

The Role of Social Services in Assisting Children Conflict with the Law in Palangka Raya City

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Abstract: The assistance of children in conflict with the law by the Palangka Raya City Social Service is the implementation of Law Number 11 of 2012 concerning the Juvenile Criminal Justice System (SPPA Law), which prioritizes a restorative justice approach. This program aims to ensure the protection of children's rights, including the right to identity, rehabilitation, and social reintegration. Although there has been coordination between agencies, challenges such as limited facilities and human resources still hinder the effectiveness of mentoring. This study uses a qualitative approach with a focus on the role of the Social Service in assisting children involved in criminal acts. The findings show that mentoring is carried out through various mechanisms such as social advocacy, counseling, mediation, and social rehabilitation. However, the main obstacle in the implementation of this program is the lack of facilities of the Social Welfare Organizing Institution (LPKS) and the limitation of professionals, such as child psychologists. In addition, the lack of support from the family is also an obstacle in the rehabilitation of children. Collaboration between the Social Service, law enforcement officials, and educational institutions is needed to create more comprehensive assistance. This study suggests that facilities and human resources should be improved, as well as strengthen the role of families in the child rehabilitation process. With this approach, it is hoped that children who are in conflict with the law can have the opportunity for better recovery, without neglecting the rights of the victim.

Keywords: Child Assistance, Juvenile Criminal Justice System, Social Services

1. Introduction

Children are a gift from God and an important asset for parents and the nation. Those under the age of 18, including those still in the womb, play a vital role in the continuity of life as the successors of the nation who need protection. This is in line with Law of the Republic of Indonesia Number 35 of 2014 on Child Protection, which emphasizes the importance of child protection. Additionally, Article 53 of Law Number 39 of 1999 also highlights the role of parents, families, the environment, and the state in protecting children as an effort to fulfill the rights of children that are recognized and protected by law.¹

The phenomenon of children involved in criminal acts has become a serious issue in the dynamics of the judicial system in Indonesia. Law Number 11 of 2012 on the Juvenile

¹ Adelia Meitasari and Badrudin Kurniawan, "Implementasi Program Rehabilitasi Sosial Anak Yang Berhadapan Dengan Hukum (Abh) Di Dinas Sosial Kabupaten Lamongan," *Publika*, 2021, 59–74, <https://doi.org/10.26740/publika.v10n1.p59-74>.

Criminal Justice System (UU SPPA) has regulated that the settlement of child cases must prioritize the principles of restorative justice and diversion, which is the settlement outside the judicial process involving various parties and focusing on rehabilitation, not retribution.²

Children who are in conflict with the law (ABH), according to Law No. 11 of 2012 on the Juvenile Criminal Justice System, include children involved in legal conflicts, children who are victims of criminal acts, and children who are witnesses in criminal cases. The incidents involving ABH are often related to their environment, even though they are still children who have not fully understood or realized what is happening.³

However, the implementation of these principles in the field still faces many challenges. One of the issues is the high number of children who are still detained and sentenced to prison. As many as 88% of child suspects are still detained, and 91% of them are sentenced to prison. In fact, this approach has been shown to have a negative impact on the psychosocial development of children, as well as increase their risk of becoming repeat offenders (recidivists).

This condition is reflected in various criminal cases involving minors that have occurred in Palangka Raya and its surroundings in recent times. The first case occurred on May 17, 2024, when a 13-year-old student fatally stabbed his female teacher in the pesantren environment. In the second case, which also took place in the same year, two 15-year-old teenagers were arrested for intentionally setting fire to an empty building. Meanwhile, the third case was uncovered by the Criminal Investigation Unit of Palangka Raya Police, involving a motorcycle theft syndicate with eleven minor suspects, operating in July 2024.⁴

In the past three years, the Palangka Raya Social Service has handled 9 cases of children in conflict with the law. This figure highlights the important role of the Social Service in ensuring that children's rights are protected and that they are given the opportunity for rehabilitation and social reintegration, in accordance with the mandate of Law Number 11 of 2012 on the Juvenile Criminal Justice System (UU SPPA).

This is not a trivial matter and requires cross-sector handling that is not solely focused on punishment. In this regard, the Palangka Raya Social Service plays a crucial role as the party that accompanies the social rehabilitation process for children, especially in cases like these. In accordance with the mandate of the Juvenile Criminal Justice System Law (UU SPPA), the Social Service of the city/regency is tasked with providing social rehabilitation services, counseling, and ensuring that the legal process for children upholds the principles of protection and recovery. In the case of the student involved in the murder, for example, the Social Service of Palangka Raya stated that they continue to provide support while awaiting the results of psychological assessments of the child. A similar situation occurred in the case of the arson, where a psychological examination of the perpetrator was conducted,

² Nevey Varida Ariani, "Pelaksanaan Undang-Undang Nomor 11 Tahun 2012 Tentang Sistem Peradilan Pidana Anak," *Lex Et Societatis*, no. 153 (2012): 39.

³ Silvia Fatmah Nurushshobah, "Peran Pekerja Sosial Dalam Pendampingan Anak Berhadapan Dengan Hukum (Abh) Selama Masa Covid-19," *Jurnal Ilmiah Rehabilitasi Sosial (Rehsos)* 4, no. 1 (2022): 36–56, <https://doi.org/10.31595/rehsos.v4i1.546>.

⁴ Yuli Kustanti, "Dinas Sosial Provinsi Kalimantan Tengah," accessed May 21, 2025, <https://dinsos.kalteng.go.id/kabar/baca/pendampingan-anak-yang-berkonflik-dengan-hukum-di-kota-palangka-raya-tahun-2020>.

with ongoing coordination with the Social Service of Palangka Raya to prepare follow-up actions.

As a review, the article by Jafari (2020) emphasizes the importance of a restorative approach in dealing with juvenile offenders. In both Jafari's article (2020) and this study, the role of the Social Service in Palangka Raya in providing social assistance through counseling, social advocacy, and mediation is discussed, which is also a focus in the previous research that systematically examines various social rehabilitation programs. However, the difference lies in the methodology used, where this study adopts a qualitative approach with a local case study in Indonesia, while Jafari's research conducts a systematic review of various social interventions in different countries. This study also highlights the challenges faced by the Social Service in Palangka Raya, such as limited facilities, professional staff, and lack of family support, which were not deeply addressed in Jafari's review. On the other hand, the previous research focuses more on evaluating the effectiveness of social intervention programs at the international level, without addressing practical challenges on the ground as found in this study.⁵

Constitutionally, the state is obligated to ensure the protection of children, including those in conflict with the law. Article 28B paragraph (2) of the 1945 Constitution states that every child has the right to survival, growth, development, and protection from violence and discrimination. In this context, the enforcement of the law against children must be carried out carefully and with consideration for the child's future. The Director-General of Human Rights at the Ministry of Law and Human Rights even emphasized the importance of revising and strengthening the implementation of the Juvenile Criminal Justice System Law (UU SPPA) so that children involved in crimes can receive an effective and dignified rehabilitation process, without neglecting justice for the victims.

2. Method

The implementation of the social assistance and rehabilitation program for children in conflict with the law in the region. The research was conducted from January to June 2025, covering the preparation phase, data collection, analysis, and the preparation of the final research report. This study was carried out at the Palangka Raya City Social Service Office, Central Kalimantan. This location was chosen because it is the main institution responsible for handling cases related to Children in Conflict with the Law (ABH).

This study uses an empirical socio-legal research type, focusing on the study of legal behavior in practice, specifically in the implementation of assistance for children in conflict with the law.⁶ The approach used is qualitative, which aims to systematically and factually describe the form, mechanism, and effectiveness of the role of the Palangka Raya City Social Service in providing social assistance and rehabilitation for children who commit criminal acts.

⁵ R. Jafari, M., Yazdani, M., & Ghanbari, "Social Work Interventions for Juvenile Delinquents: A Systematic Review," *Child and Adolescent Social Work Journal* 37, no. 4 (2020): 409–21.

⁶ Herlambang P. Wiratraman, "Peneitian Sosio-Legal Dan Konsekuensi Metodologisnya," *Hukum Dan Keadilan* 5, no. 3 (2018): 1–2.

3. Result and Discussion

a. Efforts of Social Assistance for Children in Conflict with the Law by the Palangka Raya City Social Service.

The assistance efforts for children in conflict with the law by the Palangka Raya City Social Service are part of the implementation of Law Number 11 of 2012 on the Juvenile Criminal Justice System (UU SPPA). This law emphasizes the importance of a restorative justice approach that focuses more on the rehabilitation of children rather than mere punishment. The program aims to ensure that children's rights are fulfilled, including protection of their identity, access to rehabilitation, and social reintegration. However, its implementation often faces complex challenges.⁷

As a reference, the Class I Correctional Center (Bapas) in Palangka Raya recorded requests for assistance for juvenile offenders (ABH) as follows: 96 cases in 2023 and 73 cases in 2024. This figure shows a decrease compared to the previous year. Assistance is provided starting from the investigation at the Police Station to the rehabilitation period. A study at the Social Service of Palangka Raya City revealed that the assistance for ABH has been quite effective due to inter-agency coordination and the professionalism of social workers, although it faces challenges such as limited facilities, including the absence of an adequate Social Welfare Organizer Institution (LPKS).⁸

The law that regulates child protection, particularly Law Number 11 of 2012, provides a legal foundation for children in conflict with the law to receive assistance. This support is not only given to children as perpetrators but also to child victims and child witnesses.⁹ The Social Service, referred by the Police Substation (Polsek), Police Resort (Polres), or Regional Police (Polda), plays a crucial role in assisting these children. The assistance is carried out with a humane approach, introducing the institutions that provide support and explaining the role of the Palangka Raya City Social Service in the process of assisting children in conflict with the law. With this support, children involved in legal processes can feel safer and receive the attention appropriate to their needs.¹⁰

In practice, assistance is provided through various mechanisms, such as social advocacy, counseling, and facilitating mediation between the child perpetrator and the victim. In the past three years, the Palangka Raya City Social Service has handled 9 cases of children in conflict with the law. This figure highlights the important role of the Social Service in ensuring that children's rights are protected and that they are given the opportunity for rehabilitation in accordance with the mandate of Law Number 11 of 2012 on the Juvenile Criminal Justice System (UU SPPA). The forms of assistance provided include:

⁷ Undang-Undang Republik Indonesia Et Al., "Peradilan Pidana Anak," *Pt. Refika Aditama*, No. 1 (2012): 10.

⁸ Puput Ratnasari Rastika Br Sembiring, "Implementasi Pendampingan Anak Berhadapan Dengan Hukum Di Dinas Sosial Kota Palangka Raya," *Jurnal Administrasi Publik (JAP)* 07, no. 02 (2021).

⁹ Fifin Pratiwi, "Evaluasi Implementasi Program Pendampingan Sosial Bagi Anak Berhadapan Dengan Hukum (Abh) Di Dinas Sosial Kota Bengkulu," *Sengkuni Journal* 05, No. 01 (2024).

¹⁰ "Wawancara Dengan Dinas Sosial Kota Palangka Raya Tanggal 20 Mei," 2025.

- 1) **Social advocacy**, is carried out by the Social Service to ensure that children in conflict with the law continue to receive their rights, including the right to education and protection of their identity. In practice, the Social Service collaborates with various parties, such as schools and other institutions, to protect the child's rights during the legal process. One form of this advocacy is ensuring that the child can still attend school while undergoing legal proceedings.¹¹
- 2) **Counseling** for children in conflict with the law aims to help them overcome the psychological and emotional issues that arise from their involvement in criminal acts. The Social Service provides counseling services to assist these children, helping them recover their mental well-being and readjust to their social lives. This is also crucial in preventing the possibility of these children committing criminal acts again in the future.
- 3) **Mediation** is an approach facilitated by the Social Service to reconcile children involved in conflicts with victims. This approach prioritizes restoration, providing the opportunity for the child to compensate the victim and reintegrate into society. In certain cases, this mediation is also conducted with the assistance of the Correctional Center (Balai Pemasyarakatan - Bapas) to ensure that the legal process proceeds smoothly.
- 4) **Social rehabilitation** is a crucial effort to restore the social condition of children after they have been involved in criminal acts. The Social Service, in this case, is responsible for assisting children in the rehabilitation process so that they can reintegrate into society without repeating the same mistakes. One form of this social rehabilitation is facilitating mediation based on restorative justice and ensuring that the child's right to social reintegration is properly fulfilled.

In addition, the Palangka Raya City Social Service is also actively collaborating with other agencies in implementing social rehabilitation programs. In several cases, the Social Service works together with the Correctional Center (Bapas) to facilitate mediation based on restorative justice. One concrete example of applying this principle is when a child offender expresses a willingness to improve themselves and compensate the victim, with the hope of returning to school and leading a better social life. This is a true reflection of the essence of the Juvenile Criminal Justice System Law (UU SPPA), which views the law as a tool for guidance, not merely a tool for punishment.¹²

However, in its implementation, the Social Service also faces several challenges, such as limited facilities and infrastructure, including the suboptimal availability of Social Welfare Service Institutions (LPKS) specifically for children. Additionally, the limitations in human resources and budget also pose a challenge in reaching all children who require assistance to the fullest extent.¹³

To overcome these various challenges, the Palangka Raya Social Service strengthens cross-sector collaboration. This collaboration involves law enforcement, schools, medical personnel, and agencies for the empowerment of women and child protection (PP-PA), to

¹¹ Jafari, M., Yazdani, M., & Ghanbari, "Social Work Interventions for Juvenile Delinquents: A Systematic Review."

¹² and Badrudin Kurniawan. Meitasari, Adelia, "Implementasi Program Rehabilitasi Sosial Anak Yang Berhadapan Dengan Hukum (Abh) Di Dinas Sosial Kabupaten Lamongan," *Publika* 10, no. 1 (2021): 59–74.

¹³ Silvia Fatmah Nurushshobah, "Peran Pekerja Sosial Dalam Pendampingan Anak Berhadapan Dengan Hukum (Abh) Selama Masa Covid-19," *Jurnal Ilmiah Rehabilitasi Sosial (Rehsos)* 4, no. 1 (2022): 36–56, <https://doi.org/https://doi.org/10.31595/rehsos.v4i1.546>.

ensure that the assistance provided is comprehensive and sustainable. This cooperation is not only crucial in the case resolution phase but also in preventive efforts to ensure that children do not fall back into criminal activities.

Overall, the implementation of assistance by the Palangka Raya City Social Service is in line with the protection of children's rights. Although challenges still exist, the presence of a support system that involves a multidisciplinary approach and is child-rights-based demonstrates that the juvenile criminal justice system can serve as a space for rehabilitation, not just punishment.

b. Challenges

In the implementation of assistance for children in conflict with the law, the Palangka Raya City Social Service faces several significant challenges. Some of the obstacles include:¹⁴

1) Facilities

Palangka Raya City does not have adequate Social Welfare Service Institutions (LPKS) to handle the rehabilitation of children, making the implementation of social guidance often reliant on limited facilities or support from the province. So far, every child in conflict with the law, whether as a victim or a witness, is required to be accompanied by a social worker. This assistance is typically provided by a team referred from the Police Substation (Polsek), Police Resort (Polres), or Regional Police (Polda). Social workers play the role of companions sent from the Palangka Raya City Social Protection Service.

2) Human Resources

The limited human resources also present a challenge. The number of available social workers is still insufficient to meet the demand, and the shortage of professional staff such as child psychologists affects the quality of psychosocial services. This hampers the implementation of comprehensive assistance, especially in cases that require special attention to the child's mental and emotional condition.

3) Approach from the Family

Rejection or lack of support from the child's family becomes a significant barrier in the assistance process. Families often feel reluctant and do not fully understand their role in the child's rehabilitation process, due to existing parenting issues. The parents' inability to engage in the support process causes the child to feel pressured and more likely to rebel, which worsens their behavior.

The approach with the child involves introducing the Social Service institution and explaining that the team comes from institution A and institution B to provide assistance. After the introduction, the next step is to conduct an assessment. Once the request for assistance letter is received, the leader assigns team A or team B to carry out the support. The first step taken is to understand the family background, identity, and other factors that may influence the child's condition. This assessment aims to evaluate the appropriateness of the interventions that can be provided to the child, as the issues the child faces do not always stem from the child themselves but may also be influenced by parenting and the surrounding

¹⁴ Wawancara Dengan Bagian Rehabilitasi Sosial Dinas Sosial Kota Palangka Raya (22 Mei.2025)

environment. This process underscores the importance of a comprehensive understanding of the child's condition to ensure that the support provided is targeted and effective.

The Palangka Raya City Social Service collaborates closely with various institutions in assisting children in conflict with the law. This coordination includes cooperation with the National Commission on Human Rights (Komnas HAM) to ensure the protection of children's human rights during legal proceedings, as well as with the Provincial Department of Women's Empowerment, Child Protection, Population Control, and Family Planning (DP3APPKB) of Central Kalimantan, which plays a role in the protection and empowerment of women and children. Additionally, the Department of Population and Civil Registration (Disdukcapil) also contributes by providing the necessary identity documents for children, which are essential in legal and administrative processes. Through this inter-agency synergy, it is hoped that children in conflict with the law will receive comprehensive assistance, covering legal, social, and administrative aspects, ensuring that the rehabilitation process can proceed effectively.¹⁵

The main challenges and obstacles faced by the Palangka Raya City Social Service in handling children in conflict with the law (ABH) are rejection from the child's own family. Although the assistance is carried out based on the mandate of the law and is not intended to defend the child's actions, families often feel reluctant and do not fully support the support process. One of the main factors contributing to the family's inability to provide support is parenting issues.

In one of the cases presented, a child who took another person's life grew up without a father figure and was placed in an institution. The family considered the institution to be the best alternative, but when an assessment was conducted, it was discovered that the child had experienced trauma. The child felt afraid to express their feelings to their parents because they were not involved in the parenting process. This led the child to feel pressured, bored, and eventually engage in harmful actions. The parents' inability to participate in this process became one of the factors that pushed the child to rebel, resulting in behavior that violated the law.¹⁶

In the end, the assistance provided by the Palangka Raya City Social Service is a step mandated by the law to protect the rights of both the victim and the offender, who is a child. This assistance aims to find a middle ground for the issues faced by both parties. The assistance for children is carried out based on the law, with a focus on the future of the child in conflict with the law in Palangka Raya. It does so without compromising the justice owed to the child victim, ensuring fairness for both parties.

4. Conclusion

In conclusion, the efforts of the Palangka Raya City Social Service in assisting children in conflict with the law include social advocacy, counseling, mediation, and social

¹⁵ S. Lestari, M. M., & Wulandari, "Eran Keluarga Dalam Pembentukan Karakter Anak Yang Berkonflik Dengan Hukum," *Jurnal Ilmu Sosial Dan Humaniora* 9, no. 1 (2020): 42–50.

¹⁶ A. Saputri, I. D., & Amalia, "Pengaruh Pengasuhan Orang Tua Terhadap Perilaku Anak Yang Berkonflik Dengan Hukum," *Jurnal Psikologi Anak Dan Remaja* 15, no. 3 (2021): 177–86.

rehabilitation. These efforts reflect the implementation of the restorative justice principles contained in Law Number 11 of 2012 on the Juvenile Criminal Justice System. Although the Social Service has worked hard in coordinating across institutions and applying a holistic approach to children in conflict with the law, challenges related to the limited facilities of LPKS and human resources remain obstacles for the Palangka Raya City Social Service. Another challenge arises from the rejection by families, which worsens the rehabilitation process. However, this highlights the importance of the family's role in supporting the child's recovery.

The success of this assistance greatly depends on the commitment of various parties, including law enforcement, professional staff, and social institutions involved in supporting the child. Therefore, it is important to continue strengthening inter-agency cooperation and providing adequate facilities and resources to support a juvenile criminal justice system that focuses more on rehabilitation and empowerment of children for a better future. Child-centered assistance based on children's rights and restorative justice will provide a path for children to reintegrate into society with better opportunities, without disregarding the rights of victims who also need equal protection.

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