Mental Health Service Program (SEJIWA): Policy Innovation for Family Resilience as Social Recovery during the Covid-19 Pandemic

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ABSTRACT

The impact of the Covid-19 pandemic is multidimensional. It was not only limited to health sectors, but also to socio-cultural sectors. The Covid-19 Pandemic crisis has increased mental health risks for people of all ages, including children and parents in Indonesia. In an effort to overcome this, the central government of the Republic of Indonesia has released the Mental Health Service Program (SEJIWA) which has received enthusiasm from the community. This research uses qualitative research methods with a literature study approach and Actor Network Theory (ANT) on SEJIWA Services and the concept of Mental Health Policy. The purpose of this research is to develop an innovative SEJIWA Family Care Program which aims to assist families in carrying out their roles and functions and establish appropriate regularity in daily activities. The results of this study indicate that the SEJIWA Family Care Program in the Actor Network-Theory (ANT) review shows that innovation in strengthening family resilience in Indonesia has shown a collective movement of many actors involved, but these efforts need to continue to be strengthened through evaluation and improvement of services that increasingly focus on the governmental policy to relationships and emotions in the family as the most micro sphere of development in the framework of social recovery efforts in the post-Covid-19 pandemic in Indonesia.

ABSTRAK

Dampak pandemi Covid-19 bersifat multidimensional. Ini tidak hanya terbatas pada bidang kesehatan, melainkan juga pada bidang sosial budaya. Krisis Pandemi Covid-19 telah meningkatkan risiko kesehatan mental bagi berbagai kalangan usia, termasuk anak-anak dan orangtua di Indonesia. Dalam upaya mengatasi hal tersebut, pemerintah telah merilis Program Layanan Sehat Jiwa (SEJIWA) yang mendapatkan antusiasme dari masyarakat. Penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan studi literatur dan teori Actor Network Theory (ANT) pada Layanan SEJIWA dan konsep Kebijakan Kesehatan Mental. Tujuan dari penelitian ini adalah untuk mengembangkan inovasi Program SEJIWA Family Care yang bertujuan untuk membantu keluarga dalam menjalankan peran dan fungsinya serta menyusun keteraturan yang sesuai dalam aktivitas sehari-hari. Hasil dari penelitian ini menunjukkan bahwa Program SEJIWA Family Care dalam tinjauan Actor Network-Theory (ANT) memperlihatkan inovasi penguatan ketahanan keluarga di Indonesia telah memperlihatkan gerakan kolektif dari banyak aktor yang terlibat, namun upaya tersebut perlu terus dikuatkan melalui evaluasi dan peningkatan layanan yang semakin berfokus pada kebijakan pemerintah terhadap relasi dan emosional dalam keluarga sebagai lingkup pembangunan paling mikro dalam kerangka upaya pemulihan sosial di masa pasca pandemi Covid-19 di Indonesia.

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INTRODUCTION

Covid-19 requires us to rethink development. For example, we are influenced by science and technology studies, and ideas about the role of expertise in policy and the importance of risk and uncertainty in framing decisions (Jasanoff, S., 2004; Wynne, B., 1992); then there are studies of reliability management and the professional practices and functions of administrative systems in critical infrastructure (Roe, E., et.al., 2008); the existence of political ecology, and how human-environment relations are influenced by politics itself and vice versa (Perrault, T., et.al., 2015); and the existence of alternative economic perspectives, 'degrowth' and green politics (Newel, P., 2015; D'Alisa, G., et.al., 2014).

Other studies have found that development due to Covid-19 must be based on knowledge and politics that are transformative, inclusive and sustainable. In this case, transformation due to the pandemic also means embracing uncertainty and encouraging alternatives that result in economic, social and political systems which transform towards more equitable and more sustainable development paths and enabling more caring, more inclusive and friendlier development approach centered on the need to embrace transformative fundamental change (Scoones, I., et.al, 2020).

The impact of the Covid-19 pandemic is not only limited to health sectors, but also to another field, especially socio-cultural aspects. The Indonesians in all ages have felt the effects. For children and parents, the Covid-19 crisis has created risks in the field of mental health. The main duties of parents have become greater than prior to the Covid-19 pandemic (Kompas.com, 2021). For working parents, the work system at home causes a decrease in their focus to assist their children's development. Moreover, when remote learning school occurs in children, this new condition becomes somewhat difficult for them. Likewise for children and parents, various restricted mobility policies during the pandemic have caused them to spend most of their time separated from their families, friends, schools, and other valuable opportunities because they are confirmed the positive ones.

With the hectic series of obligations between balancing work life and family sustainability, parents need the new preferences of how to deal with this pandemic situation such as insights and rules. Likewise, to hendle children's development, parents need to guide their children how to differentiate between when they should study and when they ought to play, so that it becomes an important activity to make them excited. Family resilience is a crucial instrument to solve this problem. However, the Indonesian central government still focuses ore on aspects of family economic growth, like the distribution of social assistance for families affected by the Covid-19. Meanwhile, there are other aspects that also have a greater influence in family resilience, namely family resilience in the social relationship among its members.

The authors has traced and obtained information about the government's efforts to strengthen family resilience during the Covid-19 pandemic in the social aspect. One of the programs that the Gvernment of Indonesia has implemented related to public mental health is the Healthy Mentality Service (SEJIWA). The authors suggests that efforts through this program have provided stepping stones as the first attention of the government to empower the mental health aspects of society properly.

Based on the background of these problems, the purpose of this research is to find how the SEJIWA Service innovation has been launched by the government in the last year by the use of Actor Network Theory (ANT) review. By the understanding of the phenomenon of the SEJIWA Services, this research also aims to gain insights that can be referenced considerably forlearning material to initiate the SEJIWA Family Care Program as an effort to improve the existing SEJIWA Services.

The results of the research are expected to have theoretical and practical benefits. The theoretical benefits of the results   should be more comparative study material between theory and field facts related to the study of Actor Network Theory of innovative development in a micro scale, particularly in the family issues. In addition, the results of this study ought to be a reference for future authorss and spur further research on innovations to strengthen family resilience. The practical benefits of the results of this study should be deployed as input for the Government of Indonesia, especially the main stakeholders in strengthening the family resilience of Indonesian society within the framework of social recovery efforts in the post-Covid-19 Pandemic period.

Literature Review

Some research results support this research view. Archer-Lean et al. in Jasanoff, S. (2004) found that one source of failure in the use of ERP (Enterprise Resources Planning) is the use of a technological determinism approach that ignores the social aspects. A Research on family mental health in Australia shows that the financial and social implications of public health restrictions in Australia have substantially affected families experiencing hardship and detrimental mental health. These impacts exacerbate injustices within the country arising from the hardships of the Covid-19 Pandemic. To recover from COVID-19, policy investments must include income support and universal access to family mental health services (Bryson, H., et.al., 2021).

Likewise, UNICEF, UNDP, Prospera, and SMERU also published the findings regarding Indonesia's mental health, parenting, and child protection during the Covid-19 Pandemic through their study report which was titled "Analysis of the Social and Economic Impacts of COVID-19 on Households and Strategic Policy Recommendations for Indonesia" in 2021. It was explained that, in order to maintain children's mental health, the Ministry of Women Empowerment and Child Protection and the Ministry of Social Affairs have issued campaigns, protocols and guidelines to protect children during the pandemic such as releasing an update to the National Standards of Care for Child Social Welfare Institutions in the Context of the COVID-19 Pandemic. Nevertheless, these efforts require wider socialization at the local level. The government has made mental health a national priority. The government and the Indonesian Psychology Association (HIMPSI) launched Sehat Jiwa (SEJIWA), a telephone service hotline for the protection of women and children. In addition, the Ministry of Health has launched the Mental Health and Psychosocial Support Guidelines through a healthcare platform. However, to overcome mental health

stigma, more efforts are needed to raise awareness and provide mental health services for all children and their caregivers (UNICEF et al., 2021).

Actor Network Theory (ANT)

Actor Network Theory (ANT) was developed by scientists engaged in studying science and technology development. The concept of 'actor-networks' was first proposed by Michel Callon, Bruno Latour, and John Law in the 1980s. All entities involved in these networks are referred to as 'actors'. These networks only exist in the minds of researchers and according to their interests, which result in the inclusion or exclusion of certain actors. Using this network concept, ANT provides a different picture in understanding reality. If in general reality is described as a flat area, ANT uses the metaphor of fibers. Hence, reality is no longer described as a two-dimensional area or a 3-dimensional structure but a graph that can have many dimensions.

Mental Health Policy

Mental health policy is a formal written statement which is intent by a government to address mental health problems and mental health services. It addresses mental health issues that require multidisciplinary and intersectoral collaborations between stakeholder and legal levels for human as well as socioeconomic development (World Heath Organization, 2001).

Mental disorders are common in every place worldwide and contribute to disability, mortality, reduced economic productivity, and even poverty (Murray, C., et.al., 1996). According to WHO data from both developing and developed countries, mental health illness affects 10-15% of the population and even more in high-risk populations (World Health Organization, 2005). It also adversely affects the mental health of children in particular, where parental illness contributes to the intellectual and emotional decline of children or the next generations (Anderson, M., et.al., 2008).

A written mental health policy is vital because it will serve as a reference for stakeholders, especially in the health sector. Policy documents can bring all mental health issues into deep focus and action as advocacy tools and credible sources for individual, family, community, national, and international allocation (Jenkins. R., et.al., 2002).

Policy documents also assist national allocation of both human and non-human resources such as personnel, finances, supplies, and equipment. This will be a key pillar for the development of national mental health programs and mental health services in an integrated and decentralized manner with other diseases such as HIV, malaria, other infectious diseases, reproductive health, and child health (Jenkins. R., et.al., 2002).

Based on the literature review, the authors formulate the novelty of this paper by the use of Actor Network-Theory (ANT) review glasses that will show the collective movements that occur from each actor involved in achieving mental health during the Covid-19 Pandemic crisis. The improvement of the SEJIWA Service program, which is recommended in this paper, can be an alternative government policy in maintaining public mental health during the social change and transformation after the Covid-19 pandemic. As a result, it can contribute to help families as the smallest institution to   overcome psychological burdens caused by the pandemic.

RESEARCH METHODS

This study uses a qualitative research method with a literature study approach. The authors accumulate the variety of information which circulates between family resilience and the Covid-19 Pandemic and link it to the current alteration of social development and transformation. The analytical knife used in this study is Actor Network Theory (ANT) (Latour, B., 2005). The data used in this study comes from research results that have been conducted and published in national and international online journals. The authors searches for research journals published on the internet using a journal website search engine with keywords: innovation, family resilience, Actor Network Theory, social recovery of government in pandemic era. In addition, the authorss also search for the Indonesian Government's efforts to strengthen family resilience through various government report documents regional to national news. The authors uses the Google search engine with the keywords: SEJIWA Service implementation, mental health of children and parents during the Covid-19 Pandemic.

To open a black box of reality, ANT uses the concept of translation so that it becomes clear why a social/technical reality eventually becomes stable/unstable in a certain period of time (Roe, E., et.al., 2008). Translation is understood as a process in which an actor mobilizes resources or a network of other actors to form an alliance that results in a stable network of actors. The translational process will involve 4 stages, each of which is referred to as, as follows:

a) Problematization. At this stage one or more key actors formulate the problem and define the roles of other actors in the proposed solution. The solution is proposed in such a way that all actors involved are bound to a centralized control mechanism called the "obligatory passage point (OPP)."

b) Interessement. In this stage all the actors identified in the first stage are given specific roles and specific identities such that they will be attracted to a program/activity that is offered. This program or activity is called an interest program because its purpose is to attract them to get involved in the network.

c) Enrolment. The success of a program/activity to attract actors to be involved in problem solving will result in the commitment of actors to become part of the alliance network. If many actors eventually join the network, it is said that the enrolment process has been successful.

d) Mobilization. Once the solution has gained support, a larger and stronger alliance is formed that involves other actors who do not need to be directly visible because they are

represented by other actors. If this happens then the mobilization process is well underway.

As a final step, the authors understand the results of the analysis of SEJIWA Services in the ANT review, especially by raising further questions, "What lessons can be learned?"; "What next?"; "And what needs to be altered in maintaining family resilience during the transformation due to the pandemic as an effort to social recovery after the Covid-19 Pandemic?". By doing this, the authors can provide suggestions in the form of improvement ideas, namely the SEJIWA Family Care Program.

RESULTS AND DISCUSSION

Mental Health of Parents and Children during the Covid-19 Pandemic

An expert coming from the Faculty of Psychology, Universitas Padjadjaran (Unpad) HendriatiAgustiani, argued that psychological factors are an important issue that should not be ignored in the Covid-19 pandemic situation. The psychological impact of this pandemic is related to emotional distress and social disruption (Media Indonesia, 2021). In the One Hour Talking Science Activity held by Unpad on April 2021, Hendriati said:

> *"The psychological impact is far-reaching. A pandemic situation can lead to excessive fear, stigmatization and xenophobia in response to this difficult situation, followed by the possibility of maladaptive behavior, emotions and defensive reactivity".*

The Covid-19 Pandemic situation has uprooted the routines of parents and children, causing motivation to decrease. This decrease in motivation presents some major problems for both children and parents. The Covid-19 pandemic has forced children, especially those who are already students, to study from home using an online system. Children who used to socialize much with their playmates either at school or outside have become considerably limited.

Superintendent of Sevilla Michael Global School, a psychology school, said that creating a positive and close relationship between parents and children can play a significant role in today's online learning process (Media Indonesia, 2021). In the Webinar Mindfulness: Creating Connection Between Parents & Kids, Alva, who is certified in Therapeutic Playskill Therapy under PTI and APAC (The Academy of Play and Child Psychotherapy) accreditation, said:

> *"Secure attachment with parents helps improve a child's cognitive, emotional and social development. Healthy parental involvement in their children's daily lives helps ensure that their children can perform better emotionally and academically".*

Child Psychologist, Fathya Artha Utami said that children tend to imitate their parents. Children can feel what their parents feel and follow it, so if parents feel panic or anxiety about the pandemic due to a series of household and work obligations, then children will also feel it (Janlika, P. I., 2021).

Indonesian Family Resilience during the Covid-19 Pandemic

There are family functions including those related to socio-cultural aspects, protection, education, economy and love and affection. Family resilience is related to the level of family vulnerability, which is a certain condition or situation determined by physical, social, economic, and environmental factors or certain processes that can decline   the capability of a family to face problems and disturbances in carrying out its functions. The program towards family resilience is a national movement as a joint effort to remind the underlying significance of family resilience, gather, communication, and interaction among its members. Professor of Family Resilience and Empowerment at the Bogor Agricultural Institute, Euis Sunarti, stated that the family is the smallest social unit that determines the quality of life (Sunarti, E., 2020).

> *"Family resilience is the foundation of national resilience because the family as a microsystem influences the larger system that exists in society. The quality of family life reflects the quality of life of the nation. It is also in line with resilience in the family reflecting national resilience".*

The National Population and Family Planning Agency of Indonesia, named BKKBN, has launched the implementation of 4 (Four) Family Resilience Approaches, namely family gathering is to escalate communication amongst family members. Family interaction is to increase communication between one family and other families both including relatives and relatives and with other communities. An empowered family is a family that can utilize its potential to make itself and its family independent of other parties. A caring and sharing family is a family that has the desire to share and help others. Communication or family coaching possesses an important meaning to strengthen family relationships (BKKBN, 2020).

Based on The International Family Strengths Model, family resilience consists of six criteria, including: appreciation and affection; positive communication; commitment to the family; comfort when spending time together; mental well-being based on spirituality; and the ability of family members to cope effectively with stress and crisis or problems (Assay, S. M., et.al., 2012). Appreciation and positive affection should be given initially. Thus, family members will be able to foster self-confidence and positive mindsets in themselves, such as better self-acceptance. Through positive communication, family members can also bind commitments as a "part" of mutually agreed rules. Thus, the daily dynamics will become warmer. The habit of spending time togetheras well as sharing small things to daily activities can also form resilience in terms of family harmony (Olson, D., et.al., 2010).

On the other hand, Indonesia with the basic principles of religiosity and spirituality that also grow from the family environment will help to maintain emotional stability through the beliefs and beliefs adopted (Center for Public Health., 2020). A family with good resilience has an impact on resilience as an individual, especially when facing difficult times. These six criteria are vital for every Indonesian family to have those. Thus, the mental health of the individuals can be well maintained.

SEJIWA Service Program in Actor Network Theory Review

The extreme view of social determinism, believes that social factors or aspects will consider the success or failure of a technological innovation (Law, J., et.al., 1988). This concept states that social conditions during the innovation development stage possess a role in determining the final design. According to Wicaksono (2019) in his writing that innovation cannot always be associated with how resources are processed and utilized to produce a product, because innovation can also occur in the novelty of the products produced. Breakthrough development innovation is an effort to answer every problem that exists in society (Sholeh et al., 2022).

Actor-Network Theory (ANT) is an approach that was originally used in STS (Science, Technology, and Society) studies, which is one of the multidisciplinary and transdisciplinary studies that examines how technology can affect changes in systems and community behavior (Latour, B., 2005). ANT is social, organizational, or technological reality as a result or consequence of a relationship amid various types of entities, which can be either material entities or human entities. This Actor Network Theory uses the concept of translation. Translation is the process of actors to mobilize resources or elaborate the network of one actor with another actor so as to shape an alliance that succeeds in compiling a stable actor network.

In this section, the authors will further elaborate on the programs that have been carried out by the government towards family resilience affected by the co-19 pandemic using ANT analysis. In ANT, there are four stages in the translation process, each of which is called problematization, interessement, enrolment and mobilization.

**Figure 1.**
Sehat Jiwa Service
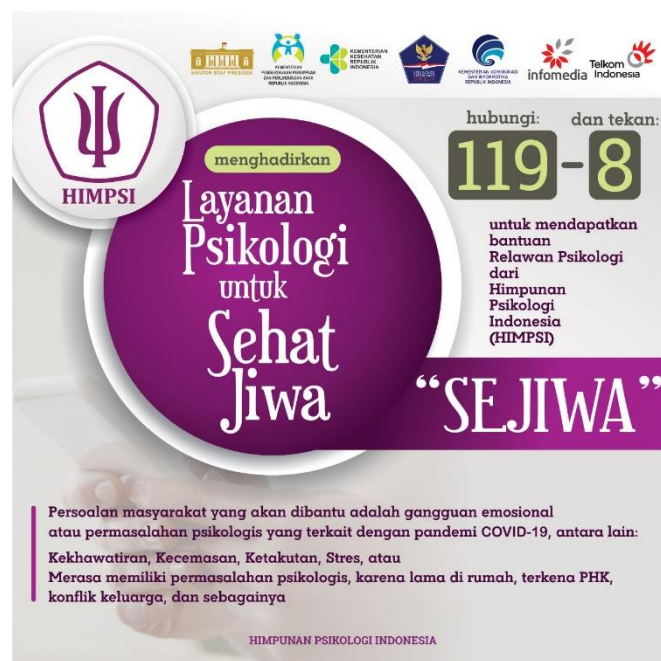
Source: Indonesian Psychological Association (HIMPSI), 2023

In Figure 1, the government through the initiation of the Presidential Staff Office (KSP) launched a psychological counseling service for the community amid the Covid-19 virus pandemic. This telephone consultation service is named Sehat Jiwa (SEJIWA) (Infomedia., 2021). This 30 (thirty) minute SEJIWA service can be accessed free of charge using Telkom fixed line and cellular numbers with Telkomsel operators (Abraham, J., 2020).

As a conceptual method, the authors identify actor networks using a hybrid association model or interaction between Humans and Non-Humans in a review of the translational stages in ANT in Figure 2 below:

Figure 2.
SEJIWA Service Hybrid Association
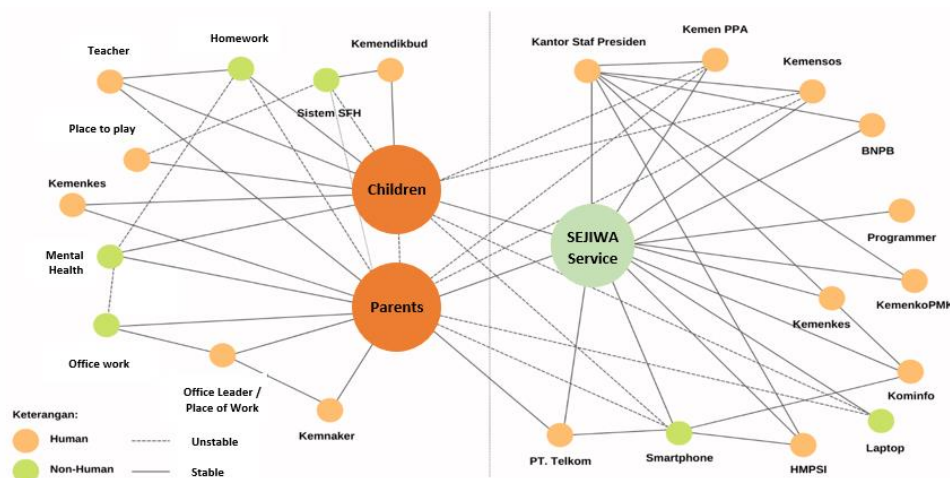
Source: Customised by the authors, 2023

Hybrid Association Translation Process of SEJIWA Service Program

The hybrid agent that is formed goes through a translational stage which is analyzed based on a literature study by the authors by adjusting to the interests of each actor involved. The following is the translation process that occurs:

a) *Problematization*

   At this problematization stage, one or more key actors formulate problems related to mental health issues in an effort to achieve family resilience. Then, at this stage, the roles of other actors related to solving this problem are defined. The authors formulate that the agents involved in solving this problem are the Presidential Staff Office (KSP) together with the Ministry of Women's Empowerment and Children's Protection (Kemen PPPA), the Ministry of Health, the Ministry of Communication and Information, the National Disaster Management Agency (BNPB), the Indonesian Psychology Association (HIMPSI), and PT. Telkom, which has now been running for a year (Abraham, J., 2020). Since its launch on April 29, 2020, family problems and primary social support have been two main reasons for calling the SEJIWA service. Thus, the collective problems appearing from the Covid-19 pandemic issue is not only related to health. However, there are psychological matters in society. The psychological problems of the community during the Covid-19 pandemic are

greater than the health problems, namely the Covid-19 problem is 20 percent health and 80 percent psychology (Moeldoko., 2020).

b) *Interessement.*

In this interessement stage, all actors identified in the first stage are given a special role so that they are interested in the program/activity offered. The intermediary program in this problem is the attention or trigger from the Presidential Staff Office (KSP). The roles of the actors in this Mental Health Service (SEJIWA) are: Presidential Staff Office (KSP) as a provider of support to the President and Vice President in carrying out the control of national priority programs, political communication, and management of strategic issues in this case in the national priority issue of the Covid-19 Pandemic; Ministry of Women's Empowerment and Child Protection (Kemen PPPA) as the holder of affairs in the field of women's empowerment and children's protection; Ministry of Health as a formulator and an implementer of policies in the fields of public health, disease prevention and control, health services, and pharmaceuticals and medical devices; Ministry of Communication and Informatics as the administrator of government affairs in the field of communication and informatics; National Disaster Management Agency (BNPB) as the director of national disaster management efforts which include disaster prevention, disaster emergency management, rehabilitation, and reconstruction; Indonesian Psychology Association (HIMPSI) as a psychology professional organization that is recognized nationally and internationally and plays a role in improving the quality of people's lives; and PT. Telkom as a State-Owned Enterprise (BUMN) engaged in information and communication technology services.

c) *Enrolment.*

The success of a program in attracting other actors to be involved in solving mental health problems will lead to the commitment of actors to be involved in the alliance network. The more actors who join this network remarked that the enrolment process has been successful through a centralized control mechanism called the "Obligatory Passage Point (OPP)". The OPP or main actors in this issue are the Presidential Staff Office (KSP) and the Ministry of Women and Children Protection as the initiator of the SEJIWA Service.

d) *Mobilization.*

After the proposed program receives support from many actors, a larger and stronger alliance will be formed so that it can also involve other actors who are not directly visible because they are represented by other actors. If this collective action continues to occur, then the SEJIWA Family Care Program mobilization process has taken place well. After one year of running, the SEJIWA Service has become a collective government response to ensure the fulfillment of people's mental health rights during the Covid-19 pandemic. Where not only physical health, but the Covid-19 pandemic also has major implications for the psychological condition of the community. Through call center 119 extension 8, people can get education, consultation, and psychological assistance.

Figure 3.
The Translational Process that Occurs

Translation process that occurs
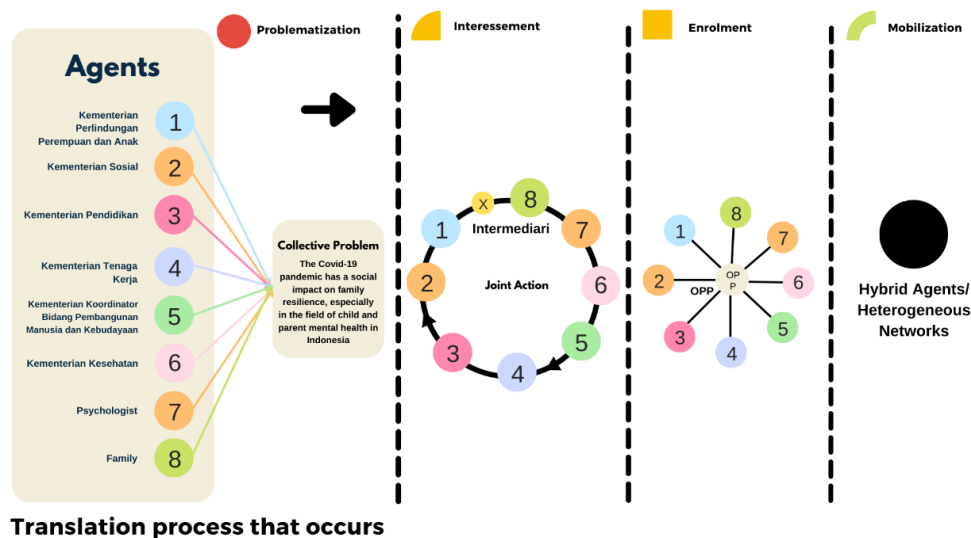
Source: Customised by the authors, 2023

To achieve stability among actors in carrying out collective action, it is necessary to ensure that actors outside the main actors also contribute according to their respective roles (Figure 3). Within one year, the network underwent a fairly rapid co-evolutionary stage to achieve stability. Based on a report from the Director of SBD Infomedia, PT. Telkom Indonesia reported the high enthusiasm of the community for this SEJIWA service (Infomedia., 2021).

For the community, SEJIWA is not only a service for consultation related to mental health due to the impact of Covid-19, but also serves various psychological problems in the community in general. It can be seen from the data that during one year of operation, SEJIWA, which offers psychological consultation services through the 119 ext 8 call center, has received a total of 170,000 complaint calls, or an average of 4726 calls per day. The profile of callers also illustrates that most of them are teenagers of productive ages, as well as women. So far, SEJIWA has been able to become a structured complaint channel to accommodate various public complaints, so that it can assist the government in capturing the condition of the community and become a mental health barometer for the Indonesian people (Infomedia., 2021).

Policy Innovation on Family Resilience Program in the Post-Covid-19 Pandemic Period

Realizing the enormous burden on families during the Covid-19 pandemic, it is important to provide assistance on how family members can carry out their roles and functions. Based on this one-year evaluation, the government's mental health policy through the implementation of SEJIWA services has been running quite well as the first step of the Government of Indonesia in paying attention to the mental health of the community. However, with the complex conditions of a family, according to the authors, there needs to be more serious assistance to the family's regularity in regulating their activities.

Assistant Deputy for Specialized Child Protection of the Ministry of Women's Empowerment and Child Protection (PPPA), Elvi Hendrani as a resource person said (CNBC., 2021):

> *"The responsibility for protecting children in this pandemic era should be carried out jointly. Parents are responsible for life and development, the state has an interest in utilizing resources in protecting children and their rights. Community participates in implementing parental responsibilities and state obligations, and finally children themselves as subjects who must be aware of the rights they receive."*

Child Psychologist, Seto Mulyadi also emphasized that a child's world is a world of play. However, the problem is that in this pandemic era access to learning and play is limited so that children are now forced to interact online (CNBC., 2021). As a result, children find these interactions boring and difficult, causing learning outcomes to be suboptimal and prone to family conflicts that can lead to child abuse.

With the difficulty of parents' adaptation to the work system, and the difficulty in accompanying children when studying, as well as the mental condition of children who lose the opportunity to play with peers and other problems require special assistance to this complexity. Based on the authors's search, there are still few programs deployed by the government in Indonesia in the field of family resilience, especially in terms of mental health. There are not many policies and programs that link the importance of a family's mental health to the quality of the future sustainability of each family member.

The program that the authors initiated in this study is a social program integrated with the use of technology by promoting the concept of parenting based on love and support for mental health in a family. In addition to the actors involved in the previous SEJIWA Service, other actors that can be involved in this Program are the Ministry of Social Affairs, the Ministry of Education, the Ministry of Manpower, the Coordinating Ministry for Human Development and Culture, the Ministry of Health, and the family itself.

This program will integrate and expand the scale of intervention from the education sector to the social protection sector. In addition to face-to-face services, this program can also take the form of a web-based application with several other extra service features. Based on the recommendations issued by UNICEF regarding the mental health of children and parents during the Covid-19 Pandemic (UNICEF., et.al., 2021) (UNICEF., 2021) (Fiscal Policy Agency., et.al., 2021), the authors formulates the services that are packaged in the SEJIWA Family Care Program, namely by providing the following services:

a) SEJIWA "*Family Planner*"
    In the uncertainty of the pandemic, a new structure needs to be created to get everyone through the day. Psychologists strongly recommend that parents have a schedule for each day, meaning there is a plan for how time will be spent. This will include time allocation and activities. Likewise, for children, it is a relief to have a sense that their days are predictable, meaning they know when to study and when to play.

b) SEJIWA "*Family in Action*"
This service is an assistance in preventing anxiety for children and parents by developing positive distraction patterns. For a child, what can be done to prevent and deal with anxiety is to seek distraction. Usually, psychologists realize that when someone is in a very difficult condition, it helps to recognize the problem into two categories: things that can be controlled, and things that cannot be controlled. Researchers have found that seeking positive distraction can help people deal with problems in this second category. With the early assessment that appears on the initial web application, this service will help users to find positive activity options to do things that match their passions and interests and find a balance towards useful activities.

c) SEJIWA "*Happy Family*"
This service is an activity to detect the feelings of family members on a regular basis. Some children and parents tend to shut down so it is valuable to be asked questions about how they are feeling today. The approach is to find a balance between expressing and controlling feelings. In this solution, children and parents can express and think about each other's feelings.

Based on the description above, the authors conduct a review of the SEJIWA Service with the addition of the SEJIWA Family Care service. The ANT review below is a prediction based on the new human-nonhuman actors who will be involved in this innovation. The authors redraws the actor network using a hybrid association model or interaction between Human and Non-Human ANT in Figure (b) if the SEJIWA Family Care Program is implemented.

A significant difference that occurs in the hybrid association if the SEJIWA Family Care Program is implemented is the start of co-evaluation where the broken lines that indicate the instability of the relationship between actors can turn into straight lines. This indicates that the features of the SEJIWA Family Care Program can strengthen relationships between actors in strengthening family resilience in the post-Covid-19 pandemic period.

Figure 4.
Hybrid Association of SEJIWA Family Care Programs

Source: Customised by the authors, 2023

Based on the authors's analysis of the hybrid associations formed, it illustrates that the innovation of strengthening family resilience in Indonesia through the SEJIWA Family Care Program Innovation can show a collective movement of many actors involved. This innovation can be started through evaluation efforts and service improvements that are increasingly focused on the government's attention to emotional relationships in the family as the most micro-scope of development in the framework of social recovery efforts in the post-Covid-19 pandemic period in Indonesia.

CONCLUSION

Based on the description of the study above, the authors can conclude that the importance of the Indonesian Government's attention to aspects of family resilience during the transformation due to the Covid-19 Pandemic, especially in the most micro scale of development, namely the family sphere. The SEJIWA Service Program that has been actualized by the government is a progress for Indonesia to be able to facilitate the community to consult with regards to the problems they experience and feel. Based on the authors' analysis in the Actor Network-Theory (ANT) review, it shows that there have been collective movements from each actor involved.

In practice in Indonesia, the ANT analysis above illustrates that if this program continues to be improved, it will potentially produce new values that can be grown in a family. The social/cultural values are the value of caring, compassion, and the value of order in organizing life to pursue the bright future of each family member.

To accommodate the achievement of these new values, with the complexity of problems in a family caused by the Covid-19 Pandemic, the idea of the SEJIWA Family Care Program is a form of improvement from the previous SEJIWA Service. The authors formulate recommendations for the implementation of the SEJIWA Family Care Program that can be practiced in Indonesia in order to achieve family resilience, as follows:

a) The government needs to prioritize public spending on children and parents in the Covid-19 response and recovery through reprioritizing the government budget to direct more funds to social services.

b) The government pays more attention to mental health within the family. This can be done by adding features to the SEJIWA Service, in this case SEJIWA Family Care.

c) The SEJIWA Family Care program needs to integrate and expand the scale of its interventions to the education, employment and social protection sectors.

d) The government and elements of society need to be more active in speaking out about mental health disorders through various efforts. This is done to overcome stigma and build better understandings and to take the experiences and feelings of children and parents seriously.

e) There is a need for cooperation and contribution from other actors in the success of this program, including schools as children's environment and offices as parents' environment to support mental health by providing quality systems and services with positive

interactions. The government needs to improve the reach and quality of digital learning to underpin equitable and effective distance learning during school closures, including prioritizing internet access.

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