



An Evaluation of the PUSPAGA SAMARADA Program in Improving the Quality of Child Parenting in Sukabumi City

Zahra Aprilita Herdani^{1*}, Yana Fajar FY Basori², Andi Mulyadi³

Corresponding Author Email: zahraaprilita00@ummi.ac.id

Article History

Manuscript submitted:
01 April 2026
Manuscript revised:
23 Mei 2026
Accepted for publication:
17 Juni 2026

Keywords

Child Parenting;
PUSPAGA;
Program Evaluation

Abstract

This study aims to evaluate the Pusat Pembelajaran Keluarga (PUSPAGA) Sakinah, Mawaddah, Rahmah, dan Dakwah (SAMARADA) Program in improving the quality of child parenting in Sukabumi City. This research employed a qualitative method with a descriptive approach. Data were collected through interviews, observation, and documentation. The informants consisted of representatives from DP2KBP3A Sukabumi City, the coordinator of PUSPAGA SAMARADA, a psychologist, and community beneficiaries. The evaluation model used in this study was the CIPP model, which includes context, input, process, and product. The findings indicate that the PUSPAGA SAMARADA Program has been implemented fairly well and is relevant to community needs, particularly in providing consultation, counseling, education, and referral services related to child parenting and family issues. The program provides benefits for the community by improving understanding of parenting patterns, family communication, and the handling of parenting problems. However, the implementation of the program still faces several obstacles, including limited human resources, budget, facilities, and uneven public dissemination. This study contributes to the literature on family support services by providing a comprehensive evaluation of the PUSPAGA SAMARADA Program using the CIPP model, highlighting both its achievements and implementation challenges in improving parenting practices at the local level. Therefore, institutional support, public outreach, and service development need to be strengthened so that the PUSPAGA SAMARADA Program can operate more optimally in improving the quality of child parenting in Sukabumi City.

Copyright © 2025, The Author(s).

This is an open access article under the BY-NC-ND license



Contents

Abstract	167
Introduction	168
Methods.....	170
Results and Discussions.....	171
Conclusion.....	180
Reference	181

¹ Department Public Administration Faculty of Social Sciences, Universitas Muhammadiyah Sukabumi, Sukabumi, Indonesia

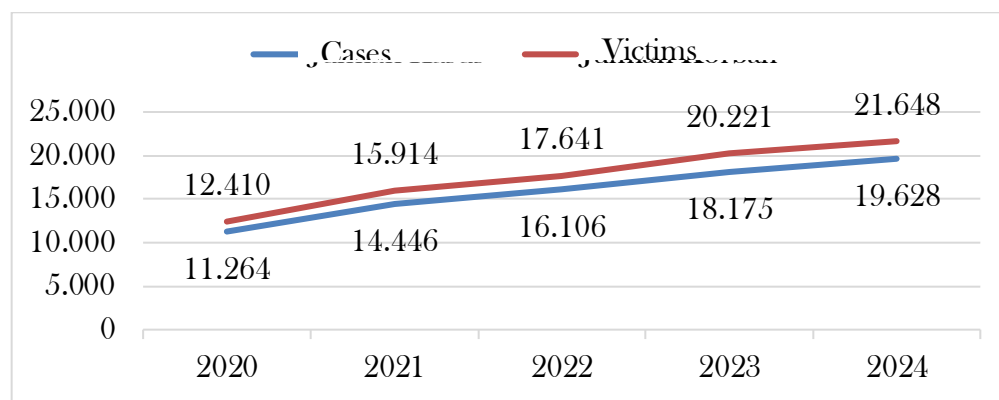
² Department Public Administration Faculty of Social Sciences, Universitas Muhammadiyah Sukabumi, Sukabumi, Indonesia

³ Department Public Administration Faculty of Social Sciences, Universitas Muhammadiyah Sukabumi, Sukabumi, Indonesia

III

Introduction

The family is the first and primary environment in a child's life. In the early stages of life, children are entirely dependent on their parents or carers as attachment figures responsible for meeting their basic needs. However, in recent years, social phenomena in Indonesia have shown that parenting functions in some families are not yet operating optimally. Harsh parenting styles, a lack of communication, limited understanding of child development, and economic and social pressures mean that some parents are unable to provide safe, warm and responsive care. Various issues such as child abuse, early marriage, and bullying serve as indicators that significant challenges remain in creating families capable of fulfilling their parenting roles optimally. One serious indicator of poor parenting quality is child abuse.



Source: Ministry of Women's Empowerment and Child Protection (2020-2024)

Figure 1. Number of Cases and Victims of Child Abuse

Figure 1 shows Cases of child abuse are rising by more than 1,000 cases each year, with the majority of perpetrators actually coming from the child's immediate environment, such as the family. This situation shows that the family, which should serve as the healthiest and safest environment, can in fact become a high-risk environment if parenting is not carried out properly. In addition to abuse, the issue of early marriage also reflects the poor quality of parenting and family supervision. According to data from the Ministry of Women's Empowerment and Child Protection (2025), the number of early marriages reached 4,150 in 2024. This indicates that the number of applications for marriage dispensations remains very high, with 32,706 such applications submitted. Many early marriages occur due to a lack of parental supervision, insufficient education on reproductive health, immature emotional bonds, and the psychological and economic unpreparedness of adolescents. The phenomenon of bullying also underscores the urgent need to improve the quality of care. According to a report by the Indonesian Child Protection Commission (KPAI) and Indonesian Teachers' Union Federation (FSGI), reported cases of bullying have risen sharply year on year.

Table 1. Number of Bullying Report

Year	Cases
2020	119
2021	53
2022	266
2023	1.478

Source: Murid Merdeka School (2024)

Table 1 shows A significant increase was observed between 2022 and 2023. Children who do not receive emotional support, empathy and positive behavioral role models at home are more likely to become either victims or perpetrators of bullying. This underscores the fact that the quality of parenting plays a crucial role in shaping children's social skills, emotional regulation and behavior both at school and within the wider community. A similar situation is also found in Sukabumi. With a population of children and adolescents exceeding 122,000 (Sukabumi City Population and Civil Registration Office, 2024), the city faces a range of challenges relating to child care and protection.

Table 2. Number of Children Receiving Care

Year	Description	Number	Total
2021	Female	24	37
	Male	13	
2022	Female	23	36
	Male	13	
2023	Female	36	70
	Male	34	
2024	Female	42	83
	Male	41	

Source: Open Data Sukabumi City (2024 & 2024)

Table 2 shows an increase of 13 cases in 2024, dominated by physical and emotional abuse. Additionally, child marriage persists, with 31 marriage dispensation applications submitted in 2023 (Reza, 2023). School bullying also frequently occurs across primary and secondary levels. These events indicate that the quality of child-rearing in Sukabumi City requires stronger program support. In addressing complex social problems, the existence of support programs alone is insufficient; systematic evaluation is needed to determine whether these programs are relevant, effective, and capable of meeting the needs of their target groups (Alqahtani, 2024).

To strengthen child protection, the Indonesian government enacted Law No. 35 of 2014 (amending Law No. 23 of 2002) and Government Regulation No. 44 of 2017, affirming the family as the primary protective environment. Under this mandate, the state must support families through services, education, and policies. Consequently, the Ministry of Women's Empowerment and Child Protection (KemenPPPA) developed PUSPAGA (Pusat Pembelajaran Keluarga), a family-based prevention program providing parenting education, counseling, and referral services. In Sukabumi City, this program is implemented as PUSPAGA SAMARADA (Sakinah, Mawaddah, Rahmah, and Dakwah). Operating under the DP2KBP3A pursuant to Mayor's Decision No. 188.45/204-DP2KBP3APM/2019, it serves as an accessible public service unit offering information, counseling, and child-rights-based education to the community.

However, based on the author's initial observations, the utilization of the PUSPAGA SAMARADA program by the community appears not to be operating at full capacity. Such conditions highlight the importance of program evaluation, as discrepancies between program objectives and actual implementation may indicate barriers that require further investigation and improvement (Duerden 2012). This is evident from the fact that many families are still unaware of the existence or functions of PUSPAGA, as well as the lack of consistent program publicity. This situation indicates that the dissemination of program information remains limited, which has the potential to affect the program's reach and the level of community participation.

Based on previous studies, research on PUSPAGA in Sukabumi City has been conducted, but the existing studies have focused on different aspects of the program. Boreel et al. (2022) examined the implementation of the PUSPAGA Program in preventing violence against children and found that limited public awareness and low community participation hindered program implementation. Meanwhile, Miranti et al. (2025) analyse the strategy of PUSPAGA SAMARADA in preventing domestic violence against adult women and identified challenges related to limited resources and community participation. Although these studies provide valuable insights into the implementation process and institutional strategies of PUSPAGA, they do not specifically evaluate the extent to which the program has succeeded in improving the quality of child caregiving or assess its overall performance as a family support program.

Furthermore, although PUSPAGA SAMARADA has been implemented since 2019 and offers a range of services, including parenting education, counselling, and referral services, there is still limited evidence regarding its overall achievements in strengthening parenting quality. Existing studies have not comprehensively examined whether the program is aligned with community needs, supported by adequate resources, implemented as intended, and capable of producing meaningful changes in parents' knowledge and caregiving practices. In other words, there remains a gap in understanding the overall effectiveness of PUSPAGA SAMARADA as a child-caregiving support program. Evaluating program effectiveness is important because it enables decision makers to determine whether public resources have been used efficiently and whether program benefits have reached the intended target groups (Karim, 2021). Therefore, this study positions itself as a comprehensive program evaluation by employing the CIPP (Context, Input, Process, Product) model to assess the program's relevance, implementation, and outcomes in improving the quality of child caregiving in Sukabumi City.

The focus of this study extends beyond examining how the program is implemented to evaluating whether it is responsive to community needs, supported by adequate resources, implemented as intended, and capable of improving the quality of child caregiving. Accordingly, this research aims to evaluate the PUSPAGA SAMARADA Program in Sukabumi City and to provide a comprehensive understanding of its implementation, the factors supporting and constraining its operation, and its contribution to strengthening parenting practices among beneficiary families. To achieve these objectives, this study employs the CIPP (Context, Input, Process, Product) evaluation model developed by Stufflebeam and Zhang (2017). The model provides a comprehensive framework for assessing program relevance, resource readiness, implementation processes, and outcomes. Through these four dimensions, the study offers a systematic evaluation of the PUSPAGA SAMARADA Program and generates evidence-based insights for improving family support and child caregiving services in Sukabumi City.

Methods

The research was conducted at the PUSPAGA SAMARADA Office and the DP2KBP3A Office, Sukabumi City from November 2025 – April 2026. This study employed a qualitative approach with a descriptive design. Qualitative research was chosen because it enables an in-depth understanding of the implementation of the PUSPAGA SAMARADA Program and its contribution to improving parenting practices in Sukabumi City. The study applied the CIPP (Context, Input, Process, Product) evaluation model developed by Stufflebeam and comprehensively presented by Stufflebeam and Zhang (2017). The CIPP model was selected because it provides a comprehensive framework for evaluating programs, beginning with the identification of needs and contextual conditions, followed by the assessment of resources and planning, the implementation process, and the outcomes achieved. Accordingly, the

findings of this study are presented based on the four dimensions of the CIPP model, namely Context Evaluation, Input Evaluation, Process Evaluation, and Product Evaluation.

The units of analysis in this study were the Population Control, Family Planning, Women's Empowerment, and Child Protection Agency (DP2KBP3A) of Sukabumi City, the PUSPAGA SAMARADA Program, and the community members who received program services. Informants were selected using purposive sampling, whereby participants were deliberately chosen based on their involvement, knowledge, and experience related to the PUSPAGA SAMARADA Program. A total of five informants participated in this study, consisting of the Head of the Women and Child Protection Division of DP2KBP3A Sukabumi City, one PUSPAGA SAMARADA program manager, one psychologist/counselor involved in program services, and two community members who had received PUSPAGA services. These informants were selected because they possessed relevant information regarding program planning, implementation, service delivery, and program outcomes.

Data collection was carried out through observation, semi-structured interviews, and documentation. Semi-structured interviews were conducted using interview guidelines developed based on the four dimensions of the CIPP evaluation model: Context, Input, Process, and Product. This approach enabled the researcher to obtain in-depth information while allowing flexibility to explore issues emerging during the interview process. Documentation was used to complement the interview findings through the review of program reports, service records, activity documentation, and other relevant documents (Subakti et al., 2023). Data validation was conducted through source triangulation and methodological triangulation. Source triangulation was carried out by comparing information obtained from different informants, while methodological triangulation involved comparing data collected through observation, interviews, and documentation.

Data analysis followed the interactive model proposed by Miles, Huberman, and Saldaña (2014), which consists of data condensation, data display, and conclusion drawing and verification. Data condensation involved selecting, simplifying, and organizing information obtained from interviews, observations, and documentation. The condensed data were then presented systematically according to the four dimensions of the CIPP model to facilitate interpretation. Finally, conclusions were drawn and continuously verified through triangulation and cross-checking among data sources to ensure the credibility and consistency of the research findings.

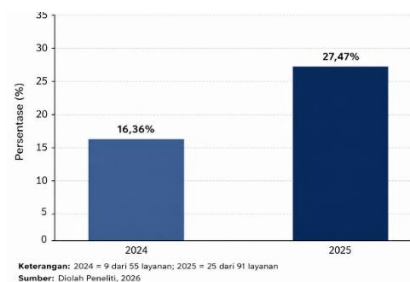
Results and Discussions

PUSPAGA SAMARADA is a family learning program aimed at improving the quality of family life by building the capacity of parents, families, or those responsible for children. In this context, child-rearing is a key component of improving family well-being. It provides services free of charge to the community. The target audience of the PUSPAGA SAMARADA service program includes children, parents, guardians, prospective parents, and those responsible for child rearing. This study was conducted to evaluate the implementation of the PUSPAGA SAMARADA Program in improving the quality of child-rearing as part of family quality. The evaluation was carried out using the CIPP model, which consists of Context, Input, Process, and Product. Through this model, the study sought to examine the program's alignment with community needs, the support of available resources, the

implementation of the program in the field, as well as the outcomes and benefits experienced by program recipients.

1. Evaluation Context

The Context Evaluation dimension is used to assess the suitability of the PUSPAGA SAMARADA program in relation to parenting needs and issues, the program's targeting accuracy, and its alignment with the social conditions of the community in Sukabumi City. Based on interview findings, the PUSPAGA SAMARADA program has had a direct connection with the community's parenting needs since its inception. This program is not only aimed at addressing general family issues, but also at helping families to understand parenting styles, build healthy relationships between parents and children, and prevent domestic violence. This finding is consistent with the view that parenting support programs should strengthen parental competencies and promote positive parent-child interactions as a means of improving child well-being (Kim et al., 2021). These interview findings are further supported by data on the uptake of PUSPAGA services, as shown in the following figure.



Source: PUSPAGA SAMARADA (2024--2025)

Figure 2. Consultations Regarding Parenting

In terms of percentage, consultations relating to parenting in 2024 accounted for 16.36% of total consultation and counselling services. In 2025, this percentage rose to 27.47%. In 2024, the number of people seeking consultation and counselling was 55, with 9 of them specifically regarding parenting issues. Meanwhile, in 2025, the number of people seeking consultation and counselling increased to 91, with 25 of them specifically regarding parenting issues. This increase indicates that the community is becoming increasingly aware of the importance of parenting within the family children. Increased utilization of family support services may also reflect growing public awareness and willingness to seek professional assistance for parenting-related issues, a phenomenon commonly associated with positive help-seeking behavior (Glatz & Buchanan, 2023).

Based on the findings and discussion, the PUSPAGA SAMARADA program in terms of context evaluation, has been aligned with the community's needs and parenting issues. This alignment is evident in the program's objectives, which focus on improving family quality and child-rearing, and is supported by field findings regarding issues such as parenting practices, family conflicts, broken homes, bullying, parent-child communication, and parents' lack of understanding of child development. Program service data for 2024 - 2025 also indicates an increase in the number of people seeking advice on parenting, rising from 9 to 25 individuals.

In the CIPP model, context evaluation is used to identify community needs and assess the program's targeting of groups requiring services. A well-targeted program will be more effective in addressing community needs because it is delivered to those who genuinely require it. Research findings indicate that the target audience of the PUSPAGA SAMARADA program in Sukabumi City aligns with the community groups requiring childcare and family counselling services. The program's primary

focus is on those with a direct role in child-rearing, particularly parents and prospective parents. The program's targeting accuracy is also evident from data on beneficiaries of counselling and consultation services for the year 2025.

Table 3. Target Group for the Consultation and Counselling Services of the PUSPAGA SAMARADA Program

No	Month	Services	Adult		Children	
			Female	Male	Female	Male
1	January	11	2	4	1	1
2	February	4	2	2	3	-
3	March	2	-	1	1	-
4	April	3	1	-	1	1
5	May	6	1	1	4	-
6	June	7	2	3	1	1
7	July	6	1	3	2	-
8	August	8	-	3	3	2
9	September	15	1	2	5	7
10	October	11	2	2	5	2
11	November	10	1	5	2	2
12	December	8	1	6	1	-
	Total	91	14	32	29	16

Source: PUSPAGA SMARADA (2025)

Based on Table 3, the beneficiaries of the PUSPAGA SAMARADA program consisted of 32 adult women (35.16%), 14 adult men (15.38%), 29 boys (31.87%), and 16 girls (17.58%), indicating that the services reached both adults and children. Adults are important targets because they are responsible for caregiving, while children are directly affected by parenting quality, family communication, bullying, broken homes, and social problems. The findings show that most beneficiaries accessed the program because they faced specific family or parenting issues, meaning the program has reached socially vulnerable groups that need intervention and support. PUSPAGA also serves as a local reference point for resolving family and child-related problems, including child development issues, bullying, social difficulties, and adolescent behaviour. However, general community members who only access educational services or light counselling remain fewer than those seeking help for specific family problems.

Although the program's target group aligns with the communities in need of such services, research findings indicate that the program's reach is still not optimal. Many people who are not connected to the network remain unaware of the existence of the PUSPAGA program. This situation demonstrates that cross-sectoral collaboration is highly beneficial. Collaborative approaches involving multiple institutions and community organizations are considered essential for addressing complex social and family issues effectively (Arshad, 2019). The alignment of the program with the social conditions of the community is a key factor in assessing whether the program has been adapted to the social and cultural characteristics, as well as the circumstances, of the target community

Table 4. The extent to which the program is suited to the social conditions of the community

No	Social Conditions of the Community	Forms of Program Adjustment
----	------------------------------------	-----------------------------

1.	The prevalence of parenting and family issues	Provision of consultation and counselling services
2.	People need free services	The service is provided free of charge
3.	People feel more at ease through communities	Collaboration with schools, libraries and communities
4.	Lack of understanding of parenting styles	Parenting education and socialization
5.	Existence of social and psychological issues affecting children	Support and referral services

Source: Data Processed by Researchers (2026)

Based on Table 4, the PUSPAGA SAMARADA program has adapted to the social conditions of families in Sukabumi City through free consultation, counselling, outreach, parenting education, and family support services. These services respond to community needs, especially for families with limited access to paid psychological or counselling support. The findings support the Context Evaluation component of the CIPP model by Stufflebeam and Zhang (2017), as the program was developed based on real problems, including family conflict, parenting issues, broken homes, bullying, low parental understanding, and the needs of vulnerable groups. However, its relevance has not been fully supported by equal information dissemination and service coverage. Many residents still do not know about PUSPAGA, despite positive responses from beneficiaries. This shows a gap between community needs and program reach, requiring stronger promotion through social media and direct community-based activities.

2. Input Evaluation

In the CIPP model, Input Evaluation assesses the resources, strategies, budget, staff, infrastructure, standards, and stakeholder support needed to ensure that a program runs according to its objectives. In the PUSPAGA SAMARADA program, this dimension shows that human resources consist of internal agency staff, psychologists, counsellors, and support staff involved in consultation, counselling, education, and family support services. Although several staff also carry out other institutional duties and must perform multiple roles, their competencies are generally relevant to program needs. Capacity building is strengthened through training and technical guidance related to family services and counselling. The community also gives positive responses to staff communication, support, and service delivery. Effective communication and empathetic interpersonal skills are essential in counselling and family support because they build trust and encourage active participation from service users (Santos et al., 2024). This supports community comfort in accessing PUSPAGA services and educational activities.

Based on the findings and discussions, the human resources within the PUSPAGA SAMARADA program in Sukabumi City are sufficiently competent, as they are supported by the presence of psychologists and counsellors, as well as capacity-building training relevant to parenting and family services. Program staff are also considered responsive and communicative in providing services to the community. However, in terms of the availability of human resources, the program still faces limitations as the implementers consist of internal department staff performing dual roles, as well as professionals with limited availability. Therefore, it is necessary to strengthen the number and capacity of human resources so that the implementation of the PUSPAGA program can run more optimally and reach a wider community.

The input evaluation not only assesses the readiness of human resources, but also evaluates budgetary support and the availability of facilities and infrastructure used in program implementation.

In this family service program, budgetary support is required for the implementation of outreach activities, public education, consultation and counselling services, and program capacity building. Meanwhile, facilities and infrastructure are needed to create services that are comfortable, easily accessible and effective for the community. The facilities in question include service rooms, counselling rooms, educational materials, administrative facilities, equipment to support activities, and community outreach resources. The availability of these facilities is crucial because this program involves family counselling and psychological support, which require comfort, privacy, and accessibility of services.

PUSPAGA does not yet have a specific budget for educational activities. Consequently, such activities are usually carried out in response to invitations from external parties. Educational and awareness-raising activities are not yet fully funded by the program's own budget. PUSPAGA acts primarily as a facilitator, whilst the technical requirements for the activities—such as the venue, target audience, participants and refreshments—are provided by the inviting party. This situation indicates that the implementation of outreach activities remains heavily dependent on collaboration with external parties. Service requirements are still largely supported by the assistance of the relevant department and resources attached to the UPTD PPA. This suggests that the program continues to operate, but is not yet supported by an ideal funding system for the broader development of services.

Based on the findings and discussions, budgetary support and the program's facilities and infrastructure have been able to underpin the delivery of basic services, such as consultations, counselling, education and community outreach. However, operational funding for the program remains limited, meaning that educational and awareness-raising activities rely heavily on invitations and external support. Consequently, there is a need to strengthen financial support, develop service facilities, and expand supporting infrastructure so that the PUSPAGA program can operate more effectively and reach a wider audience.

Input evaluation is also used to assess the readiness of program standards and the administrative systems that support program implementation. Program standards are required as guidelines for implementation to ensure that activities are carried out in a focused, consistent manner and in line with the program's objectives. Clear operational standards and administrative procedures contribute to program consistency, accountability, and quality assurance in public service delivery (Irfan et al., 2023). Meanwhile, program administration functions as a system for record-keeping, data management, program documentation, and accountability for program implementation. The existence of standards and administration is crucial because the services provided relate to family support, psychological counselling, and case management, which require clear and well-documented service procedures. Based on the research findings, the PUSPAGA SAMARADA program has an administrative framework and service standards in place for program implementation. This is evident from the existence of Standard Operating Procedures (SOPs) for services, service consent forms, attendance records for support sessions, and forms for data collection and analysis of direct complaints.

Program service records help staff monitor clients' progress and tailor the support provided. Program reports are also a vital part of administration, serving as a means of accountability for activities; they also provide data for assessing program progress and community needs. Research findings indicate that administrative management still faces technical challenges due to limited staff resources. Administrative tasks are still carried out alongside other duties, meaning that an increase in the number of services can add to the workload. Therefore, strengthening document management and the division of administrative tasks remains necessary to ensure more effective program implementation.

The overall findings regarding the Input Evaluation dimension of the CIPP model by Stufflebeam & Zhang (2017) examined the readiness of resources, strategies, budgets, facilities, and program support systems. The research results show partial support for the theory; the program has relevant human

resources (psychologists, counsellors), training, standard operating procedures (SOPs), and basic facilities. However, the theory requires the adequacy and sustainability of resources, whilst reality reveals limitations in the number of staff, dual roles, a minimal budget, and facilities that are integrated with the UPTD PPA. Thus, theoretically, the findings support the concept of Input Evaluation in terms of the suitability of components, but do not support it in terms of capacity and sustainability, indicating that the mere existence of resources is insufficient without adequate support in terms of quantity and continuity.

3. Process Evaluation

In the CIPP model, process evaluation is used to assess how the program is actually implemented in the field, including service delivery mechanisms, the implementation of activities, the involvement of program implementers, and the alignment of the process with the program's established objectives. Process evaluation is important because the success of a program is linked to planning and the availability of resources, consistency, and the effectiveness of its implementation. Previous studies on program implementation emphasize that even well-designed programs may fail to achieve their objectives if implementation processes are inconsistent or inadequately supported (Hudson et al., 2019). The implementation mechanisms in this program include service intake, consultation, counselling, community education, as well as the handling and referral of family and child care cases. The 2021 PUSPAGA Standard Guidelines explain that service delivery is carried out through several stages, ranging from client intake, needs identification, consultation or counselling, support, to referral should further intervention be required. Furthermore, the program is also implemented through educational activities, outreach, and community engagement tailored to the needs of families and the social conditions of the community.

PUSPAGA provides information channels to help the public find out about and contact the service program. Communication with clients can take place via WhatsApp. If services are provided online, psychologists can arrange meetings via Google Meet, whilst in-person services continue to be provided by appointment. This demonstrates that the PUSPAGA program's service mechanism is sufficiently flexible as it can adapt to clients' needs, whether through face-to-face services or online communication. The PUSPAGA program's service mechanism comprises two main channels. Firstly, community outreach services through professionals, community groups, awareness-raising, education, neighbourhood associations (RW), sub-districts, and districts. Second, client services which begin with the child, parents, or family, are then received by administrative staff, followed by the prevention division for information and parenting consultation services, and referred to the referral division if the issue requires counselling or further intervention. If necessary, clients may be referred to the UPTD PPA, community health center, hospitals, safe houses, legal institutions, or other organizations. Consultation and counselling services are provided following a problem identification stage, before clients receive further support.

The process of identifying needs is a crucial part of the service, as each client has different issues and service requirements. Needs identification is a fundamental component of effective social service provision because it enables interventions to be tailored to the unique circumstances and priorities of each client (Diori, 2021). However, although the program's implementation mechanisms are functioning reasonably well, there are still challenges in scheduling services, namely due to the limited availability of service staff and the need to coordinate schedules between clients and staff or professionals.

In the 2021 PUSPAGA Standard Guidelines, outreach activities are carried out to introduce PUSPAGA services through education, counselling, information media, and collaboration with various

institutions and communities. Based on research findings, program outreach is carried out through parenting guidance, public education, collaboration with schools, community activities, social media, and partnerships with community organizations. These activities aim to introduce PUSPAGA services whilst providing education on parenting and family well-being. The program's outreach strategy largely utilized a collaborative approach through existing community social networks. This approach proved effective as the community found it easier to receive information through environments closely linked to their daily activities. Community outreach was also carried out directly through educational and counselling activities in various community settings. In addition to serving as a medium for disseminating information, these activities also served as an educational tool for the community regarding parenting practices and family issues.

Coordination plays a vital role in program implementation as it serves to unify the roles of different stakeholders, foster cross-sectoral cooperation, and ensure that services are delivered in line with the program's objectives. Meanwhile, monitoring is necessary to track the progress of activities, identify challenges on the ground, and make continuous improvements to program delivery. In family support programs such as PUSPAGA, coordination and monitoring are key aspects as service delivery involves various stakeholders, including relevant government departments, psychologists, counsellors, schools, communities, and the general public. Furthermore, the complexity of parenting and family issues means the program requires fairly intensive communication and cooperation to ensure services run effectively.

Based on the research findings, coordination is carried out through internal collaboration amongst program implementers as well as external coordination with schools, communities, the PKK, community organizations, and relevant government departments. Coordination is a vital part of program implementation because PUSPAGA services are directly linked to various social and family issues that require cross-sectoral support. Collaboration with other sectors and the local community helps the program to reach its target audience and tailor services to on-the-ground needs. In addition to coordination, program monitoring is carried out through service documentation, activity evaluation, and regular reporting on program implementation. This is evident from the use of progress forms to monitor clients' conditions and development following service provision. These forms assist staff in documenting service progress and determining necessary follow-up actions. In addition to the client progress forms, monitoring is also carried out through annual program reports compiled in accordance with the requirements of the Ministry of Women's Empowerment and Child Protection. These reports serve as a form of program accountability as well as material for evaluating the services that have been implemented over the course of a year. Program reporting and documentation are important mechanisms for ensuring accountability, measuring performance, and supporting future program planning (Kazanskaia, 2025b).

Although program coordination and monitoring are already in place, research findings indicate that program implementation still faces obstacles that affect the effectiveness of services, particularly resource constraints and the suboptimal dissemination of information to the public. The research also indicates that the program's success is heavily influenced by cooperation between stakeholders and community involvement in supporting program activities. Coordination with the department is crucial as PUSPAGA does not yet have an independent operational budget, meaning the program's needs are still supported by the department. Program monitoring has also been carried out through client progress forms, monthly evaluations, and annual reports as requested by the Ministry of Women's Empowerment and Child Protection. However, internal monitoring is not yet fully formalized or systematic due to constraints regarding human resources, budget, and infrastructure. Consequently, the program's implementation already has basic coordination and monitoring mechanisms in place, but

these still need to be strengthened, particularly in terms of cross-sectoral coordination, resource support, and the dissemination of information to the public.

The research findings provide partial support for the theory, indicating that the program has clear service mechanisms (client intake, identification, counselling, referral), parenting education, collaborative outreach, as well as monthly and annual monitoring. Theoretically, the findings support Process Evaluation in terms of the existence of processes and monitoring, but do not support it in terms of the effectiveness of implementation and equitable access, indicating that the basic mechanisms are in place, but that optimization and the scope of services are still constrained.

4. Product Evaluation

Product evaluation within the CIPP model is an evaluation stage that focuses on the outcomes, benefits and impacts of a program following its implementation. At this stage, the evaluation not only examines the administrative achievements of the activities, but also considers the changes that have occurred within the community as the program's beneficiaries. In the context of family service programs such as PUSPAGA, program output achievements can be seen in the delivery of consultation and counselling services, parenting education activities, community outreach, program promotion, and increased community access to family care and counselling services.

Based on the research findings, the PUSPAGA SAMARADA program has produced several outputs related to the delivery of family and community care services. These outputs are evident in the delivery of consultation and counselling services, parenting education activities, community outreach, the handling of family and care cases, and program collaboration with various community organizations.

Table 5. Output Program's Achievements

No	Output Program	Result
1.	Consultation and Counselling Services & Parenting Education	Conducted on a regular basis and utilized by the community, and implemented through community or school activities
2.	Handling Family Cases & Program Outreach	This is carried out through mentoring and consultation with communities and community organizations.
3.	Improved Access to Services	People are beginning to become familiar with and make use of the service.

Source: Data Processed by Researcher (2026)

The main outputs of the PUSPAGA SAMARADA program in Sukabumi City are consultation and counselling services, parenting education, community outreach, family case handling, and improved access to childcare and family support services. Consultation, counselling, and parenting education were the most frequently mentioned by informants and became the program's most visible activities. The increase in service users shows stronger community utilization, while the decline in outreach and KIE activities indicates that public dissemination and awareness still need improvement. The program's outputs are more evident in service availability and access than in quantitative achievements, as social service outputs usually reflect service accessibility, while outcomes refer to changes experienced by beneficiaries (Kazanskaia, 2025a). Overall, the program has positively improved public understanding of parenting, child emotional and psychological well-being, family communication, and domestic conflict resolution, helping parents develop more communicative and responsive parenting practices.

The main outcome of the PUSPAGA SAMARADA program is the improvement of community understanding of parenting styles, family communication, and ways to address children's and family issues. Most informants stated that consultation, counselling, and parenting education provided new knowledge and encouraged families to become more open in seeking help. However, these outcomes are still more visible in changes in awareness and understanding than in direct, measurable improvements in parenting quality. This condition is influenced by community participation, family circumstances, and the limited reach of services. Public satisfaction is reflected in positive responses to service quality, ease of access, perceived benefits, and the willingness of beneficiaries to recommend PUSPAGA to others. Therefore, continuous service support, wider outreach, and stronger follow-up mechanisms are needed to ensure that improvements in parenting quality become more optimal and sustainable.

The research findings indicate a tendency for the public to feel more satisfied with services provided in a direct and interactive manner than with those delivered solely through formal channels. In addition to interviews, public satisfaction can also be gauged through public satisfaction surveys. The existence of these surveys indicates that the program has established mechanisms for gathering public feedback to inform program improvements. Public satisfaction surveys are widely used as performance measurement tools to assess service quality and identify priorities for program development (Butkus et al., 2023). However, the research results also indicate that the public still offers several recommendations for program development. The most frequently cited recommendations relate to enhancing program outreach and expanding the scope of services provided to the public.

Based on the overall findings regarding the Product Evaluation dimension of the CIPP model by Stufflebeam & Zhang (2017), the study examined the program's outcomes, benefits and impacts on the target group. Theoretically, the findings support this concept: the program generated service outputs (consultations, parenting education), improved parental understanding, community satisfaction and recommendations from users. However, the theory requires measurable long-term impacts on the quality of parenting, whereas the findings only indicate changes at the initial awareness stage; there is as yet no strong evidence of sustained behavioural change. Furthermore, a decline in outreach has led to uneven distribution of benefits. Thus, the findings support the Product Evaluation dimension in terms of outputs and short-term benefits, but do not support it in terms of long-term impacts and the equitable distribution of outcomes.

5. Discussions

The findings of this study indicate that the PUSPAGA SAMARADA Program has generally been implemented in accordance with the objectives of family support and child protection policies. The evaluation results demonstrate that the program addresses actual community needs, is supported by basic institutional resources, has developed adaptive implementation mechanisms, and provides tangible benefits for families accessing its services. However, the study also reveals that the effectiveness of the program is constrained by limited human resources, insufficient operational funding, and uneven dissemination of information. As a result, the program has been more successful in providing direct support to service users than in generating broader and more sustainable improvements in parenting practices across the wider community.

From the perspective of the CIPP evaluation model developed by Stufflebeam and Zhang (2017), these findings illustrate that the four evaluation dimensions are closely interconnected and should not be viewed separately. The relevance of the program to community needs (context) provides a strong foundation for implementation, but this alone is insufficient without adequate resources and

institutional capacity (input). Likewise, adaptive service delivery mechanisms and cross-sectoral collaboration (process) cannot fully achieve the intended outcomes when limitations in staffing, budget allocation, and program outreach reduce access for potential beneficiaries. This suggests that the effectiveness of family support programs depends not only on identifying social problems correctly but also on ensuring that sufficient resources and implementation capacity are available to transform those identified needs into sustainable social outcomes.

The findings also confirm and extend previous studies on the implementation of PUSPAGA programs. Boreel et al. (2022) identified limited public awareness and low community participation as significant barriers to the implementation of PUSPAGA in Sukabumi City, while Miranti et al. (2025) highlighted the influence of resource limitations and community engagement on the implementation of PUSPAGA SAMARADA in preventing domestic violence against women. The present study supports these findings by demonstrating that the main challenges of the program are not related to the absence of institutional structures or service mechanisms, but rather to the limited operational capacity required to expand and sustain service delivery. Furthermore, by employing the CIPP model, this study provides a more comprehensive evaluation framework that not only examines implementation challenges but also explains how weaknesses in input and process dimensions influence the program's ability to achieve broader outcomes and long-term impacts.

These findings have important implications for the development of family support and child protection policies at the local level. The results suggest that improving the effectiveness of PUSPAGA SAMARADA requires more than maintaining the existing service model. Strengthening institutional capacity through dedicated operational funding, increasing the availability of professional staff, and expanding collaboration with schools, community organisations, and local stakeholders are essential for broadening program reach. In addition, more systematic public communication strategies, combining digital platforms with direct community engagement, are needed to ensure that families who require support are aware of and able to access the available services. In this regard, strengthening outreach should be viewed as a strategic component of program implementation rather than merely a supporting activity.

Overall, this study contributes to the literature on family support services by demonstrating that the success of preventive parenting programs should not be assessed solely through the existence of services or the number of activities implemented. Rather, program effectiveness depends on the interaction between community needs, institutional readiness, implementation quality, and the sustainability of outcomes, as conceptualised in the CIPP evaluation framework. The findings reinforce the importance of adopting comprehensive evaluation approaches that not only measure whether a program has been implemented, but also explain why certain outcomes are achieved and what policy interventions are required to improve future program performance.

Conclusion

The PUSPAGA SAMARADA program is relevant, necessary and has already delivered benefits to the community. The main issue with the program is not that it is not running, but rather that its capacity remains limited. The program has not yet been utilized optimally by the wider community because outreach and service coverage remain uneven. This situation is primarily influenced by limitations in human resources, the dual roles of program implementers, the absence of a dedicated operational budget, and facilities and infrastructure that are not yet fully self-sufficient. Therefore, the PUSPAGA SAMARADA Program needs to be strengthened through institutional support, human resources, budgeting, outreach, and monitoring so that the benefits of the program can be felt more widely, evenly, and sustainably by the people of Sukabumi City.

The researchers suggest that future research should examine the PUSPAGA Program using alternative theoretical approaches to serve as a comparison with the CIPP evaluation theory proposed by Stufflebeam and Zhang (2017). This aims to enrich the analytical perspective on the evaluation of family and child-rearing support programs. For practical improvement, DP2KBP3A of Sukabumi City should prioritize securing dedicated operational funding for the PUSPAGA SAMARADA Program through the regional planning and budgeting mechanism (APBD) to support outreach, parenting education, service monitoring, and evaluation activities. In parallel, PUSPAGA SAMARADA should strengthen its human resource capacity through clearer task allocation, continuous staff development, and enhanced collaboration with schools, community organizations, and local stakeholders. To improve program reach, outreach and public awareness campaigns should be conducted more systematically through both direct community engagement and digital platforms. The success of these efforts can be measured through indicators such as increased community awareness of PUSPAGA services, growth in the number of service users and participants in parenting education activities, expanded outreach coverage, and the implementation of regular monitoring and evaluation reports. Through these measures, the program is expected to achieve broader community engagement and generate a more sustainable impact on parenting practices and family well-being in Sukabumi City.

Acknowledgments

The authors would like to express their sincere gratitude to DP2KBP3A Sukabumi City, the PUSPAGA SAMARADA team, the informants, and all parties who provided support, information, and assistance during the research process, enabling this study to be completed properly.

References

- Alqahtani, M. M. (2024). Evaluation of the Effectiveness of Social Support Programs Inimproving the Quality of Life of Underserved Communities. *Journal of Community Positive Practices*, 2, 95-114.
- Arshad, A.H. M. (2019). The Importance of Inter-Agency Collaboration and Family Lawnetworking in Handling Family Cases : Example From. *International Journal of Humanities Philosophy and Language*, 42-50. <https://doi.org/10.35631/ijhpl.26004>
- Boreel, M. S., Meigawati, D., & Amirulloh, M. R. (2022). Implementasi Program PUSPAGA (Pusat Pembelajaran Keluarga) dalam Upaya Pencegahan Kekerasan pada Anak di Kota Sukabumi. *Jurnal Inovasi Penelitian*, 3(3), 5377-5388.
- Butkus, M.,Rakauskiene, O. G., Bartuseviciene, I., Stasiukynas, A., Volodzkiene, L., & Dargenyte-Kacileviciene, L. (2023). Measuring quality perception of publicservices : customer-oriented approach. 15(2). <https://doi.org/10.2478/enj-2023-0016>
- Dinas Kependudukan dan Pencatatan Sipil Kota Sukabumi. (2024). Jumlah penduduk berdasarkan kelompok umur di Kota Sukabumi. Open Data Kota Sukabumi.
- Diori, H.I. (2021). SHORT REVIEW A Critical Insight into Needs Assessment Techniqueand the Way Social Needs are Actually Assessed. 8(1), 3-9. Glatz, T.,& Buchanan, C. M. (2023). Trends in parental self-efficacy between 1999 and 2014. 9400. <https://doi.org/10.1080/13229400.2021.1906929>
- Duerden, M.D. (2012). Assessing Program Implementation : What It Is , Why It ' sImportant , and How to Do It. 50(1), 1-8.
- Glatz, T.,& Buchanan, C. M. (2023). Trends in parental self-efficacy between 1999and 2014. 9400. <https://doi.org/10.1080/13229400.2021.1906929>

- Hudson, B., Hunter, D., & Peckham, S. (2019). Policy failure and the policy-implementation gap : can policy support programs help? 1292. <https://doi.org/10.1080/25741292.2018.1540378>
- Irfan, M., Aiyub, Hafni, N., Chalirafi, & Matriadi, F. (2023). Optimization of Public Services. 3(1), 8-14.
- Karim, M.R. (2021). *Programme Evaluation: An Analysis of Context, Input, Process and Product (CIPP) Model*. <https://doi.org/10.13140/RG.2.2.33477.99040>.
- Kazanskaia, A. N. (2025a). Outputs , Outcomes , and Impact Pathways in Non- Profit Organisations.
- Kazanskaia, A. N. (2025b). Reporting and Communication in Non- Profit Organizations : Strategies for Transparency and Stakeholder Engagement. <https://doi.org/10.64357/neya-gjnps-mrkncmn-09>
- Kementerian Pemberdayaan Perempuan dan Perlindungan Anak Republik Indonesia. (2025). Belajar dari Praktik Baik Kabupaten Jepara, Menteri PPPA: Pencegahan Perkawinan Usia Anak Harus Terus Digaungkan. Kementerian Pemberdayaan Perempuan Dan Perlindungan Anak.
- Kementerian Pemberdayaan Perempuan dan Perlindungan Anak. (n.d.). *Jumlah Kasus dan Korban Kekerasan terhadap Anak*. SIGA - Sistem Informasi Gender & Anak.
- Kim, J. H., Schulz, W., Zimmermann, T., Hahlweg, K., & Labour. (2021). Parent -child interactions and Child Outcomes : Evidence from Randomized Intervention. 2018.
- Marchelina, N., & Puspitaningtyas, A. (2023). Implementasi Program PUSPAGA Dalam Memperbaiki Pola Asuh Orang Tua Kepada Anak Di Kelurahan Embong Kaliasin Navella Marchelina dengan manusiawi serta mengikuti perkembangan zaman. Pengertian menurut Undang-. Jurnal Ilmiah Dan Karya Mahasiswa, 1(6). <https://doi.org/10.54066/jikma-itb.v1i6.1088>
- Miles, M. B., Huberman, A. M., & Saldaña, J. (2014). Qualitative Data Analysis: A Methods Sourcebook (3 (Ed.)). SAGE Publications.
- Miranti, N., Sampurna, R. H., & Purwanti, D. (2025). The Strategy of Puspaga Samarada in Preventing Domestic Violence Against Adult Women in Sukabumi City. International Conference on Digital, Social, and Science, 02, 74-85.
- Open Data Kota Sukabumi. (2024a). Jumlah kasus kekerasan anak laki-laki yang terlayani. Open Data Kota Sukabumi. <https://opendata.sukabumikota.go.id/dataset/jumlah-kasus-kekerasan-anak-laki-laki-yang-terlayani-3>
- Open Data Kota Sukabumi. (2024b). Jumlah kasus kekerasan anak perempuan yang terlayani. Open Data Kota Sukabumi. <https://opendata.sukabumikota.go.id/dataset/jumlah-kasus-kekerasan-anak-perempuan-yang-terlayani-2>
- Reza, M. A. H. P. (2023). Sepanjang 2023, 31 Dispensasi Nikah Diajukan ke Pengadilan Agama Sukabumi. Jabarekspres.Com.
- Santos, R. dos, Isakov, A. B., Martins, C., Antunes, A. P., Zegarac, N., & Nunes, C. (2024). Professional Skills in Family Support : A Systematic Review.
- Smmadmin. (2024). Kasus Bullying pada Anak di Sekolah Tinggi, Homeschooling Bisa Jadi Pilihan Terbaik. Sekolah Murid Merdeka.
- Stufflebeam, D. L., & Zhang, G. (2017). The CIPP Evaluation Model: How to Evaluate for Improvement and Accountability. The Guilford Press.
- Subakti, H., Hurit, R. U., Eni, G. D., Yufinalis, M., Maria, S. K., Adwiah, R., Syamil, A., Mbari, M. A. F., Putra, S. H. J., Solapari, N., Musriati, T., & Amame, A. P. O. (2023). Metodologi Penelitian Kualitatif (S. Bahri (Ed.)). Media Sains Indonesia.
- Sugiyono. (2022). Metode Penelitian Kualitatif. Alfabeta.