

Enhancing Family Resilience: Implementation of Counseling by PUSPAGA in Surabaya

Hayyu Nur Larasati¹ and Vania Ardelia¹

¹*Universitas Negeri Surabaya, Surabaya, Indonesia*

hayyu.21114@mhs.unesa.ac.id; vaniaardelia@unesa.ac.id

Abstract: Family resilience is an aspect that can improve well-being and attachment between family members. Of course, every family cannot be separated from conflict, and how to resolve conflict is important so that there is no family division. One way to strengthen family resilience is through counseling. To support this, the Surabaya city government developed PUSPAGA (Family Learning Center) as a form of policy to provide free counseling services for Surabaya residents. However, until now, the effectiveness of this service program has not been examined further. Therefore, this study aims to explore the effectiveness of the counseling service program provided at PUSPAGA. The research used a qualitative case study design with observation and interview data collection techniques. Interview data were collected from three clients and one officer at PUSPAGA. Data were analyzed using data triangulation through observation, interviews, and literature review. The results found that the counseling provided at PUSPAGA was considered satisfactory by clients and was able to support family resilience in dealing with conflict. This research is expected to provide a more in-depth picture of the importance of conflict in family resilience, especially in the services provided by PUSPAGA.

Keywords: Counseling, Family, Resilience, Surabaya

1 INTRODUCTION

Basically, all families have problems that can cause conflict. Conflicts between one family and another certainly vary. According to (Ratnaningrum et al., 2023), family conflicts can be caused by several factors including economics, household chores, childcare, family interactions, personality immaturity, personality incompatibility, and mental abnormalities. These problems if left unchecked will threaten the resilience of a family. Family resilience acts as a benchmark to assess the family's ability to carry out the functions, roles, and responsibilities of each family member to achieve mutual welfare (Ariansyah, 2021). In other words, family resilience can be interpreted as determining the extent to which a family is able to fulfill basic needs, adapt to environmental changes, and carry out productive activities that support the development of all its members. Previous research stated that vulnerable family resilience will increase the occurrence of greater family problems. Family resilience is not measured by the absence of problems, but rather how the family faces and overcomes existing problems in a constructive and effective way (Walsh, 2016). Moreover, family counseling is considered important in efforts to increase family resilience, especially considering that the family problems faced today are increasingly complex and involve many factors (Ulfiah, 2021). Family counseling helps family members overcome problems with a focus on managing behavior to improve relationships within the family (Suhartiwi et al., 2019).

To improve family resilience, the Surabaya City government, specifically DP3APPKB Surabaya City, formed PUSPAGA (Family Learning Center) Surabaya City. In the official news page of the Surabaya City Government, it is stated that PUSPAGA (Family Learning Center) Surabaya City provides consultation and counseling services covering various topics such as children, adolescents, families, children with special needs, and prospective brides. This service can be accessed both face-to-face and online. Furthermore, PUSPAGA (Family Learning Center) Surabaya City also facilitates various activities including socialization, education, and information dissemination. From the explanation above, it can be seen that family resilience is significant to support mental health and various aspects of individuals in the family. Therefore, this research aims to conduct a descriptive study on the role of family counseling programs by PUSPAGA (Family Learning Center) Surabaya City in improving family resilience.

2 MATERIALS AND METHODS

This research used a qualitative design with a case study method. This approach was chosen to deeply understand how the PUSPAGA (Family Learning Center) counseling program implemented by DP3APPKB Surabaya City contributes to increasing family resilience. This research was conducted at the PUSPAGA (Family Learning Center) of Surabaya City, precisely at the Public Service Mall (Ex. SIOLA) No. 1-3 2nd floor, which is managed by the Surabaya City Office of Women's Empowerment and Child Protection as well as Population Control and Family Planning (DP3APPKB). Data collection was carried out by means of observation and interviews. Data collection was carried out during the January-May period which was carried out simultaneously with the internship process. The target population of the study were officers and participants of the PUSPAGA (Family Learning Center) counseling program with the criteria that officers have at least 1 year of experience in PUSPAGA (Family Learning Center) and participants have attended at least 1 PUSPAGA (Family Learning Center) counseling program. Research data were collected through interviews, observations, and document analysis related to the PUSPAGA counseling program. Data were analyzed using data triangulation through observation, interviews, and literature review.

3 RESULTS

Based on the data obtained, it is known that the Surabaya City PUSPAGA (Family Learning Center) counseling program is realized as a form of service for all Surabaya City residents who need counseling related to the care of children and adolescents, household problems, and personal problems. In its services, PUSPAGA (Family Learning Center) is facilitated with counseling service officers consisting of 2 (two) Psychologists, 4 (four) Counselors, and 13 (thirteen) Volunteer Psychologists. In addition, it is equipped with supporting facilities in the form of 4 counseling rooms, 2 of which are in the ABK room to provide privacy comfort for clients. More detailed data on counseling service recipients at PUSPAGA can be seen in Table 1.

Table 1
Data on PUSPAGA Counseling Service Recipients from January to April

2024	Jan	Feb	Mar	Apr	Total
Parenting Children with Disabilities	-	2	-	1	3
General Parenting	4	3	2	-	9
Delinquent Behavior	-	4	4	-	8
Domestic Problems	1	-	2	-	3
Personal Problem	1	4	1	-	6
Total	6	13	9	1	29

Table 1 shows the highest client acquisition in PUSPAGA (Family Learning Center) Surabaya City counseling services during the January until April period was in February with a total of 13 clients out of a total of 29 clients recorded. While in April which coincided with the month of Ramadan there was only 1 client. Based on the table, it can also be seen that the problems counseled include general parenting and children with disabilities, juvenile delinquency, personal problems, and household problems from both wives and husbands. It can also be seen that the problems most often counseled are related to general parenting, while personal problems are rarely consulted.

From the observation, it is known that the counseling program of PUSPAGA (Family Learning Center) Surabaya City focuses more on prevention, which means it aims to avoid family problems before they occur. By only focusing on prevention, the PUSPAGA (Family Learning Center) counseling program does not cover aspects such as crisis management, therapy for problems that have already occurred, and post-conflict rehabilitation. For this reason, PUSPAGA (Family Learning Center) Surabaya City has working partners that can be referred to when serious problems occur. The relevant partners can be seen in table 2 as follows.

Table 2. List of Partners of PUSPAGA Service Unit

Violence-related	Non-violence-related
PPTP2A	Rumah ABK
DP3APPKB	Puskesmas seluruh Kota Surabaya
	Pusat Layanan Disabilitas (PLD)
	Pusat Penelitian dan Pengembangan Manajemen dan Humaniora Kesehatan (PUSLITBANG): Jl. Indrapura No. 17 Surabaya
	UPTD Kampung Anak Negeri (KANRI): Liponosos
	Taman Baca Masyarakat seluruh kecamatan Kota Surabaya
	UPT PPA Dinas P3AK Prov. Jawa Timur
	RS. Jiwa Menur

As part of the community service program, PUSPAGA (Family Learning Center) counseling is a free counseling service for Surabaya residents. The counseling program is designed to be easily accessed through the SIAP PPAK website. In addition, if using the website is still considered difficult, PUSPAGA (Family Learning Center) also provides a hotline that can be contacted 24 hours if there is an urgency. PUSPAGA (Family Learning Center) counseling services can be accessed on weekdays, Monday-Thursday from 08.00-16.00 WIB and Friday from 08.00-15.30 WIB. Puspaga counseling can be done online or offline according to client needs.

Requirements that are requested when going to do counseling are photocopies of ID cards and family cards. Clients will also be asked to fill out informed consent which includes self-identity, education history, client's family identity, list of siblings/children, client's family situation, client's social relationships, problems, and client's expectations. Counseling lasts for approximately 1 hour each session. After 2 weeks of counseling sessions, monitoring will be carried out to evaluate whether further counseling is needed or not. From the observation, more detailed data on the client's problems were also obtained through the self-recording process which can be seen in table 3 below.

Table 3. Data on PUSPAGA Counseling Issues

Date	Problems
07/02/2024	Difficulty controlling negative emotions.
12/02/2024	Speech delay.
13/02/2024	Did not want to go to school and had to be accompanied by parents when in class.
16/02/2024	Ex-husband asked for reconciliation by threatening to take the child if she refused.
19/02/2024	Anxiety and sleeplessness.
20/02/2024	Family communication between client's husband and first child.
20/02/2024	Problems with child with Cerebral Palsy condition.
22/02/2024	Difficulty in socializing and hyperactivity.
27/02/2024	Control of gadget use in adolescents.
29/02/2024	Juvenile delinquency with theft of class cash.
01/03/2024	Difference of opinion with spouse.
01/03/2024	Teenage relationships and lack of open communication between mother and child.
04/03/2024	Child tantrums.
07/03/2024	Anxiety and depression in the work environment.
07/03/2024	Negative emotional control and lying behavior.
14/03/2024	Burnout of adapting to continued parenting.
19/03/2024	Juvenile delinquency.
22/03/2024	Speech delay.
25/03/2024	Self-harm and negative emotional control.
30/04/2024	Communication, social interaction, and behavioral problems.
03/05/2024	Panic attack.
08/05/2024	Speech delay.
13/05/2024	ADHD.
22/05/2024	Infidelity.

In addition to observation, the data collection process was also carried out by interview. The interviews were directed to one of the Puspaga Psychologists in Surabaya City and Surabaya residents who are involved in counseling services. From the results of the interview with the Puspaga Psychologist, it was found that after monitoring, in addition to scheduled follow-up counseling, Puspaga will refer clients to service partners if crisis management is needed. For example, if there is domestic violence, they will be referred to PPTP2A DP3APPKB Surabaya City where in addition to receiving psychological assistance, legal assistance will also be provided. The psychologist explained in more detail regarding monitoring that monitoring is tailored to the needs of the client. In addition to being carried out through the PUSPAGA (Family Learning Center) hotline, clients can also be brought to PUSPAGA (Family Learning Center), officers visit the client's home, or elsewhere accompanied by local officials such as the head of RW or other authorities.

From the results of the interview, the psychologist explained how the counseling process was carried out. The first thing that was asked was the client's condition at that time and continued by exploring the client's problems. From these problems, the psychologist does not forget to ask about the client's needs and the client's expectations of the counseling that is being undertaken so that the counseling runs according to the client's expectations. Psychologists in the counseling process also validate the client's feelings. The psychologist also explained that the counseling stage did not reach the diagnosis of the client because to get to that stage there was a need for experts to handle. In addition, there needs to be psychological attributes to confirm the diagnosis, while the Puspaga does not have psychological tools for this need. The psychologist said that actually PUSPAGA (Family Learning Center) has these attributes obtained from

volunteer psychologists, but it is only limited to a simple test tool to help assess in counseling if it cannot be explored in the counseling process. In implementing the program, PUSPAGA (Family Learning Center) receives various types of client problems, so PUSPAGA (Family Learning Center) psychologists and counselors are required to be flexible and ready to handle various types of problems.

In addition, interviews were also conducted with counseling clients to find out the response of the community to PUSPAGA (Family Learning Center) counseling services. From the counseling results, it was found that some of them got information about PUSPAGA (Family Learning Center) counseling from social media, information from acquaintances, and the internet. The most common answer regarding the reason for choosing PUSPAGA (Family Learning Center) is because the counseling service at PUSPAGA (Family Learning Center) is free of charge. In addition, one client stated that she felt the need to get an objective hearing for her problem and did not need a deeper assessment or diagnosis from an expert so she chose PUSPAGA (Family Learning Center) as the first referral. The client stated that his hope in the counseling conducted to add a new perspective in seeing and addressing the problems being faced and the client felt that 50% of his expectations had been met and there was still a possibility of increasing after later undergoing direction and making adjustments. The client also said that the client felt better and felt not alone in facing his problems.

4 DISCUSSIONS

PUSPAGA (Family Learning Center) is a center established by the Government to provide Family Counseling and Consultation services, Child Counseling and Consultation, Adolescent Counseling and Consultation, and Consultation for Children with Special Needs (ABK). These services are an effort to improve family resilience in Surabaya City through a comprehensive counseling and consultation approach, both for the family as a whole and for individual family members, including children, adolescents, and children with special needs. This study aims to determine the extent to which the counseling services provided are effective in improving family resilience. The results of observations and interviews found that the services provided by PUSPAGA have fulfilled various aspects of needs and client subjects are satisfied with the services provided by PUSPAGA.

The results of this study are in line with research conducted by (Gupta & Ganguly, 2020) which stated that family counseling can be an assistance service for individual family members through the family system in an effort to overcome family problems and develop harmony in the family. Furthermore, research conducted by Ulfiah (Ulfiah, 2021) also found that counseling provided in a family context is also effective in increasing family resilience and minimizing worse impacts.

Furthermore, this study also found that the counseling services provided by PUSPAGA Psychologists were satisfactory because they were able to facilitate client needs, especially related to communication. This is in line with previous studies in counseling, counselors are expected to have good communication skills, have good speaking skills, be polite, and answer firmly in order to have a good impact on patients in overcoming their problems (Afdal, 2015).

The PUSPAGA (Family Learning Center) counseling program is carried out in accordance with the code of ethics in psychology regarding informed consent and client confidentiality which will be maintained. As in previous research also found that obtaining informed consent from clients is an obligation for counseling and psychotherapy practitioners, both in terms of professional ethics and legal provisions, before providing treatment or therapy (Blease et al., 2020).

This research has advantages and disadvantages that need to be considered. The strength of this research is the selection of topics that have not been widely researched in the study, namely related to the effectiveness of the family resilience counseling service program initiated by DP3AAPKB called PUSPAGA (Family Learning Center). The weakness of this study is that the duration of data collection is not long enough so that data collection is not too in-depth. Future research is expected to conduct observations and interviews with longer duration and more in-depth questions.

Thus, it can be concluded that the PUSPAGA (Family Learning Center) counseling program is present as an implementation of the concept of family counseling which aims to assist families in Surabaya City in overcoming the problems faced and improving harmony in the family environment. Through comprehensive counseling and consultation services, this program is expected to strengthen family resilience and prevent more complex family problems in the future.

5 CONCLUSIONS

The family resilience counseling service program initiated by PUSPAGA (Family Learning Center) DP3AAPKB shows good effectiveness and satisfaction for clients. This shows that counseling at both the individual and family level is important to support the mental health of family members and family integrity.

ACKNOWLEDGEMENTS

The author would like to thank The Surabaya City Office of Women's Empowerment and Child Protection, Population Control, and Family Planning (DP3APPKB) and PUSPAGA (Family Learning Center) for providing the excellent opportunity and experiences.

REFERENCES

- Afdal, A. (2015). Pemanfaatan Konseling Keluarga Eksperensial untuk Penyelesaian Kasus Kekerasan dalam Rumah Tangga. *Jurnal EDUCATIO: Jurnal Pendidikan Indonesia*, 1(1), Article 1. <https://doi.org/10.29210/1201528>
- Ariansyah, J. (2021). BUILDING COMMUNICATION BETWEEN FAMILY MEMBERS AS A FORT OF FAMILY RESILIENCE. *Nurani: Jurnal Kajian Syari'ah Dan Masyarakat*, 21(2), 249–262. <https://doi.org/10.19109/nurani.v21i2.9766>
- Blease, C. R., Arnott, T., Kelley, J. M., Proctor, G., Kube, T., Gaab, J., & Locher, C. (2020). Attitudes About Informed Consent: An Exploratory Qualitative Analysis of UK Psychotherapy Trainees. *Frontiers in Psychiatry*, 11, 183. <https://doi.org/10.3389/fpsy.2020.00183>
- Gupta, E., & Ganguly, O. (2020). Effectiveness of Family Therapy on Poor Communication and Family Relationship: An Intervention Study. *National Journal of Professional Social Work*, 21, 27. <https://doi.org/10.51333/njpsw.2020.v21.i1.240>
- Ratnaningrum, R., Purwadi, T., Susilowati, H., Hargyatni, T., & Widyaningsih, D. (2023). Job Insecurity, Work Stress, Work Family Conflict, and Employees Turnover Intention. *International Journal of Economics, Business and Innovation Research*, 2(03), Article 03. <https://e-journal.citakonsultindo.or.id/index.php/IJEBIR/article/view/229>
- Suhartiwi, S., Neviyarni, N., & Syukur, Y. (2019). Problems in the Family and the Urgency of Family Counseling in Today. *Bisma The Journal of Counseling*, 3(2), Article 2. <https://doi.org/10.23887/bisma.v3i2.22348>
- Ulfiah, U. (2021). Konseling Keluarga untuk Meningkatkan Ketahanan Keluarga. *Psymphathic : Jurnal Ilmiah Psikologi*, 8(1), 69–86. <https://doi.org/10.15575/psy.v8i1.12839>
- Walsh, F. (2016). Family resilience: A developmental systems framework. *European Journal of Developmental Psychology*, 13(3), 313–324. <https://doi.org/10.1080/17405629.2016.1154035>