number of violence against children.

Anyone wishing to receive PUSPAGA services must complete a registration process, either in person at the office or online via WhatsApp Center and Instagram. Referral registration is handled by the UPT PPA in coordination with PUSPAGA. This process is handled by administrative staff who verify client data before services are provided.

Based on an interview with Parent B, registration was done through the WhatsApp Center, then asked to send an ID card and scheduled counseling. Upon arrival at the office, clients completed documents such as an ID card, family card, marriage certificate, and birth certificate, as well as filling out data and informed consent before assessment and counseling were carried out by a counselor and psychologist. For clients referred by the UPT PPA, the administration process and initial assessment were carried out at the UPT PPA, then the results were brought to PUSPAGA for follow-up by a psychologist. According to Parent B, scheduling counseling took approximately five days due to the large queue of services, as confirmed by the UPT PPA. The results of interviews and observations showed that PUSPAGA Makassar City had followed the applicable SOP, starting from registration, initial assessment, to counseling services, and made referrals to psychologists or related institutions if further treatment was needed according to established procedures.

Monitoring Consistency

In the evaluation of the process aspect, monitoring consistency is used to assess program implementation in the field, specifically the extent to which the Makassar City DP3A supervises child protection services at PUSPAGA. Based on Makassar Mayoral Regulation Number 67 of 2024, DP3A is tasked with fostering, coordinating, managing, controlling, and supervising women's empowerment and child protection programs, making monitoring a crucial part of program implementation. Based on an interview with Ms. HF, Head of the Women's Quality of Life Division of the Makassar City DP3A, routine monitoring is carried out to ensure that PUSPAGA services are running well and the community is being served. Every week, officers are required to report a recap of case data and the number of clients to monitor service developments. In addition, direct visits and evaluation meetings are conducted every month by the head of the division. In line with this, Ms. S, the Daily Chair of PUSPAGA, stated that DP3A is very active in monitoring. Service data reports that were previously done manually have now begun to shift to a digital system using spreadsheets that can be accessed in real time by DP3A, so that service development can be monitored more effectively and sustainably.

A routine meeting was held in April 2026 by the KHP Division to monitor PUSPAGA services. The meeting was attended by the daily chairperson, administrative staff, counselors, and psychologists, and was held after service hours as a form of monitoring, evaluation, and coordination between DP3A and PUSPAGA officers. Based on the researcher's observations, the meeting led by the head of the KHP division was quite effective. The discussion began with an evaluation of officer performance and discipline, followed by technical service issues such as infrastructure, budget disbursement, client development, SOPs, and coordination with the UPT PPA. All staff were given the opportunity to convey progress, obstacles, and suggestions, which were then discussed together to find solutions, and some were followed up and reported to the head of the DP3A office.

The implementation of monitoring through monthly evaluation meetings demonstrates DP3A's consistency in ensuring the smooth operation of PUSPAGA services. Furthermore, PUSPAGA also compiles an annual report as a form of program accountability, containing data on service recipients, activities, infrastructure conditions, achievements, and challenges. This report serves as the basis for DP3A's evaluation for service improvements and enhancements in the following period, as well as evidence of appropriate budget utilization.

Product Evaluation

According to Stufflebeam, product evaluation is the goal is to measure and assess the achievements of a program. In the context of PUSPAGA, a child protection program focused on improving family resilience and quality, the services provided must be ensured to meet needs and provide benefits to the community. Therefore, program achievements are identified through the level of community satisfaction and the perceived impact and changes resulting from PUSPAGA services in Makassar City.

Community Satisfaction

To evaluate service quality and obtain public feedback, PUSPAGA Makassar City conducted a service satisfaction survey. The survey aimed to measure satisfaction with services, assess staff performance, evaluate facilities and infrastructure, and gather input to inform future service improvements. Survey data was obtained from 31 informants who participated in child, family, and premarital counseling services.

Table 2. Results of the Makassar City PUSPAGA Service User Satisfaction Survey

No	Service Indicators	Survey Results
1	Compliance of Service Requirements with the type of service	71% of respondents considered it appropriate and 29% considered it very appropriate.
2	Understanding the ease of service procedures	58.1% of respondents rated it easy, 22.6% rated it very easy, and 19.4% rated it quite easy.
3	Services provided	71% of respondents rated it fast and 29% rated it very fast.
4	Competence/Capabilities of service officers	80.6% of respondents rated it competent and 19.4% rated it very competent.
5	The behavior of service personnel regarding politeness and friendliness	74.2% of respondents considered it polite and friendly and 25.8% considered it very friendly and polite.
6	Human resources available at PUSAGA	71% considered it sufficient, 25.8% considered it very sufficient, and 3.2% felt it was insufficient.
7	How officers communicate when providing services	48.4% of respondents rated it good, 41.9% rated it very good, and 9.7% rated it quite good.
8	Facilities available at Puspaga	54.8% of respondents considered it adequate, 22.6% considered it very adequate, and 22.6% considered it quite adequate.

Source: Processed from data from the results of the PUSPAGA Makassar City service satisfaction survey

Based on a public satisfaction survey, PUSPAGA Makassar City services were generally well-received by users. The majority of respondents assessed the service requirements and procedures as easy to understand, the service was prompt, and the staff demonstrated competence, friendliness, and good communication. The availability of human resources and supporting facilities was also deemed adequate, so the service was deemed capable of meeting the community's needs and expectations. In addition to the survey results, satisfaction was also evident from interviews with service recipients. Parent B stated that the facilities and services were excellent, the staff were friendly, and the children were invited to play and draw during counseling, making the parents feel more at ease. Child C also expressed feeling safe and comfortable, the psychologist was polite, and she felt relieved after counseling, even being provided with drinks and snacks by the staff. On the other hand, Mrs. SA from the UPT PPA, who referred clients, assessed PUSPAGA services as excellent, particularly the staff's responsiveness in scheduling coordination. However, she highlighted the need for infrastructure improvements, such as the cramped service area and the lack of waiting chairs, especially when clients come in groups. Therefore, she suggested utilizing the outdoor area as an additional waiting room.

Overall, PUSPAGA Makassar City has provided satisfactory service through easy procedures, competent and friendly staff, and quality counseling services. However, improvements to facilities and infrastructure are still needed to further optimize service quality and comfort.

Impact

In dimension product evaluation, the assessment was conducted to examine the program's results and impact, not only in terms of output but also changes in the target group. In this study, the evaluation focused on the impact of PUSPAGA services on beneficiaries, particularly in the prevention, risk reduction, and management of children's problems, as well as the benefits experienced by the community after the services were provided. Based on an interview with Mr. B, he brought his four children to PUSPAGA due to family problems that had impacted their emotional well-being. After two counseling sessions, positive changes occurred, especially in the second child, who was previously quiet and lacked enthusiasm, but then began to become active again and improved. The third and fourth children did not show significant impact because they had not yet fully understood the situation.

This was reinforced by the second child (N), who felt relief after counseling. He said that the psychologist understood his feelings of sadness, provided motivation, and made him feel less alone, so he became calmer and more confident. Child M, who underwent counseling regarding juvenile delinquency, also experienced changes. After three sessions, he began to realize and change after the second counseling session, understanding the impact of promiscuity and reducing his habit of coming home late. The psychologist's advice helped him better understand the risks of such behavior. The service was also benefited by Mrs. F, an elementary school principal in Makassar City, who consulted about a student with learning difficulties. She stated that the psychologist's recommendations helped the school in managing the student and understanding learning barriers. According to her, PUSPAGA not only helps children but also provides education for parents and schools. She even hopes that parenting and psychological support services will be closer to the school environment. Furthermore, the student's parents also felt direct benefits. A second-grade elementary school child experiencing learning delays was explained to have challenges caused by overly indulgent parenting. The psychologist provided understanding and advice for parents to involve their children more often in activities that train concentration and independence, so that parents realize the importance of appropriate parenting.

From the managershelterAccording to residents, PUSPAGA services are considered to have a positive impact because referred clients generally show behavioral changes, such as being more open and better able to manage emotions after counseling. However, the benefits of educational and outreach activities are still considered to be less than optimal. According to Mrs. H from the shelter, changing community understanding is not enough through one or two activities but requires ongoing implementation to ensure better understanding of the messages, particularly regarding the importance of psychological health and the role of protecting children and women.

4. Conclusion

Based on the author's analysis of the research conducted, namely the evaluation of the PUSPAGA program in Child Protection services at the Makassar City Women's Empowerment and Child Protection Office, the program was assessed using the CIPP evaluation model by Stufflebeam, which includes context evaluation, input evaluation, process evaluation, and product evaluation. The following is the author's explanation of the conclusions in each aspect:

Context Evaluation: This program stems from various phenomena and problems of children that occur in Makassar City. The Makassar City Government recognizes the need for child protection services that need to be improved through prevention and education programs based on a family approach. Recognizing the importance of this program, the Makassar City Women's Empowerment and Child Protection Office presents PUSPAGA to provide services in order to improve family resilience and quality through programs that focus on prevention, education and socialization aspects in the form of education, care, and mentoring to improve parenting and protection patterns for children. In its implementation, the various advantages of this program are very helpful to the community. The shortcomings during the implementation of the Program are important notes for PUSPAGA in the future to improve the quality of program services.

Input Evaluation: In implementing the program, PUSPAGA Makassar City has endeavored to meet various needs to support the achievement of program objectives. The supporting input provided by the program includes: Services are the primary instrument in achieving program objectives. Scheduled services include Family/Child counseling/consultation, outreach/homevison services, information and psychoeducation services, and referral services. Human Resources, which play a crucial role in service implementation, have been prepared by the Women's Empowerment and Child Protection Service. These include three administrative staff, two counselors, and two psychologists. These human resources are prepared based on the needs and competencies required to support the implementation of the PUSPAGA program.

The facilities and infrastructure required for operational implementation of PUSPAGA almost entirely meet national PUSPAGA standards. The availability of service offices, counseling rooms, a complete range of tools and media to support activities, evacuation routes, and smoking ban warning signs demonstrate PUSPAGA Makassar City's commitment to the safety and comfort of clients who receive services.

The budget allocated by the Makassar City Women's Empowerment and Child Protection Agency comes from the Makassar City Regional Budget (APBD). The PUSPAGA Makassar City budget is considered very good, as the program's budget increases annually, and the Makassar City Government consistently fulfills all proposed budgets.

Process Evaluation: Various programmed services have been implemented well. The Standard Operating Procedures (SOPs) specifically for counseling services have been implemented as intended. The successful implementation of the process is due to the efforts and commitment of PUSPAGA's own human resources and the Makassar City Women's Empowerment and Child Protection Office to prepare and ensure the availability of input to support the implementation of the PUSPAGA service program. Although it has been running well, it is undeniable that there are obstacles in the program's implementation. Monitoring is carried out consistently by the Women's Empowerment and Child Protection Office. This is an effort to ensure that the program can run and its benefits are felt by the community, as well as how obstacles in program implementation can be overcome.

Product Evaluation: Positive results have been demonstrated through the program's presence. Community satisfaction with the service, including the process, human resources, infrastructure, and activities, have all received a very positive response. The impact and changes felt by the community after receiving PUSPAGA services have shown positive changes. Parents, children, and the community involved have all felt the benefits and are eager for the program's continuation.

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