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**SOKONGAN PSIKOSOSIAL BAGI KANAK-KANAK YANG
DIDERA SECARA SEKSUAL DI RUMAH KANAK-KANAK,
JABATAN KEBAJIKAN MASYARAKAT**



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Kebenaran Mengguna

Tesis ini dikemukakan sebagai memenuhi keperluan pengurniaan Ijazah Sarjana daripada Universiti Utara Malaysia (UUM). Saya dengan ini bersetuju membenarkan pihak perpustakaan Universiti Utara Malaysia mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada tesis ini untuk tujuan akademik perlulah mendapat kebenaran daripada penyelia tesis atau Dekan Awang Had Salleh Graduate School of Arts and Sciences terlebih dahulu. Sebarang bentuk salinan dan cetakan bagi tujuan komersial adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penyelidik dan Universiti Utara Malaysia perlulah dinyatakan jika rujukan terhadap disertasi ini dilakukan.

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Abstrak

Peningkatan kes penderaan kanak-kanak di Malaysia menyebabkan perlunya sokongan emosi dan fizikal diberikan kepada mereka. Dalam kebanyakan Rumah Kanak-kanak (RKK), penyediaan sumber sokongan ini merupakan antara isu penting yang menjadi perhatian. Fokus kajian kualitatif ini adalah untuk mengkonsepsikan maksud sokongan psikososial berdasarkan pengalaman dan pandangan kanak-kanak yang menjadi mangsa penderaan seksual di RKK di bawah kelolaan Jabatan Kebajikan Masyarakat tentang sokongan psikososial. Objektif dalam kajian ini iaitu, mengkaji bentuk sokongan sedia ada yang diperoleh kanak-kanak yang didera secara seksual, mengenal pasti keperluan sokongan psikososial kanak-kanak di RKK; dan mencadangkan intervensi kerja sosial yang boleh diperkenal untuk penambahbaikan sistem sokongan sedia ada. Sejumlah 14 orang kanak-kanak yang telah didera secara seksual berusia antara 12 hingga 18 tahun telah dipilih sebagai responden kajian ini. Kaedah pemerhatian, temubual semi-struktur dan perbincangan kumpulan berfokus telah digunakan dalam kajian ini. Data dianalisis dan manual pengkodan teliti dikod secara manual untuk mendapatkan tema-tema yang berkaitan sokongan psikososial. Tiga tema utama telah dikenal pasti iaitu pengalaman kanak-kanak yang didera secara seksual, rangkaian sumber sokongan dan perkhidmatan institusi. Hasil kajian mendapati bahawa institusi telah berjaya menyediakan sumber sokongan yang meliputi keperluan asas. Walau bagaimanapun, kanak-kanak menaruh harapan untuk memperoleh lebih sokongan psikososial yang berbentuk bantuan secara emosi daripada staf, interaksi yang kerap dengan ahli keluarga dan sokongan daripada masyarakat. Kanak-kanak di RKK lebih bergantung kepada rakan sebaya sekiranya menghadapi sebarang masalah. Hasil dapatan kajian ini mempunyai implikasi teoritikal dan praktikal kerja sosial yang perlu diambil perhatian dalam menjalankan proses dan tindakan intervensi. Dari segi implikasi terhadap teori, dapatan kajian yang diperoleh daripada penyelidikan ini mempunyai potensi dalam menyumbang kepada pengkayaan korpus ilmu pengetahuan dan kesusasteraan karya mengenai sokongan psikososial dalam kalangan kanak-kanak yang didera secara seksual. Manakala bagi meningkatkan perkhidmatan yang lebih baik dan berkualiti terhadap kanak-kanak yang didera secara seksual tersebut, maka pihak institusi khususnya mesti secara kritikal menyediakan sokongan psikososial yang relevan dan secukupnya bagi kepentingan kanak-kanak dan untuk kebaikan mereka pada masa hadapan.

Kata kunci: penderaan kanak-kanak, sokongan psikososial, institusi perlindungan kanak-kanak, Jabatan Kebajikan Masyarakat

Abstract

An increase in the number of abused children in Malaysia has resulted in the need to provide physical and emotional support to these children. In many children's homes, providing psychosocial support is among the critical issues that have been given due attention. The focus of this qualitative study was to conceptualize the meaning of psychosocial support as experienced and understood by the sexually-abused children in children's homes under the auspices of the Department of Social Welfare. The objectives of the study were to investigate the types of support received by sexually-abused children, to identify the psychosocial support needed by these children and to propose practical social work interventions to further improve the current support system in the institution. A total of 14 sexually-abused children, ages ranging from 12 to 18 years old, were involved in this study. Observations, semi-structured interviews and focus group discussions were employed in this study. The data were analysed using rigorous manual coding to capture the central themes around the psychosocial support. The findings of the study were organised around three salient themes that emerged: experiences of the sexually-abused children; a network of support resources; and finally institution services. The findings of the study revealed that the institution was able to provide support pertaining to their basic needs. However, the children were hopeful of obtaining more psychosocial supports in terms of emotional assistance from staff, frequent interactions with family members and support from the society. The children at children's home were more dependent on their peers should they face any problem during their stay in the institution. The theoretical and social work practical implications of the findings should be taken into consideration in conducting intervention processes and measures. In terms of theoretical implication, the research results reported in the study has potential contributions in enriching a corpus body of knowledge and literature on psychosocial supports among children who have been sexually abused. In order to provide better quality service to the affected sexually-abused children, the institution in particular must critically provide adequate and relevant psychosocial supports for the best interest of the children and betterment for their future life.

Keywords: child abuse, psychosocial support, children's homes, Department of Social Welfare

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Senarai Singkatan

AKK	- Akta Kanak-Kanak
CRC	- <i>Convention On The Rights Of The Child</i>
CMS	- <i>Client Management System</i>
DKKN	- Dasar Kanak-Kanak Negara
DPKK	- Dasar Perlindungan Kanak-Kanak
ILO	- <i>International Labour Organization</i>
ISM	- Institut Sosial Malaysia
JKM	- Jabatan Kebajikan Masyarakat
KPM	- Kementerian Pelajaran Malaysia
KPWKM	- Kementerian Pembangunan Wanita, Keluarga dan Masyarakat
MKKM	- Majlis Kebajikan Kanak-Kanak Malaysia
NGO	- Pertubuhan Bukan Kerajaan
OKU	- Orang Kurang Upaya
PAKK	- Pusat Aktiviti Kanak-Kanak
PPKK	- Pasukan Perlindungan Kanak-Kanak
PTSD	- <i>Post Traumatic Stress Disorder</i>
RKK	- Rumah Kanak-Kanak
UNICEF	- <i>United Nations on International Children's Fund</i>
UUM	- Universiti Utara Malaysia
WHO	- <i>World Health Organization</i>

BAB SATU:

Pengenalan

1.1 Latar Belakang Kajian

Penderaan seksual terhadap kanak-kanak bukanlah suatu fenomena baru tetapi ianya telah lama wujud. Namun disebabkan kurangnya kefahaman dan pengetahuan tentang maksud penderaan seksual itu sendiri, banyak kes berkaitan dengan penderaan seksual tidak didedahkan (Nor Shafrin, 2012). Tidak kurang juga ada yang menganggap bahawa kes penderaan seksual yang berlaku dalam kalangan keluarga adalah masalah dalaman dan ini menyebabkan ianya terpendam (Fizwani, Suhana, Mohammed Sharif, & Sulaiman, 2008). Malah ada juga mangsa yang tidak mahu mendedahkan perkara tersebut kepada ibu kerana khuatir ayah atau saudara mereka mendapat kesusahan seperti dipenjarakan. Memandangkan kebanyakan mangsa penderaan seksual tidak melaporkan kejadian yang berlaku, ia telah secara tidak langsung menyebabkan kes tersebut berlarutan dalam tempoh yang lama tanpa pengetahuan masyarakat di sekeliling (Zasmani, 2003). Ini telah menjadikan kes penderaan seksual kanak-kanak sebagai jenayah yang paling banyak didiamkan (Havelin, 2000).

Menurut beberapa penyelidik terdahulu, penderaan seksual memberi kesan yang buruk terhadap kanak-kanak yang terlibat dari segi pemikiran, emosi dan tingkah laku. Dari segi gangguan pemikiran, kanak-kanak mangsa penderaan seksual biasanya akan membentuk persepsi negatif pada diri sendiri seperti mengkritik diri, rasa tidak berdaya, rasa tiada harapan dan menyalahkan diri (Salhah, Amla, Zuria, Jamil & Saedah, 2011).

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