

Qanun Aceh No.11 of 2008 on children protection implementation on handling and protection of neglected children in Kota Banda Aceh

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Abstract

Child protection signifies the recognition and respect for human dignity as enshrined in the Constitution. However, violations of children's rights continue to occur in society, including abuse, violence, exploitation, discrimination, and neglect. This study examines neglected children, who experience inadequate living conditions, increased vulnerability to harm, and restricted access to education. In Aceh, child protection is regulated by Qanun Aceh No. 11 of 2008, which obligates provincial and regency/city governments to provide comprehensive management and protection for neglected children. Despite these regulations, the prevalence of neglected children in Aceh persists and has become a significant social issue requiring targeted protection and intervention.

This study employs an empirical-juridical legal research approach, integrating the sociology of law and statutory analysis. Data were collected through interviews and documentation, utilizing both primary and secondary sources. The collected data were systematically organized and analyzed using descriptive and qualitative methods. Findings indicate that the management of neglected children in Banda Aceh involves several coordinated institutions, led by the Social Affairs Office of Kota Banda Aceh, the Office of Women's Empowerment and Child Protection, the Population Control and Family Planning Office (DP3AP2KB), and other supporting bodies such as the Civil Service Police, Wilayatul Hisbah (Sharia Police), Gampong (Village) Authorities, the Zakat (Islamic Treasury) Agency, the Police Department, and Child Care and Social Rehabilitation Centers. The Banda Aceh City Government faces several constraints in handling and protecting neglected children, including limited facilities, funding, human resources, institutional capacity, data limitations, victims' lack of openness, and insufficient community outreach and awareness.

Keywords: Handling, protection, neglected children

Introduction

Indonesia is committed to achieving equitable public welfare across all segments of society. The government bears the primary responsibility for advancing public welfare and ensuring that every citizen attains a minimum standard of living consistent with human dignity. In recent years, social welfare has become a central focus, with particular emphasis on children's welfare. Prioritizing children is essential, as they are regarded as having significant value (Kimiko Miyeki & Yohanis, 2023)^[8].

Children possess inherent worth, dignity, and rights, necessitating protection and respect. Parents are responsible for ensuring their children's proper growth and development (Saskia Azzahra et al, 2024)^[12]. The government is mandated to guarantee children's welfare and must protect them from harm by individuals, groups, or organizations. This obligation is particularly critical for neglected children, whose circumstances are especially concerning from a social welfare perspective. Neglected children are defined as those whose physical, mental, spiritual, and social needs are not adequately fulfilled (Article 1, point 9, Children Protection Act).

In the past five years, governmental and public attention to children's wellbeing has increased. Nevertheless, children's welfare remains inadequately ensured, as demonstrated by persistent cases of abuse, exploitation, and neglect. Neglected children remain a primary concern because of their substandard living conditions, increased vulnerability, and restricted access to education.

Neglected children require targeted protection from the state. Child protection encompasses all measures undertaken to guarantee and ensure a child's rights to live, grow, develop, and participate in society with dignity, as well as to protect them from all forms of violence and discrimination (Khoirunnisa et al, 2020)^[7].

The state is responsible for ensuring that neglected children receive protection and that their rights are fulfilled, enabling them to achieve a decent standard of living as they grow and develop. This responsibility is implemented by both central and regional governments, as stipulated in Article 20 of the Children Protection Act. In Aceh, child protection is further regulated by Qanun Aceh No. 11 of 2008 on Child Protection.

In Aceh, neglected children have become a significant social phenomenon requiring focused attention. According to the Aceh Social Affairs Agency, there were 4,909 officially recorded neglected and street children in 2024. The actual number is likely higher, as many neglected children remain beyond the reach of social workers (Social Affairs Agency Aceh). These children are often found in public spaces such as traffic intersections, markets, and terminals, where they engage in begging, selling goods, busking, and, in some cases, minor criminal activities due to insufficient social oversight.

Poverty is the primary factor contributing to child neglect in Aceh, as many families are unable to provide necessities, compelling children to seek livelihoods on the streets. Additional factors include low parental education, divorce, domestic violence, and inadequate parenting practices.

Welfare state theory posits that a nation is responsible for the wellbeing of its citizens, including vulnerable children (Riyanto, 2020:41) ^[11]. In Aceh, this perspective aligns with Islamic sharia principles, which emphasize caring for the vulnerable, including children. The Aceh Social Affairs Agency currently cares for 53 neglected children from diverse backgrounds through its Regional Technical Implementation Unit of Rumoh Seujahtra Aneuk Nanggroe (UPTD-RSAN) (Antara Aceh).

Neglected children in Aceh experience numerous adverse effects, including school dropout, malnutrition, and exposure to physical and sexual abuse. They are also at risk of labor exploitation and involvement in criminal activities. Additionally, societal stigma negatively affects their mental health, impeding overall growth and development. While parents are primarily responsible for their children's care, some fail to fulfill these obligations. It is essential for parents to supervise their children's activities to prevent involvement in harmful situations and to protect them from violence in both domestic and external environments (Darwanto, 2003:65) ^[5].

Government intervention is necessary to protect neglected children and ensure the fulfillment of their basic rights. Legal certainty is essential for addressing homelessness and bridging the educational gap among these children. Achieving this requires a robust legal framework and adequate facilities to provide effective care and reduce the incidence of child neglect.

This article seeks to expand upon previous research concerning the implementation of Qanun Aceh No. 11 of 2008 on Child Protection, with a specific focus on the management and protection of neglected children in Banda Aceh. The study examines the application of this Qanun in Banda Aceh and analyzes the obstacles and challenges faced by the Banda Aceh City Government in enforcing these protective measures.

Research Method

This research adopts an empirical-juridical legal research approach, examining both existing legal frameworks and actual social conditions within the community (Suharsimi Arikunto, 2012:26) ^[14]. The methodology integrates statutory and sociological approaches. The statutory approach involves reviewing and analyzing all relevant legislation and regulations pertaining to the legal issues under investigation (Bambang Sunggono, 2015:91) ^[2]. Conversely, the sociology of law approach examines the responses and interactions that occur as the normative system operates within society. Sociology of law is an empirical-analytical discipline that investigates relationships arising from social developments, including legal institutions, community structures, and social change (Darmawati, 2025:5-8).

Data for this legal research were gathered by means of interviews and a literature review. An interview is a purposeful dialogue between two persons where the interviewer asks certain questions and the interviewee provides relevant answers (Basrowi & Suwandi, 2008:127) ^[3]. The literature review is a systematic collection and analysis of written data, i.e. documents relevant to the scope of the study. This documentary evidence is in the form of letters, memoranda, official notices, minutes of meetings, reports of events, administrative records, and clippings from

mass media (Lexy J. Moleong, 1998:196) ^[9]. Finally, qualitative analysis was applied to the collected data.

Result and Discussion

The Management of Neglected Children in Banda Aceh

Neglected children are defined as a child age 5-18 years old who spend most of their time earning a living or wandering on the streets or public spaces. According to the Law No. 23 of 2002 about Children Protection, in Article 1, paragraph 6, neglected children are defined as a child whose physical, mental, spiritual and social needs are not fulfilled properly. According to the Decree of the Social Affairs Ministry of the Republic of Indonesia, based on the definition of neglected children, there are several characteristics of neglected children:

1. A child aged 5-18 years old (Decree of the Minister of Social Affairs of the Republic of Indonesia No. 27 of 1984)
2. The Parents are unable to fulfil their duties due to various causes, for example, poverty and incapacity;
3. One or both of the parents are ill
4. One or both of the parents has passed away
5. They are coming from a dysfunctional family
6. There are no caregivers/guardians, and
7. The child's basic physical, spiritual and social needs are not fulfilled.

A child is considered neglected not only when they have lost one or both of their parents. Rather, neglect also refers to situations when their rights, growth, and development are not fulfilled properly due to negligence, parental lack of understanding, incapacity, or intent. Children born unwanted, for instance, are generally at high risk of being neglected or even mistreated. At the most extreme level, child neglect can take the form of parents abandoning their children, in a forest, in a ditch, in the trash, and so on; whether to conceal shame or due to the parents' unpreparedness to give birth to and properly raise their child. Based on this understanding, it can be concluded that a neglected child is a child whose basic needs are unfulfilled as a result of parental negligence or incapacity (Sazali & Heru Dian Setiawan, 2022) ^[13].

The issue of neglected children draws considerable public attention; their circumstances are distressing to witness, yet their presence is also frequently seen as a source of public discomfort. As one community member explained, they frequently see many children at traffic lights, some selling goods and some begging. This is deeply concerning, as children of that age should not be in such places; they should be at school or attending religious classes after school, or at home (Febri, interview).

He hoped that the local Government would pay closer attention to neglected children, perhaps by recording their data, visiting them at traffic light intersections, and determining whether they still have parents. If they have no parents, they could be placed in a social institution; if they still have parents, the parents could be counseled on why their children are on the street when they should not be. It is not a child's responsibility to earn money or bear the burden of their parents' problems; a child's responsibility is to study, seek knowledge, attend religious classes, and stay at home, not wander the streets (Febri, interview).

One measure the Government could take is placing these children in orphanages or Rumah Singgah (Shelter Homes),

or, where possible, tracing their family background so they can be returned to their parents. As city residents, we too feel disturbed by their presence. Sometimes, within a single hour sitting at a coffee shop, six or seven children may approach. It is not only neglected children, but also beggars and vagrants, and people trying to sell various things, which is somewhat disruptive. We go out for fresh air, to relax, but their presence disrupts our comfort as residents of Banda Aceh. It is not that we lack compassion, but there are times we want comfort when going out for coffee or other activities (Suci, interview).

The Regional Government's efforts concerning neglected children are carried out through the Social Affairs Office. The Social Affairs Office is an institution whose mission is to implement regional autonomy in governance and to resolve social issues encountered within the community by addressing shared problems. The Social Affairs Office works to improve social security services for those facing social welfare issues.

The Social Affairs Office is a regional government body that assists the Banda Aceh City Government in carrying out social development. In handling cases of neglected children, the Banda Aceh City Social Affairs Office provides rehabilitation in the form of social, mental, and emotional guidance, as well as daily life skills training, with the aim of keeping neglected children productive.

One of the minimum service standards of the Banda Aceh City Social Affairs Office, based on Ministry of Social Affairs Regulation No. 9 of 2018 on Basic Service Technical Standards within the Minimum Service Standards for Social Affairs at the Provincial and Regency/City levels, explicitly within the field of social rehabilitation, includes the handling of neglected children, neglected individuals in general, neglected persons with disabilities, and homeless people/beggars, which falls under that field's core duties and functions.

The handling of neglected children by the Banda Aceh City Social Affairs Office follows standard operating procedures, which are generally triggered by a report from the community, since the Social Affairs Office is not always aware of neglected children present in a particular area. The Social Affairs Office handles not only neglected children found in residential areas but also those found on the streets; however, community participation in reporting the presence of such children is strongly encouraged (Kemalahayati, interview).

To handle the issue of neglected children effectively and produce well-targeted solutions, the following empowerment stages are applied:

1. Outreach, in which street children are identified and offered services through a Rumah Singgah;
2. Assessment, in which the conditions and needs of street children are examined;
3. Program planning, in which the responsible institution develops a program for the empowerment of neglected children;
4. Program implementation, in which the planned program is carried out according to schedule and intended objectives;
5. Termination, meaning the neglected child has completed the entire program process;
6. Evaluation, which involves reviewing the initial planning process to determine whether the established objectives have been successfully achieved (Sazali & Heru Dian Setiawan, 2022)^[13].

The handling of neglected children certainly cannot be carried out by a single agency alone; it needs collaboration. If, for example, a neglected child is found in a village, the Social Affairs Office typically receives a report from that village, and its role is to provide facilities and services to the child in question. When a community report regarding a neglected child in a village is received, the following steps are taken (Kemalahayati, interview):

1. The first response is for personnel to go to the location.
2. Alongside Social Affairs Office staff, the Regional Government also has an Integrated Service and Referral System (SLRT) and Sub-district Social Welfare Workers (TKSK). Every sub-district has a Social Affairs Office representative, so the initial response is typically carried out by the TKSK or SLRT.
3. The results of this initial response are then communicated through a WhatsApp group, reporting that a neglected child has been found in a particular village. The team then responds and mobilizes immediately. This initial response follows an assessment and preliminary data collection. If the report comes in at midnight, the Social Affairs Office holds an internal meeting the following morning to determine the appropriate solution.
4. If the case cannot be handled by the Social Affairs Office alone, collaboration follows. The stakeholders involved include village authorities, such as the Keuchik (Village Head) and Camat (Sub-district Head).
5. Handling neglected children in Banda Aceh cannot be carried out by the Social Affairs Office alone; it needs collaboration with the TKSK, SLRT, police, the National Narcotics Agency (BNN), community health centers (Puskesmas), and other stakeholders.
6. A neglected child cannot be left indefinitely in the village where they are found. The child is therefore taken to a Rumah Singgah located in Lamjabat. At the Rumah Singgah, the child receives necessities such as food and clothing, as well as spiritual and religious guidance.
7. Children are brought to the Rumah Singgah, which serves as a temporary solution before a final decision is made, typically for a period of 3 days to 2 weeks, while a suitable solution for the child is being determined. If a solution is found quickly, the process may conclude within three days, after which the child is transferred elsewhere according to the solution reached. Rumah Singgah provides necessities, spiritual guidance and education to the children.
8. If no family can be found, the child will be placed in a care institution under the Aceh Social Affairs Office. Institutional placement is the last resort when family reunification is not possible. If, after a search, no family is found and the child has no relatives, referral to a care institution becomes the final alternative. If close or immediate family members are found, they are provided with guidance and education toward becoming foster parents (Kemalahayati, interview).

For neglected children found on the streets, the standard initial response is to bring them to a shelter first, in order to resolve their family situation, determine whether they still have family and understand the reasons behind their situation. Only after this is understood is the institutional placement considered as a final option. Most street children

handled by the Banda Aceh City Social Affairs Office are secured in cooperation with the Civil Service Police Unit and the City Police (Polresta). Investigations have revealed that some of the neglected children found wandering in Banda Aceh are, in fact, organized by coordinators, some of whom have already been arrested and imprisoned by the City Police (Kemalahayati, interview).

Furthermore, most children begging or found neglected in Banda Aceh are not native residents of the city but come from other regions, such as Pidie, Tamiang, Langsa, and other areas. They deliberately come to Banda Aceh as migrants (*musafir*), and subsequently rent housing in the Ujong Batee area, in slum districts with small houses that commonly lack proper flooring, sometimes with only dirt floors. The Banda Aceh City Social Affairs Office has coordinated with Aceh Besar authorities, given that this area falls within Aceh Besar's jurisdiction. They have held discussions with the Aceh Besar Government and local *Keuchik* (Village Heads), urging landlords not to rent to individuals with harmful intentions, particularly those who are not Banda Aceh residents.

Further handling of these cases is difficult, since those apprehended are not originally from Banda Aceh, making placement in a shelter facility impractical. In many cases, these children still maintain contact with their families, who may even coordinate with them, which creates the outward appearance of genuine neglect and evokes public sympathy. The Government nonetheless continues to be committed to addressing the issue, even though resolving it fully remains an elusive goal (Kemalahayati, interview).

Innovative outreach and rehabilitation programs that can be carried out by the Banda Aceh City Social Affairs Office include:

1. The Social Affairs Office conducts routine outreach across all sub-districts at least four times a month to ensure no neglected child goes unnoticed.
2. The involvement of social workers specifically assigned to homeless individuals and beggars represents a new approach to handling this issue.
3. Health screenings and rehabilitation are provided for children showing indications of drug use or HIV, in cooperation with the National Narcotics Agency (BNN) and community health centers (*Puskemas*).
4. Regarding education and outreach's role in prevention, the Banda Aceh City Social Affairs Office carries out the following:
5. The Social Affairs Office actively conducts outreach in schools, media, and communities to raise awareness about neglected children.
6. Educational programs involve schools from early childhood education (PAUD) through senior high school, both public and private.
7. Rewards are given to schools that actively report cases of at-risk children as a form of appreciation and encouragement.

The prevention efforts carried out by the Banda Aceh City Social Affairs Office comply with the mandate of Article 33 of Qanun No. 11 of 2008 on Child Protection, which stipulates that the Aceh Government and regency/city governments are obligated to prevent violence, trafficking, and exploitation of children by: a) collecting data and information on child victims of violence, trafficking, and exploitation in accordance with applicable regulations; b)

providing education on values opposing violence, trafficking, and exploitation of children; c) conducting outreach on regulations related to the protection of child victims of violence, trafficking, and exploitation; and d) monitoring and evaluating the protection provided to child victims of violence, trafficking, and exploitation.

In effect, the Banda Aceh City Social Affairs Office has carried out its duties in preventing violations of children's rights in accordance with the Child Protection Qanun. However, field evidence suggests that outreach regarding neglected children to the public is still inadequate, as many community members still do not understand how or where to report a neglected child if they encounter one. Some are aware of *Wilayatul Hisbah* (WH), but understand that WH's mandate does not cover this issue. Similarly, the public understands the Civil Service Police Unit (*Satpol PP*) to be responsible mainly for handling unlicensed street vendors, not neglected children, and there remains uncertainty about where such cases should be reported (Riski Wahyudi, interview).

Some community members do know where to report, but perceive a lack of continued action from the relevant institutions. As one Peuniti resident explained, neglected children should be reported to the Social Affairs Office; some Banda Aceh residents claim to have made such reports, but with no action taken by the Social Affairs Office, many such children remain visible around the city (Huda, interview).

More in-depth public outreach on the handling of neglected children is needed, since, without community contribution, other institutions cannot carry out their duties effectively either. Going forward, the Social Affairs Office could conduct outreach on neglected children through banners and billboards, as these remain popular and effective media for disseminating information broadly. Regarding community reports, a faster institutional response is needed to strengthen public reliance on the relevant agencies.

In Aceh, the handling of neglected children also involves the Regional Technical Implementation Unit of Rumoh Seujahtra Aneuk Nanggroe (UPTD-RSAN), a technical unit under the Aceh Social Affairs Office tasked with carrying out operational activities related to the reception, care, nurturing, and protection of street children, neglected children, child victims of violence or mistreatment, children in conflict with the law, and children requiring special protection.

The handling process carried out by UPTD-RSAN begins with completing the identity documentation of the children admitted. Neglected children placed at UPTD-RSAN are enrolled in school according to their interests and abilities; those at the senior high school (SMA) level are placed based on their chosen field of interest, while those at elementary (SD) and junior high (SMP) levels are placed according to their cognitive ability, in either public integrated schools or private schools. UPTD-RSAN accepts all referrals from Social Affairs Offices, including from Banda Aceh City, which receives reports from the community or identifies children directly from the streets. UPTD-RSAN only admits a child after an assessment and case conference process, and coordinates with the relevant Social Affairs Office throughout (Michael Octaviano, interview).

Regarding the budget for caring for children at UPTD-RSAN, funding comes entirely from the Aceh Regional Budget (APBA). There is also non-budgetary support from

individual donors, such as contributions of goods, food, and similar items. UPTD-RSAN receives an annual budget of IDR 1.9 billion, which remains far from ideal; the appropriate budget for adequately caring for the children would be approximately IDR 4–5 billion. In terms of capacity, UPTD-RSAN can ideally accommodate around 80–100 individuals, though under current budget constraints, it can only properly support 50–60 individuals. At present, UPTD-RSAN houses 63 children (Michael Octaviano, interview).

The children residing at UPTD-RSAN come from a wide range of backgrounds, most commonly due to family issues or inadequate school administrative arrangements. Some children live with an uncle or caregiver because their parents are not always present or their whereabouts are unknown. Children in UPTD-RSAN have a daily routine that includes school, religious study, and social activities such as community service (gotong royong) and weekly religious discussions. The Package C equivalency program enables children who dropped out of school to continue learning at the senior high school level. Children are given a daily allowance and structured care to fulfill their basic needs and overall wellbeing by UPTD-RSAN (Dika et al., interview).

The handling of neglected children in Banda Aceh City has been carried out effectively, in accordance with Article 46 of Qanun Aceh No. 11 of 2008 on Child Protection, concerning the services that the Regional Government must provide. In Banda Aceh, the institutions authorized by the City Government can be seen to have carried out their duties in accordance with standard operating procedures, notwithstanding the continued presence of neglected children in the city, a situation largely attributable to circumstances that impede regional institutions from taking direct policy action. In carrying out their respective duties, these government institutions have fulfilled the service requirements set out under Qanun Aceh No. 11 of 2008 on Child Protection, namely:

1. Medical services, comprising physical healthcare provided by the Banda Aceh City Social Affairs Office and UPTD-RSAN for neglected children in their care.
2. Legal services, comprising the processing of birth certificates and legal assistance, provided by UPTD-RSAN for the children under its care.
3. Psychological services, comprising trauma counseling and psychological assessment, provided by DP3AP2KB.
4. Spiritual services, comprising moral and religious guidance. This service is provided by the Banda Aceh City Social Affairs Office when bringing neglected children to Rumah Singgah, where they receive spiritual guidance; UPTD-RSAN likewise provides spiritual guidance to build the moral and religious character of the children in its care.
5. Socio-economic services include support like the Family Hope Program (PKH), food assistance, and caregiver capital support. These services are provided by UPTD-RSAN and are funded directly through the Regional/Aceh Budget (APBD/APBA).
6. The Office of Social Affairs and UPTD-RSAN provide educational services. The provision is including 12-year compulsory education program, Smart Indonesia Card (KIP) and Scholarships; their goal is to provide basic education for the neglected children in their care.

7. Temporary shelter services, comprising Rumah Singgah, the Regional Technical Implementation Unit for Women's and Children's Protection (UPTD PPA), and Child Welfare Institutions (LKSA). The City Government of Banda Aceh has a Rumah Singgah in Lamjabat. Then, children are moved to UPTD-RSAN.
8. Community reintegration services are family reunification, adoption or placement in a care institution or Dayah (Islamic boarding school).

Based on the preceding discussion regarding neglected children in Banda Aceh City, it can be concluded that government agencies have generally fulfilled their responsibilities effectively, although they continue to face several challenges. Overall, the Banda Aceh City Social Affairs Office, UPTD-RSAN, and other relevant agencies have performed their duties in accordance with their core mandates and standard operating procedures.

Obstacles Faced by the Banda Aceh City Government in the Handling and Protection of Neglected Children in Banda Aceh City

Neglected children represent one of the most common social problems. Neglected children are more prone to experiencing violence, exploitation, and neglect. Therefore, outreach on the protection of neglected children, along with the development of shelter facilities, is critically important to protect and support them.

One initial step in outreach on the protection of neglected children is raising public awareness of the importance of protecting them. By increasing public understanding of the possible risks faced by neglected children, such as sexual exploitation and forced labor, communities will be better equipped to protect and support them.

Strengthening the protection of neglected children is far from simple and inevitably involves many challenges and obstacles, both for the State and for Regional Governments. One such obstacle in the handling and protection of neglected children in Banda Aceh City (Aceh Province) can be seen from the statement of the Banda Aceh Social Affairs Office, which identifies the main challenges as relating to the children's residency status and inter-agency sectoral ego, namely: a) the majority of neglected children found on the streets are migrants from outside Banda Aceh, meaning that cross-regional coordination issues regularly hinder handling; b) sectoral ego among agencies presents an obstacle to collaboration, though the Social Affairs Office continues focusing on child rescue efforts; and c) a lack of public concern and the difficulty of reaching non-local children add to complicate outreach efforts (Kemalahayati, interview).

From DP3AP2KB's perspective, the challenges and obstacles in handling neglected children in Banda Aceh City include: 1) sectoral ego among institutions as the main obstacle in handling neglected-children cases; 2) limited budgets restricting the scope of action and services, even though most services are provided free of charge; 3) low awareness among parents and the community, which continues to result in children being sent to the streets; and 4) the majority of neglected children found on the streets being migrants from outside Banda Aceh rather than native city residents (Dian Aprilya Polungan, interview).

DP3AP2KB has recommended the following prevention measures and strategies for protecting and handling

neglected children in Banda Aceh City: 1) improving family monetary conditions and children's education as the primary key to preventing child neglect; 2) encouraging Gampong (village) governments to more actively monitor and report vulnerable children within their jurisdictions; 3) continuing outreach and education for parents on children's rights and obligations; and 4) fostering cross-sector partnership and community involvement, which remain essential to breaking the cycle of child neglect (Dian Aprilya Polungan, interview).

In addition, UPTD Rumoh Seujahtera Aneuk Nanggroe Aceh also confronts several obstacles in carrying out its duties, namely:

1. Budgetary constraints, as UPTD Rumoh Seujahtera Aneuk Nanggroe Aceh receives only IDR 1.9 billion annually to handle all children under its care, whereas an ideal budget for meeting all needs at the facility would require at least IDR 4–5 billion.
2. Inadequate human resources, as UPTD-RSAN Aceh's staffing has declined, nearly 13 staff members have transferred to other agencies or joined the P3K civil servant program without being replaced, leaving UPTD-RSAN understaffed for childcare responsibilities.
3. Inadequate facilities and limited land area at UPTD-RSAN are restricting children's freedom of movement and ability to carry out activities properly.
4. Transportation limitations. UPTD-RSAN has only one Hiace van and one ambulance, while needing to transport 60 children to school each morning, a single vehicle is clearly insufficient for this task.
5. Children at UPTD-RSAN are not guaranteed support through university, only through senior high school, placing them at a competitive disadvantage since most job opportunities now require a bachelor's degree. However, current regulations only provide support through senior high school. This leaves these children without the skills they need for independence once state support ends (Michael Octaviano, interview).

Further obstacles stem from the community, which is seen as insufficiently proactive in providing information about the presence of neglected children. This stems from a lack of public understanding regarding the handling process for neglected children and the community's role within it; many assume that only government institutions are authorized and involved in handling this issue. The public largely limits its attention to evaluating government performance, without observing any dedicated action focused on neglected children specifically. The City Government should therefore conduct data collection and outreach to the public to make it easier to identify neglected children (Fitrah, interview).

In conclusion, the challenges that the Banda Aceh City Government faces in caring for and protecting neglected children include the following:

1. Limited funding and facilities. Budgets and social rehabilitation centers are still limited.
2. Limited human resources and institutional capacity. The number of people handling cases and specialists is not enough for the workload. Inter-agency coordination is still inadequate.
3. Data Barriers and Victims' Lack of Openness. Obtaining valid information is difficult, as victims and their families are often not forthcoming. Neglected

children remain highly dependent on others, making it difficult to identify clear solutions to their situations. Many cases of economic, educational, and emotional neglect go unreported.

4. Insufficient outreach and community awareness. Although Qanun Aceh No. 11 of 2008 on Child Protection exists, public awareness is minimal. The community does not pay enough attention to the situation of child neglect, causing delayed reporting. Relevant institutions have made some communication initiatives, but they have not properly reached the larger community, resulting in a lack of public comprehension.

Conclusion

Neglected children in Banda Aceh City receive support from multiple collaborating organizations. The Banda Aceh City Social Affairs Office holds primary responsibility, conducting assessments, providing referrals, and offering mentorship. The Office of Women's Empowerment, Child Protection, Population Control, and Family Planning (DP3AP2KB) contributes by protecting children from legal and psychological perspectives. Additional supporting institutions include the Satpol PP (Civil Service Police Unit), Wilayatul Hisbah (WH), Gampong (Village) Authorities, the Baitul Mal (Islamic Treasury) Agency, the Police, schools, and orphanages (UPTD Rumoh Seujahtera Aneuk Nanggroe). The main obstacles faced by the Banda Aceh City Government in managing and protecting neglected children are limited funding and facilities, insufficient human resources and institutional capacity, information constraints, victims' lack of openness, and inadequate outreach and community awareness.

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