

Effectiveness of MSIB 5 Students in Supporting Family Learning Center Program (PUSPAGA)

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Abstract. This study decrypted the effectiveness of students of the Certified Independent Internship and Study Program (MSIB) in supporting the Family Learning Centre program. (PUSPAGA). The purpose of this research is to identify the family problems that occur in PUSPAGA Kota Surabaya and the effectiveness of the role of students in dealing with various cases in PUSPAGA. The research method used is qualitative with a focus on descriptive analysis. The results of the research show that PUSPAGA faced various problems such as cases of violence against children, Domestic violence, child development, and various other cases dealt with by PUSPAGA for their clients, the effectiveness and role of students as facilitators in PUSPAGA proved successful due to their involvement in providing services such as counselling, consulting, support, referral, and social education.

Keywords: Effectiveness, Social Engagement, Students

1. Introduction

The Directorate The General of Higher Education (Ditjen Dikti) of the Ministry of Education and Culture has launched Merdeka Belajar Kampus Merdeka, in this case the implementation is carried out through eight programs, one of which is Certified Independent Study and Internship (MSIB) [2]. Independent Campus Certified Internship is an accelerated and well-designed internship program. This activity focuses on providing training to students by becoming trainees (trainees) to work and/or study for a certain period of time under the auspices of partners (agencies collaborating with this program). This program aims to provide experience for students so that they can train and deepen the knowledge, insight and abilities they gain during their studies into real projects and/or problems in the work industry ([1], 2020).

Partner is a term for an agency or organization that collaborates with the Department of Education, Culture, Research and Technology (Kemendikbudristek) to organize programs

that comply with predetermined standards with high quality, develop a program framework that includes learning outcomes, qualifications of program participants, mentoring methods, to the assessment methods that will be assigned to students participating in the program [2]. Thus, the variety of organizations or agencies that are partners in this program is diverse, ranging of State-Owned Enterprises (BUMN), Regional-Owned Enterprises (BUMD), government agencies, to companies that are still pioneering (start-ups). One of the partners in the MSIB program is the Surabaya City Women's Empowerment and Child Protection and Population Control and Family Planning Service (DP3APPKB).

According to Child Protection Law Number 23 of 2002 as amended by Law Number 35 of 2014, in article 1 it is regulated that a child is someone who has not reached the age of 18 years and includes children who are still in the womb, where every child has the right to live, grow, develop and participate with respect and are protected from conflict and discrimination [2]. Therefore, efforts are needed to combine parental responsibility and the responsibility of the state and local government to help overcome family problems. One way to do this is by establishing a Family Learning Center (PUSPAGA), which aims to improve the lives and resilience of families in all areas of the city of Surabaya [1].

Family Learning (PUSPAGA) itself is an institution formed by the Departement of Women's Empowerment and Child Protection (Kemen PPPA) to improve the quality of a family [5]. This program has the task of providing free one-stop services in order to help improve families' ability to care for and protect children as well as creating referral letters for care, education, health, protection of children and parents/families to support children's growth and development more optimally. The Ministry of Women's Empowerment and Child Protection as well as Population Control and Family Planning (DP3APPKB) of the Surabaya city has also collaborated with various cross-sector agencies and various sub-districts and sub-districts in assisting the Family Learning Center Program (PUSPAGA) to carry out activities which require personnel. professions from other agencies [5].

Therefore, the Family Learning Center (PUSPAGA) will always be reviewed in terms of service and prevention or self-handling, by providing the best facilities to people who want to consult with psychologists who have been provided by DP3APPKB and MSIB 5 students who are at Balai RW, with that The Surabaya City government hopes that the community will utilize existing facilities and it is hoped that the launch of the PUSPAGA (Family Learning Center) program can facilitate women and children's empowerment services in the City of Surabaya, so that it can reduce the problems and complaints felt by the community regarding conflicts that occur in the family. Based on this problem, the researcher wants to in do research about implementation of Family Learning Center Program (Puspaga) with the title "Effectiveness of MSIB 5 Students in Supporting Family Learning Center Program (PUSPAGA)" (Case Study at the Women's Empowerment, Child Protection, Population Control Service and Surabaya City Family Planning)"

Based on the existing background, the problem formulation that can be raised in this research is as follows:

1. What is the picture of the problems recorded at the Family Learning Center (Puspaga) at the Surabaya City Women's Empowerment, Child Protection, Population Control and Family Planning Service?
2. What is the effectiveness of MSIB 5 students in the Family Learning Center program at the Surabaya City Women's Empowerment, Child Protection, Population Control and Family Planning Service?

2. Literature Review

Emile Durkheim's Theory

Emile Durkheim defined social involvement as a condition of relationships between individuals or groups that are based on shared moral values and beliefs, which are strengthened by shared emotional experiences [3]. Social involvement focuses on the importance of relationships between individuals and groups, which are based on mutual engagement in life, and supported by moral values and trusts that grow in society. According to Emile Durkheim, there are two concepts of social involvement, namely mechanical involvement and organic involvement, to convey understanding of involvement that occurs in the urban environment. [7] Durkheim believed that society was made up of groups of people who shared a common understanding and way of responding to situations. So that collective life can explain social and societal phenomena. From an interaction, the social norms and values and symptoms that exist are not found in the individual himself, but are often imposed by society on that individual. So that individual and group relationships prioritize group feelings and then good and harmonious social interactions can be realized.

Hoofsteede Theory

Participation means "taking part", or according to Hoofsteede it is a method based on positive or interpretive philosophy, used to examine the condition of natural objects "*The Taking Part in one or more phases of the process*" (participation) means taking part in one or more stages of a process [12]. Mubyarto describes participation as a agreement to help the success of each program according to each individual's capabilities without having to giving personal interests [13]. Participation theory is a theory that discusses the process of individual participation in a range of activities related to society. This is related to the individual's role as a social creature who is unable to leave from the circumstances around him. In the view of several experts, a process of fully involving oneself in a mutually agreed determination is a definition of participation from the perspective of several experts. Participation theory can also be interpreted as a relationship between society and the power system in the development process which is equally correlated [12]. Conditions that benefit both parties interacting with each other can also

be connected with participation. The more benefits obtained from the interaction process, the stronger the relationship between them will be.

Effectiveness

The word "Effective" comes from English, namely "effective" which means achieving success or doing something successfully. In widely used scientific dictionaries, effectiveness is defined as the degree of appropriateness of the use of useful results, or support that supports the achievement of goals. Effectiveness is an important element in achieving targets or goals that have been stated in various organizations, activities or programs.

According to [1], effectiveness refers to the understanding of the extent to which the plans prepared have succeeded in meeting the expected goals. Based on several expert opinions, it can be found that effectiveness is the level of success of certain actions carried out by individuals, groups or certain agencies to achieve predetermined or planned goals. An action is said to be effective if the action is able to achieve a predetermined plan. On the other hand, the effort will not be effective if the effort goes further away from what was planned.

MSIB

The Directorate General of Higher Education (Ditjen Dikti) of the Department of Education and Culture has launched Merdeka Belajar Kampus Merdeka, in this case the implementation is carried out through eight programs, one of which is Certified Independent Study and Internship (MSIB). Independent Campus Certified Internship is an accelerated and intensive internship program with well-structured learning experiences [9]. Meanwhile, Independent Campus Certified Independent Study is classroom learning that is specifically designed based on real challenges faced by industrial partners [9].

MSIB aims to provide sufficient experience to students in the form of direct learning in the workplace (experiential learning) for 1-2 semesters. By taking part in MBIS, students will get many benefits in the form of hard skills and soft skills. The hard skills obtained by students can be in the form of technical work skills, solving complex problems, analytical skills and so on, while soft skills are in the form of knowledge about professional/work ethics, communication and personal interaction, cooperation and so on. Other benefits from this activity will also be felt by universities in general and study programs in particular. The study program is interested in this MSIB activity to obtain information regarding graduate criteria in the form of knowledge, skills, expertise and competencies required by the industry/profession [9]. This information is useful for updating lecturers' teaching and learning materials as well as research topics in relevant study programs. Learning activities are carried out through collaboration with various partners such as companies, non-profit foundations, multilateral organizations, government agencies and startup companies [9].

2.1 Family Learning Center (PUSPAGA)

The Family Learning Center (PUSPAGA) which is part of the Women's Empowerment and Child Protection Service, is a learning institution that aims to improve the quality of life of children and parents towards a strong and prosperous family. As a "one stop service", PUSPAGA provides holistic and integrated services based on children's rights. The main aim is to improve the family's ability to care for and protect children, creating love, attachment, safety and sustainable welfare in the best interests of the child, including protection from violence, exploitation, abuse and neglect [4].

Not only service unit, PUSPAGA also carries out the obligations of Law Number 23 of 2014 concerning Regional Government which stipulates that Women's Empowerment and Child Protection are mandatory non-basic service matters, including in the Family Quality Sub-Affairs as regulated in Article 11 paragraph 2 [6]. PUSPAGA provides two types of mandatory services, namely Counseling or Consultation and Information services. This service is carried out by professional staff such as psychologists or counselors, or in certain situations by undergraduate graduates with family-related educational backgrounds such as Bachelor of Psychology, Bachelor of Education, Bachelor of Social Welfare, Bachelor of Guidance and Counseling and the like who have been trained [6].

3. Research Method

Type of Research

In the present study, researchers applied qualitative studies methods with a descriptive analysis strategy. According to [11] it is a method based on positive or interpretive philosophy, used to examine the condition of natural objects.

This research is a descriptive type with a qualitative strategy, aiming to detail a clear and comprehensive picture of the situation in the field, especially related to the Effectiveness of MSIB 5 Students in supporting Family Learning Center Program (PUSPAGA). The data collected includes comprehensive information regarding the research issue being addressed or answered. To obtain data and information, as well as information that supports writing, this research uses data collection techniques in the form of interviews, observation and documentation [8].

Research Sites

Research location refers to the place where the researcher observes the phenomenon of the research object in order to collect the necessary data or information. This research was carried out at the Family Learning Center (Puspaga), which is located on Jl. Visit No. 1-3, Ex Building. Siola, 2nd Floor, Genteng District, Surabaya City, and in Ploso Village, Surabaya City.

Data Types and Sources

In the collection of data sources, the research collects data sources in the form of primary data and secondary data [8].

1. **Primary Data Sources**

This is information collected directly by researchers during the MSIB assignment period and from the first source which can be in the form of interviews with resource persons. This data includes words, actions, statements and information recorded and observed during activities at the Family Learning Center (Puspaga) [8]

2. **Secondary Data Sources**

This is information obtained indirectly through various media and documents related to research problems. This data and information can be found through library studies, such as books, field research, scientific works, images, archives, tables, articles, as well as notes from related parties and other sources [8].

4. Result and Discussion

Family Problems Recorded at the Family Learning Center (PUSPAGA) in Surabaya City

Family is an important thing in life that has roles, responsibilities and functions as the smallest unit of a community group that can help family members become better people or vice versa in social life [10]. Family is also a place to take refuge, feel comfort, and a place to go when someone feels sad, happy, disappointed, or happy again and family will always welcome those feelings. Family is the most valuable "treasure" in life and it is not just an exaggeration to say that family is the most valuable treasure in life. Family is one of the keys to success in preparing Indonesia's human resources, and currently the Indonesian nation is being prepared [11]. Apart from that, Law no. 10 of 1992 defines the family as the smallest unit in society consisting of a husband and wife, or husband and wife and their children, or father and mother. Every individual definitely has the desire to create a harmonious family when building a household. According to [6], a harmonious family is created when every member of the family feels happy, which is characterized by reduced disappointment, tension, and acceptance of all situations and the existence of self-actualization which includes physical, social and mental aspects.

Family problems themselves are problems that occur quite often in everyday life, where these problems include several forms of life dynamics, behavior and living patterns/attitudes that can disrupt the household and family. According to the Head of the Surabaya Women's Empowerment and Child Protection and Population Control and Family Planning (DP3APPKB) Service, Ida Widayati, said that of the 173 cases that occurred in January - August 2023, 122 were cases of violence against children, and the remaining 51 cases of violence occurred. to adults [10]. In the 173 cases, the head of DP3APPKB, Ida Widayati, detailed cases of violence against children, including violence against children in conflict with the law (ABH) as many as

27, and violence against children due to domestic violence as many as 26, as well as non-domestic violence (KDRT) 69 There were also violence against adults, including 39 victims of domestic violence and 12 cases of non-domestic violence. Children's problems and problems within the family are increasingly becoming more complex. "Violence in any form should not occur, either within the family or in the neighborhood or school," [3].

According to Child Protection Law Number 23 of 2002 as amended by Law Number 35 of 2014, in article 1 it is regulated that a child is someone who has not reached the age of 18 years and includes children who are still in the womb, where every child has the right to live, grow, develop and participate with dignity and are protected from violence and discrimination [7]. Therefore, efforts are needed to unite the responsibilities of parents and the obligations of the state and local government to help overcome family problems, one way is to form the Family Learning Center (PUSPAGA) which aims to be a service to improve the lives and resilience of families in each area each region.

How effective are MSIB 5 students in the Family Learning Center program at the Surabaya City Women's Empowerment, Child Protection, Population Control and Family Planning Service?

PUSPAGA is a Family Learning Center that provides services, Promotion/Socialization/Parenting, and Guidance to the community for families and acceptance, initial treatment, counseling/consultation as well as referrals for cases of violence against women and children through networking with many parties and communities who care about the family, especially women and child. One of the programs is to improve family life and resilience through promotion/socialization as well as consultation/counseling for families who experience problems in a relationship in their family [6].

Family learning center service (PUSPAGA) of the Surabaya City, East Java continues to make efforts to create quality and healthy families. The Surabaya City Government also continues to strive to make the City of Surabaya a child-friendly city (KLA) with a program that focuses on strengthening and improving life and family resilience. One of the efforts made is to use efforts through promotional media/socialization directly to residents by implementing appropriate parenting patterns among parents who are responsible for their children and families. In the implementation process, DP3APPKB Surabaya City became one of the partners of the MSIB Program and collaborated with students to provide learning services in all RW Halls in the city of Surabaya [10].

The effectiveness of students in supporting the Family Learning Center program to improve family life and resilience at the RW Hall level can be seen from the results that have been carried out/researched by the author with the following implementation.

1. Counseling

Counseling is one of the roles carried out by students at the Family Learning Center (PUSPAGA). Role of students at Puspaga aims to facilitate the counseling process for clients, so that people can talk about their problems with special assistance from counselors or psychologists. This research examines Puspaga's role in providing services to the community, especially in the form of counseling. Counseling at Puspaga is a service available to the community, either directly at the RW Hall or PUSPAGA office, or via online media such as email, WhatsApp and other social media. With this service, people can receive guidance from counselors and psychologists.

The PUSPAGA Facilitator at Balai RW is on duty in Monday to Thursday 08.00-16.00 and Friday 08.00-15.00. To start the counseling process, the community or client will be assisted by students in filling in personal data and the problems they are facing. This information allows counselors and psychologists to identify problems and provide direction or solutions based on the problems expressed by clients.

To provide effective counseling, counselors must understand the problems faced by clients in depth. Therefore, Puspaga will provide direction to clients to help find solutions to their own problems. In this way, the solutions or directions given by students and Puspaga will be in line with the solutions found by the clients themselves.

2. Consultation

Consultation is similar to counseling because both focus on presenting problems. However, the difference lies in the way the problem is presented. Consultations are usually carried out by someone who reports a problem experienced by someone else, such as a father, child, or neighbor, not about themselves. Consultation services are a process of cooperation and interpersonal relationships with the aim of solving problems within a professional scope for the person requesting consultation. Consultations in guidance programs provide professional assistance to children, parents, counselors, and others to identify and overcome communication barriers.

The consultation service at the Family Learning Center aims to enable consultants to handle conditions and problems experienced by third parties independently. Third parties usually have a significant relationship with the consultant, so that their problems become the consultant's responsibility. Both in consultation services and individual counseling, the main goal is for the consultant or client to become independent and able to control themselves for the success of their role towards the third party. Consultations must also avoid unnecessary things related to third parties or other parties.

The consultation process at the Family Learning Center involves analyzing and discussing data about third parties and the problems they are experiencing. This data must be owned by the consultant before and during the consultation process. Students can collect data

through problem identification or case conferences, which provide double benefits: exploring third party cases and training consultants to organize case conferences. Konsulti also gets support from case conference participants to handle third party issues. Next, students will identify problems, examine problems reported by consultants, and make visits to clients' homes to understand and explore the problems. This visit also aims to foster commitment from related parties such as parents and other family members in consultation services.

3. Outreach

Outreach is a strategy to reach individuals or groups/clients in society who are unable to access social services. The outreach activities themselves consist of reporting, home visits, consultation, motivational guidance, monitoring and building social support. Students will have direct interactions with targets/clients. The outreach process is carried out by conducting a home visit to the victim's house after receiving a report. This outreach is carried out to build relationships as well as provide counseling and consultation.

Unclear address information and family telephone numbers often become obstacles for students in carrying out the outreach process. Consultation and counseling services are carried out at the client's home or will be carried out at home or community hall. Puspaga usually carries out counseling and consultations at home for 2-3 visits because the client's condition is usually unstable or still traumatized. In the outreach process, Puspaga will provide solutions and direction for clients who have advantages, for example experiencing trauma or illness, then they will be referred for psychological treatment or something else.

4. Reference

A referral system is a health service that allows the reciprocal transfer of responsibility for problems that arise, both vertically (to units that are better able to handle them) and horizontally (between units with equal capabilities) in a rational manner. This system is managed strategically, productively, pragmatically and coordinatively to ensure equitable distribution of comprehensive maternal and neonatal health services for communities in need.

The referral system involves transferring responsibility for a client's case or problem to an agency that is better able to handle it. Referrals made by the Family Learning Center (Puspaga) are a form of collaboration between institutions or agencies, such as UPTD PPA, health centers, hospitals, Education Services, Health Services, and the Embun Foundation. Each institution has duties and functions according to its field, but Puspaga still prioritizes caregiving authority in accordance with the mandate and applicable regulations.

Psychologists and counselors at Puspaga must continue to develop competence in parenting so that families are able to care for, nurture, educate and build the character of children as the nation's golden generation. Through the Certified Independent Study and

Internship program (MSIB), students are expected to be able to assist psychologists and counselors in improving the quality of parenting assistance for children and assisting referred clients.

However, even though referrals are one of Puspaga's services, some clients refuse referrals due to various considerations. Therefore, students need to direct and accompany clients, even after the referral is made, ensuring that the client agrees and understands the referral process.

5. Socialization And Education

Students have carried out prevention activities through social education in schools in the "PUSPAGA Goes To School" program. This program aims to provide understanding through education with the facilitator as the provider of the material and the audience as the recipient of the material. The aim is to prevent the continuation of the chain of violence and avoid an increase in the number of victims. Students as PUSPAGA facilitators are determined to provide students with an understanding of the importance of eradicating and stopping acts of violence such as bullying, sexual harassment and juvenile delinquency.

The following are the stages of PUSPAGA facilitators in carrying out this program:

- a. Coordination: PUSPAGA facilitators from all sub-districts gathered to discuss this program, including determining the schools to be visited and adjusting the material to be delivered.
- b. School Survey: The facilitator communicates with the school, such as the principal, counseling teacher, or other contact person, to discuss the purpose of the visit and provide a letter of assignment from DP3AAPKB. If approved, they determine the date for the socialization.
- c. Implementation of Socialization at School: On the day of implementation, each student plays a role such as moderator, presenter, ice breaking guide, and closing. The facilitator acts as an inspirer, informer, organizer, motivator, initiator and mediator

6. Parenting Class

Every family wants a happy and prosperous relationship, but many parents do not understand how to create comfort and balance in the family. According to Sudarsono [5], a happy and intact family is the dream of every couple. However, in reality, family members are often unable to create a harmonious atmosphere, making it difficult to achieve the expected harmony. Family relationships involve the process of loving, cherishing, appreciating, respecting and sharing between family members. Parents play an important role as caregivers and mentors in the family, serving as role models for their children. Parents' behavior, words and habits will become an example and benchmark for their children.

PUSPAGA facilitators in implementing the PUSPAGA Goes To School program have had good results. It can be seen from the audience receiving the material carefully and when asked questions they can answer them. Apart from that, PUSPAGA Goes To School is a new work program from Puspaga facilitators whose implementation is combined with several other facilitators in the local sub-district. Some of the target schools for socialization and education include SDN 1 Ploso, SDN 3 Ploso, SD-SMP Mardisiwi, SDN 1 Tambaksari, SMP PGRI 1Ploso, SMK Labschool UNESA 1 and SMK Mater Amabilis Catholic.

To overcome this, one of the Puspaga Program activities from the Office of Women's Empowerment and Child Protection as well as Population Control and Family Planning (DP3APPKB) is parenting or family guidance classes. Parenting classes are included in adult education, which according to [9] aims to develop abilities, knowledge, skills and professions, as well as change the attitudes and behavior of adults. In this parenting activity, Puspaga facilitators provide assistance to the community, especially parents, so that they can take parenting classes.

Parents are given material about parenting styles to understand children's character, increase understanding in providing good guidance and care, and prevent and protect children from acts of violence. Parenting classes are held every Tuesday from 15.00 to finish via Zoom and at the RW Hall. The goal of Puspaga facilitators is to educate parents who have stunted children so they can take this parenting class, because this class helps increase parents' understanding of children's growth and development. As Puspaga facilitators, they accompany the implementation of activities, prepare seating and projectors for parents' comfort, and help them fill in the absences provided by Puspaga Mitra DP3APPKB. In this activity, parents can share experiences about their children with the presenters and get solutions from experts.

5. Conclusion

Based on the study results, author can conclude that students as PUSPAGA facilitators have carried out their role through implementing counseling, consultation, outreach, referral, parenting classes, socialization and education programs. In implementing the MSIB program, students as PUSPAGA facilitators have made a significant contribution in supporting the Surabaya City PUSPAGA program and achieving its main goal, namely improving the quality of families and children in the City of Surabaya. Apart from that, the effectiveness of the services at PUSPAGA can be said to be quite good in implementation.

Therefore, to continue to increase student effectiveness in supporting the Surabaya City PUSPAGA program, this can be done by strengthening collaboration with universities to ensure good synergy in implementing the MSIB program, involving students in research relevant to DP3APPKB programs where the results of the research can be used to develop

further programs and ensure that policies taken are based on data and facts, develop innovative programs, and build partnership networks that can increase the effectiveness and reach of DP3APPKB services. By implementing these suggestions, it is hoped that DP3APPKB can continue to contribute significantly to the MSIB program and become a sustainable partner in efforts to empower women and protect children in the city of Surabaya.

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