SERVICE MODEL FOR WOMEN'S AND CHILDREN'S VIOLENCE VICTIMS OF COLLABORATIVE GOVERNANCE AND DELIVERY SERVICE

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ABSTRACT

Purpose: This research aims to determine the Model of Assistance Services for Victims of Violence against Women and Children Based on Collaborative Governance and Delivery Service in the Musi Banyuasin Resort Police Crime and Investigation Unit.

Method: This research uses qualitative research. The data sources in this research are Primary Data obtained from respondents' answers during interviews and Secondary Data obtained from documentation at the Women and Children Services Unit (PPA) of the Musi Banyuasin Resort Police Crime and Investigation Unit. Data collection techniques in this research use library studies and field research, and data analysis techniques in this research consist of data collection, data reduction, data presentation, and drawing conclusions and verification.

Result and Discussion: The results of this research show that the service methods implemented to help victims of violence against women and children have been effective. They have provided various ways for the public to report problems and request consultation. Meanwhile, in Musi Banyuasin Regency, there are still several weaknesses in running this service even though it generally runs well. Research also suggests that the best way to assist women and children victims of violence is through close collaboration between the government and service providers, as implemented in the counseling program called Si Mapan.

Implication of the Research: This research provides a better understanding of how support services for victims of violence against women and children can be improved through a collaborative approach to governance and service delivery. This can guide authorities in developing policies and practices related to the protection of women and children victims of violence in Musi Banyuasin Regency and possibly elsewhere.

Originality/Value: This research is valuable because it introduces a new approach to assistance services for victims of violence against women and children, focusing on collaboration in government and service delivery (collaborative governance and service delivery).

Keywords: Mentoring, Violence Against Women, Children, Collaborative Governance, Delivery Service.

RESUMO

Objetivo: Esta pesquisa tem como objetivo determinar o modelo de serviços de assistência às vítimas de violência contra mulheres e crianças com base na governança colaborativa e no serviço de entrega na Unidade de Investigação e Crime da Polícia do Resort Musi Banyuasin.

Método: Esta pesquisa utiliza pesquisa qualitativa. As fontes de dados nesta pesquisa são dados primários obtidos a partir das respostas dos entrevistados durante as entrevistas e dados secundários obtidos a partir de documentação na Unidade de Serviços para Mulheres e Crianças (PPA) da Unidade de Investigação e Crime Policial do Resort Musi Banyuasin. As técnicas de coleta de dados nesta pesquisa utilizam estudos de biblioteca e pesquisa de campo, e as técnicas de análise de dados nesta pesquisa consistem em coleta de dados, redução de dados, apresentação de dados e tirar conclusões e verificação.

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Resultado eDiscussão: Os resultados desta pesquisa mostram que os métodos de serviço implementados para ajudar as vítimas de violência contra mulheres e crianças na Unidade de Investigação Criminal e de Investigação Criminal da Polícia do Resort Musi Banyuasin foram eficazes. Eles forneceram várias maneiras para o público relatar problemas e solicitar consultas. Entretanto, na Regência de Musi Banyuasin, ainda existem vários pontos fracos na gestão deste serviço, embora geralmente funcione bem. A investigação também sugere que a melhor forma de ajudar mulheres e crianças vítimas de violência é através de uma estreita colaboração entre o governo e os prestadores de serviços, tal como implementado no programa de aconselhamento denominado Si Mapan.

Implicação da Investigação: Esta investigação proporciona uma melhor compreensão de como os serviços de apoio às vítimas de violência contra mulheres e crianças podem ser melhorados através de uma abordagem colaborativa à governação e à prestação de serviços. Isto pode orientar as autoridades no desenvolvimento de políticas e práticas relacionadas com a protecção de mulheres e crianças vítimas de violência na Regência de Musi Banyuasin e possivelmente noutros locais.

Originalidade/Valor: Esta investigação é valiosa porque introduz uma nova abordagem ao serviço de assistência às vítimas de violência contra mulheres e crianças, centrando-se na colaboração no governo e na prestação de serviços (governança colaborativa e prestação de serviços).

Palavras-chave: Mentoria, Violência Contra Mulheres, Crianças, Governança Colaborativa, Serviço de Entrega.

MODELO DE SERVICIO PARA LAS MUJERES Y LOS NIÑOS VÍCTIMAS DE VIOLENCIA DE SERVICIO DE COLABORACIÓN DE GOBERNANZA Y PRESTACIÓN

RESUMEN

Propósito: Esta investigación tiene por objeto determinar el Modelo de Servicios de Asistencia a las Víctimas de la Violencia contra las Mujeres y los Niños basado en la Gobernanza Colaborativa y la Prestación de Servicios en la Unidad de Investigación y Crimen de la Policía del Complejo Musi Banyuasin.

Método: Esta investigación utiliza la investigación cualitativa. Las fuentes de datos en esta investigación son Datos Primarios obtenidos de las respuestas de los encuestados durante las entrevistas y Datos Secundarios obtenidos de la documentación en la Unidad de Servicios para Mujeres y Niños (PPA) de la Unidad de Crimen e Investigación de la Policía de Musi Banyuasin Resort. Las técnicas de recopilación de datos en esta investigación utilizan estudios de biblioteca e investigación de campo, y las técnicas de análisis de datos en esta investigación consisten en la recopilación de datos, la reducción de datos, la presentación de datos y la extracción de conclusiones y verificación.

Resultados y Discusión: Los resultados de esta investigación muestran que los métodos de servicio aplicados para ayudar a las víctimas de la violencia contra las mujeres y los niños en la Unidad de Policía Criminal y de Investigación del Complejo Musi Banyuasin han sido eficaces. Han proporcionado diversas vías para que el público denuncie problemas y solicite consultas. Mientras tanto, en la Regencia de Musi Banyuasin sigue habiendo varios puntos débiles en el funcionamiento de este servicio, aunque en general funciona bien. La investigación también sugiere que la mejor manera de ayudar a las mujeres y los niños víctimas de la violencia es mediante una estrecha colaboración entre el gobierno y los proveedores de servicios, tal como se aplica en el programa de asesoramiento llamado Si Mapan.

Implicaciones de la Investigación: Esta investigación permite comprender mejor cómo pueden mejorarse los servicios de apoyo a las víctimas de la violencia contra las mujeres y los niños mediante un enfoque colaborativo de la gobernanza y la prestación de servicios. Esto puede orientar a las autoridades en el desarrollo de políticas y prácticas relacionadas con la protección de las mujeres y los niños víctimas de la violencia en la regencia de Musi Banyuasin y posiblemente en otros lugares.

Originalidad/Valor: Esta investigación es valiosa porque introduce un nuevo enfoque de los servicios de asistencia a las víctimas de la violencia contra las mujeres y los niños, centrado en la colaboración en el gobierno y la prestación de servicios (gobernanza y prestación de servicios en colaboración).

Palabras clave: Tutoría, Violencia Contra las Mujeres, Niños, Gobernanza Colaborativa, Prestación de Servicios.

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1 INTRODUCTION

Acts of violence are acts that are certainly reprehensible both in terms of law and customs in society, violence experienced by women and children is an incident that continues to increase from year to year (Pfitzner et al., 2020; Toccalino et al., 2022; Yakubovich and Maki 2022). Sexual violence is a crime that has existed for a long time and is still a crime that pervades human existence in Indonesia. Sexual violence is any form of sexual contact or other forms of unwanted sexual contact, sexual violence is usually accompanied by psychological or physical pressure (Quadara et al., 2020; Wang & Ran, 2023).

In community life and domestic life, no escape from violence occurs, such as cases of physical abuse or sexual violence, for example, rape; when a woman is a victim, from the start, it has been suspected that she (the woman) has more or less contributed to the incident that happened to her (victim participant) (Forsdike et al., 2024; Humphreys et al., 2020). In many cases, women as victims are the ones who are blamed. The words "it is normal to be raped or harassed because you come home late or work at a nightclub" and the way one dresses become the target of justification for what happened to the victim.

Underage children are very vulnerable to becoming victims of violence, children who are the next generation of development and the successors of the ideals for the progress of a nation, when they experience sexual violence, will most likely cause them to be unable to grow and develop properly (Fa’alau & Wilson, 2020; Noer et al., 2021). Since 1945, the Indonesian nation has placed particular emphasis on the welfare of children, as enshrined in Article 28B, paragraph 2 of the Constitution of the Republic of Indonesia. This provision mandates that every child has the inherent right to live, thrive, and develop, along with entitlement to protection against violence and discrimination. Furthermore, the government ratified the Convention on the Rights of the Child through Law No. 10 of 2012, thereby obligating the state to safeguard children from all forms of violence through preventive measures and interventions, including support and protection for victims of violence (Article 19). Subsequently, Law No. 23 of 2002, later amended as Law No. 35 of 2014 concerning Child Protection, underscores the state's commitment to a comprehensive approach to child welfare, aligning with the principles outlined in the Convention on the Rights of the Child (STRANAS PTKA 2016-2020).

The endeavor to safeguard women and children necessitates more than governmental initiatives alone; it necessitates substantial involvement from the community. This involvement takes the shape of partnerships and collaboration among governmental entities, pertinent ministries and institutions, regional administrations, community groups, and private
organizations. Such collaborative efforts adhere to the delineation of responsibilities between central and regional authorities (Emezue, 2020; Notko et al., 2022). The collective dedication towards achieving the Three Ends has resonated across Indonesia. Numerous initiatives have been launched to actualize the three objectives, namely: 1) Eradicating Violence against Women and Children, 2) Combating Human Trafficking, and 3) Ensuring Equitable Economic Opportunities for Women.

Law No. 25 of 2009 concerning Public Services shows that service is the essential main task of the apparatus as servants of the State and the community. The duties of officials as servants must be prioritized, especially those related to prioritizing public interests, simplifying public affairs, shortening the processing time for implementing public affairs and providing public satisfaction. Public services involve very broad aspects of life. In connection with state life, the government provides various public services needed by the community to carry out government administration, which is synonymous with providing services to the community.

Since 1979, Indonesia has implemented regulations governing the placement of children in protective institutions, as stipulated in Law Number 4 concerning Child Welfare. This law asserts the entitlement of every child to care and protection from the prenatal stage until reaching adulthood. The enactment of Law Number 35 of 2014 on Child Protection further underscores the imperative for such legal frameworks. Additionally, Indonesia ratified the Convention on the Rights of the Child following the UN General Assembly’s resolution on January 26, 1990, formalized through Presidential Decree Number 36 of 1990. The categorization of children as an exceptionally vulnerable demographic is evident in Indonesia's legal landscape, with various laws and regulations governing their rights and protections.

Discrepancies arise due to inconsistencies in defining childhood across different statutes, leading to legal ambiguities, particularly regarding age thresholds. For instance, Law Number 23 of 2002 stipulates that a child is an individual below 18 years old, whereas Law Number 4 of 1979 defines a child as someone under 21 years old who has never married. Despite legislative efforts, data from 2020 indicate a concerning prevalence of violence against women in Indonesia, with 8,234 reported cases across all provinces (Komnas Perempuan, 2021). Incidents of domestic violence and community-related violence primarily involve individuals aged 25-40, 18-24, and 14-17, highlighting the urgent need for targeted intervention and protection measures.

The most prevalent type of violence inflicted upon women, particularly within domestic settings, manifests as physical violence, accounting for 3,410 cases or 40% of reported incidents. Physical violence, often perpetrated by husbands, is motivated by specific reasons or
considerations. Subsequently, sexual violence constitutes the second most common form, wherein women, despite being legally bound by marriage, frequently endure coercion or engage in non-consensual sexual activities. Psychological violence, whether through verbal abuse or maltreatment within marital relationships, follows as another significant issue.

The Women and Children Services Unit (UPPA) serves as a vital platform for women and children to access information and support across legal, protective, and intervention domains, aiming to mitigate violent crimes against them. This encompasses preventative measures, service provision, and the facilitation of health and social rehabilitation, as well as legal aid. Moreover, the public bureaucracy's delivery of public services epitomizes the role of state apparatus as public servants, beyond merely serving the state. Public service is defined as the provision of services tailored to the needs of individuals or society, governed by established rules and procedures.

There are three views on dissecting public administration: old administration, new public management, and new public service management, the view regarding new public service management positions citizens as the main object of democratic government (Cramp & Zufferey, 2021; McGuire et al., 2022). Citizens or society are not only seen as individuals but as part of the government in the public service system; in the new public service (NPS), public involvement with the government is a process of democratization of public service reform (Fogarty et al., 2022; Gallo & Svensson, 2021).

One of the government policies in implementing new public services, for example, is to establish services for women and children who are victims of violent crimes (Richie-Zavaleta et al., 2021; Rizo et al., 2022). The implementation of public services related to crimes against women and children is increasingly common in Indonesia. Almost every day, there are cases against women and children in the form of economic exploitation, sexual crimes, physical and mental violence, kidnapping, trafficking, neglect, and even children as victims of murder (Hamilton et al., 2021; Lima, 2021). You must be careful if your child suddenly becomes quieter, moodier, closed off and less confident. Parents should be careful about drastic changes in their children's attitudes at an early age; something scary and unpleasant has likely happened to the children in the school environment and outside of school.

The PPA Unit often collaborates with several institutions in handling cases of violence against women and children. In carrying out its duties, the National Police's Women and Children Services Unit (PPA) often collaborates with other institutions, such as the Ministry of Women's Empowerment and Child Protection (PPPA), the Ministry of Social Affairs (Kemensos), and psychologists. The involvement of other institutions greatly influences the
success of disclosing cases of violence against women and children. One of the institutions that collaborates with the National Police's PPA Unit is the PPPA Ministry. This collaboration is regulated in Article 94 of Law Number 11 of 2012 concerning the Child Criminal Justice System and Article 73A of Law Number 35 2014 concerning Child Protection.

It is hoped that the counseling service program in the consultation service for women and child victims under the name Si Mapan (Police Serving Women and Children) can further help the community and realize the protection of women's rights and the fulfillment of children's rights, including special protection for children from various forms of violence and other discriminatory treatment. Furthermore, it can save costs in managing the requirements for all services for women and children or other police services. The implementation of this program aims to provide maximum public services to the community, oriented towards the realization of excellent public services that directly touch the interests of the general public so that excellent service can be achieved towards Good Governance (Bianchi, 2022; Mocca, 2021; Rahmaniah et al., 2023).

Ministerial Regulation Number 6 of 2015 from the Ministry of Women's Empowerment and Child Protection of Indonesia pertains to the empowerment of women and child protection. Public service, as defined in this context, refers to a set of actions aimed at meeting the service requirements outlined in statutory regulations for all citizens and residents. These services encompass goods, services, and administrative assistance provided by public service providers (McLaughlin et al., 2021; Mtaita et al., 2021). The outcomes of such outstanding service, as stipulated by ministerial regulations, are designed to achieve the following objectives: 1) Establishing transparent delineations and defining the rights, duties, responsibilities, and powers of all stakeholders engaged in public service delivery; 2) Establishing an effective public service delivery mechanism based on the fundamental principles of good governance and accountability; 3) Ensuring compliance with statutory regulations in the execution of public services; and 4) Providing legal safeguards and assurance to the community throughout the provision of public services.

The preceding elucidation underscores the pivotal role of public services provided through the Integrated Service Center for the Empowerment of Women and Children (P2TP2A), particularly facilitated by the PPA unit within the Musi Banyuasin Police Criminal and Investigation Unit. Notably, these services are intermediated through regional units, which serve as direct points of interaction between the community and governmental entities. This strategic emphasis on localized service delivery informed the author's decision to focus on the Musi Banyuasin district for research endeavors, owing to the relatively elevated violence documented within this geographical area.
2 LITERATURE REVIEW

2.1 GRAND THEORY OF NEW PUBLIC SERVICES

New Public Service is the latest pattern in this era in reforming bureaucratic performance. New public service is a system that seeks to improve bureaucratic performance by actively involving the public in improving bureaucratic performance (Khumayah et al., 2023; Rauhaus et al., 2020). In the new public service system, a significant change is offered in formulating and implementing government policies relating to public services. If, in other systems, the policy formulation process only involves the government and the private sector, it is the opposite in the new public service (Gausman et al., 2020; Heward-Belle et al., 2022). In the New Public Service, the government's enormous dominance in determining policy is released, and the government begins to open up to the participation of many individuals, groups and various institutions outside the government.

There are three views in dissecting public administration: old public administration, new public management and new public service management (Criado & Guevara-Gómez, 2021). The view regarding new public service management positions citizens as the main object of democratic government. So that citizens or society are seen as individuals and as part of the government in the public service system, in the new public service (NPS), public involvement with the government is a process of democratization of public service reform (Reif et al., 2020).

The provision of services by the government can be of higher quality and satisfy public expectations if the seven basic principles of public services in the NPS are implemented seriously in delivering public services (Peterman et al., 2020; Watson et al., 2024). This occurs because the NPS emphasizes democratic principles and the welfare of the public in service delivery. When services align with public interests, they become more suitable and reflective of citizens' preferences.

The New Public Service paradigm in public administration is related to public services. (Lopes & Farias, 2022) state that the New Public Service (NPS) is more directed at democracy, pride, and citizenship than the market, competition, and customers, as in the private sector. In this case, the government is directed to run government by prioritizing democratic principles rather than running it like a business. (Sørensen and Torfing 2021) explain that there are seven basic principles or assumptions in NPS, including:
1. serve Citizens, Not Customers: Public service officials prioritize the public interest, which emerges from collective discussions on shared values rather than individual interests. Consequently, they focus on fostering trust and collaboration with citizens rather than merely responding to the demands of "customers";

2. seek the Public Interest: Public administration endeavors to prioritize the common good, emphasizing the importance of policies and actions aligned with the welfare of society as a whole;

3. promote Unity and Ideals of the Public Interest: Public administration aims to foster unity and promote shared ideals of the public interest, seeking solutions that involve collective input rather than individual preferences;

4. value Citizenship over Entrepreneurship: The commitment of public service officials and citizens to societal well-being is deemed more valuable than entrepreneurial pursuits, as it advances the public interest more effectively;

5. think Strategically, Act Democratically: Strategic planning and policy implementation are best achieved through collaborative processes that consider public needs and involve joint efforts;

6. recognize the Complexity of Accountability: Public service officials must navigate multiple factors, including legal requirements, societal values, and citizen interests, when ensuring accountability;

7. serve Rather than Steer: Public servants are encouraged to adopt shared leadership values and assist citizens in achieving their collective interests rather than imposing directives;

8. value People, Not Just Productivity: Long-term success in public organizations relies on fostering a culture of mutual respect and shared leadership, prioritizing the well-being of individuals over solely focusing on productivity.

Innovations in public service are fostered through collaborative efforts between the bureaucracy and the community, aiming to promote democratic governance. Embracing the principles of the New Public Service (NPS) requires government officials to commit to delivering transparent and effective services, acknowledging that influencing systemic change demands significant time and effort. (Burd et al., 2023; Watson et al., 2024).
2.2 COLLABORATIVE GOVERNANCE PATTERNS IN PROVIDING PUBLIC SERVICES

According to Gash (2022), inconsistent policy design and unsustainable policy implementation often stem from an overly narrow, static, and non-systemic perspective that fails to adequately address the dynamic complexity of contemporary social issues. This oversight can lead to policy resistance and unexpected system behavior, presenting challenges for public bodies attempting to exert influence through their actions.

The author considers alternative approaches to public management, with a primary focus on collaborative relationships between citizens and public administrators. These relationships prioritize knowledge sharing and shared decision-making over rigid policy control, as highlighted by Ansell et al. (2020), it is important to note that new public management is a multifaceted concept lacking a clear definition, as argued by Ulibarri et al. (2020). Gordon et al. (2020) suggest that emerging theories in management should place greater emphasis on practical implementation, focusing on concepts such as non-coercive discourse and expanded rationality.

Rhodes argues that new public management is weak, and its weakness lies in the disagreement between competition and direction at the core of the collaborative process. (Kong, 2021) and (Singh et al., 2021) explained that the best decisions are collectively made that provide objectivity in resolving complex societal problems. Collaborative Governance brings together various stakeholders, government organizations, non-state organizations, and private organizations to achieve positive, longitudinal, and objective solutions. For example, (Kinder et al., 2021) concluded in his study on risk management that civil society-based organizations must be included in the risk management process in a watchdog role to improve public risk management, and considering the financial constraints faced by most governments, it can be said that Collaborative Governance mostly functions in countries where democratic values reveal other illiberal values.
The importance of Collaborative Governance in solving problems faced by the public, therefore (Bianchi et al., 2021; Malekpour et al., 2021) emphasize six parameters of the Collaborative Governance theory, namely (1) the existence of a forum where part of the authority rests with public institutions; (2) the existence of policy actors outside government; (3) direct involvement of actors outside the government in the policy process is not just a formality or mere consultation, but there must be communicative action from the collaboration process; (4) time agenda during the collaboration process; (5) agreed policies are based on consensus; (6) focused collaboration on public policies and programs so that the results achieved are on target or in line with public expectations.

3 METHOD

This research uses qualitative research with the unit of analysis, namely the Women and Children Services Unit (PPA) of the Musi Banyuasin Resort Police Crime and Investigation Unit. The data sources in this research are Primary Data obtained from respondents' answers during interviews and Secondary Data obtained from documentation at the Women and Children Services Unit of the Musi Banyuasin Resort Police Crime and Investigation Unit.
Children Services Unit (PPA) of the Musi Banyuasin Resort Police Crime and Investigation Unit. Data collection techniques in this research use library studies and field research, and data analysis techniques in this research consist of data collection, data reduction, data presentation, and drawing conclusions and verification. In order to check the validity of research data collected during the field, several techniques are carried out, including extension of participation, research persistence, peer checking, adequacy of references and triangulation, triangulation of methods and techniques, and existing sources and theories.

4 RESULT AND DISCUSSION

4.1 IMPLEMENTATION OF ASSISTANCE SERVICES FOR VICTIMS OF VIOLENCE AGAINST WOMEN AND CHILDREN IN THE WOMEN AND CHILDREN SERVICE UNIT (PPA)

Social problems regarding children who are victims of sexual violence seem to be hidden from the public because there is still a lack of awareness and low knowledge about sexual violence. There are still women victims of domestic violence who try to hide the problem of domestic violence they experience because they feel embarrassed in the social environment and do not want to be considered a failure in marriage. Rena Yulia stated that:

The mindset that assumes that what happens in the family, even if it is an act of violence, is entirely a private household problem often makes victims reluctant to report the violence that has befallen them. Children who are victims of domestic violence are reluctant to report the violence they receive because they are afraid of their parents or because they don't know where to report it if he or she experiences violence, not to mention the trauma obtained from the violent crime which makes the child silent a thousand times. So, it requires special handling regarding domestic violence crimes. Law no. 35 of 2014, as an amendment to the previous law concerning Child Protection, states that Child Protection is all activities to guarantee and protect children and their rights so that they can live, grow, develop and participate optimally in human dignity and receive protection from violence and discrimination. Seeing the above, as a vulnerable group, children should be better protected in society, but what happens is that they become productive victims for perpetrators of sexual deviance, which people around the victim usually carry out because the chances are very high.
Officers provide services to victims’ homes so that victims feel safer and more comfortable when reporting their problems. Factors that influence the increase in child sexual violence are Negative technological advances that have made it easier to access pornography and the low quality of social behavior in society are factors in the increase in the number of child sexual violence. Sexual violence that occurs in families and on the streets, in Indonesia and abroad, has the same pattern, namely that the people involved in the crime/violence, both the perpetrator and the victim, have a lower middle-class economic background. So, cases of the social problem of sexual violence against children in Indonesia are increasing day by day, not only in urban areas but also in rural areas.

It is not uncommon for victims and perpetrators to become victims and perpetrators from the middle to upper-class economies. Due to the increasing number of sexual violence in Indonesia, the Central Government has taken policy steps to resolve this social problem. The promulgation of Law Number 23 of 2002 concerning Child Protection, which was then updated in Law Number 35 of 2014, was the first step in resolving the problem of child sexual violence in Indonesia. The child protection law regulates all types of social and legal problems for children, as well as procedures for assistance and involvement of all regional officials in making the objectives of the law a success.

The primary regulation entails the establishment of an Integrated Service Center for Women and Children, serving as a governmental entity specifically designed to assist children and women facing social issues, particularly human rights violations or violence, such as sexual violence, neglect, human trafficking, and domestic violence. This decision is outlined in Ministerial Regulation Number 5 of 2010 from the Ministry of State for Women’s
Empowerment and Child Protection, which provides guidelines for the establishment and development of these centers, assigning the responsibility to each region to strengthen institutions and provide necessary operational facilities and infrastructure.

The police play a crucial role in handling such cases, with the Women's and Children's Service Unit (PPA Unit) tasked with providing protection for victims and enforcing the law against perpetrators in addressing domestic violence crimes. This unit was established under the National Police Chief's Decree Number 10 of 2007, which delineates its responsibilities in providing services to women and children affected by crime, as well as enforcing law and order. Moreover, the implementation of this mandate is guided by the National Police Chief's Regulation Number 3 of 2008, which underscores the unit's role in protecting women and children who are victims of criminal acts.

In terms of collaborative efforts to address violence against women and children within the jurisdiction of the Muba Police, initial conditions reveal disparities in resources and authority among stakeholders, necessitating collaborative approaches similar to those adopted in Pekanbaru City. These collaborative efforts are facilitated by existing cooperation and historical ties among stakeholders, streamlining the collaboration process. Additionally, the government has established a legal forum to support these collaborative endeavors. However, despite these efforts, an imbalance in resources, particularly human resources, has resulted in suboptimal treatment of violence against minors within the Muba Police jurisdiction, leading to an increase in reported cases over the years.

In the implementation of assistance services for victims of violence against women and children at the Women and Children Services Unit (PPA) of the Musi Banyuasin Resort Police Criminal and Investigation Unit, various channels have been established to facilitate community complaints and consultations. These channels include complaint boxes, WhatsApp hotlines, telephone numbers, SMS, email portals, websites, and direct complaint officers, aligning with the operational practices described by Ridho, a member of the PPA investigator at Musi Banyuasin Police, during an interview:

The implementation of the Assistance Service for Victims of Violence against Women and Children in the Women and Children Services Unit (PPA) of the Musi Banyuasin Resort Police Criminal and Investigation Unit has been implemented quite well through a complaint mechanism, but it is not yet optimal. Where this can be seen from the efforts made by stakeholders who have carried out their respective duties and functions in providing treatment and efforts to prevent violence against women and children, specifically regarding Domestic Violence (Interview, 12 October 2023).
In the complaint mechanism, information regarding the name of the officer in charge of providing the service, telephone number and e-mail address of the service, as well as the office address of the relevant institution/agency must be written clearly to make it easier for the public to access complaint handling.

4.2 IMPLEMENTATION OF ASSISTANCE SERVICES FOR VICTIMS OF VIOLENCE AGAINST WOMEN AND CHILDREN BASED ON COLLABORATIVE GOVERNANCE AND SERVICE DELIVERY

The implementation of assistance services for victims of violence against women and children based on collaborative governance and delivery services in Musi Banyuasin Regency is as follows:

4.3 INPUT

In the Implementation of Assistance Services for Victims of Violence against Women and Children Based on Collaborative Governance and Service Delivery in Musi Banyuasin Regency, it is not only government actors who need to coordinate with the Regional Government of Musi Banyuasin Regency but there are also non-government actors. For this reason, there is also collaboration with the private sector. The Musi Banyuasin Regency Government applies the concept of Collaborative Governance in handling violence against
children in religious-based educational institutions. Counseling guidance in Musi Banyuasin Regency is not simple because it involves many actors in the resolution process.

The community also has a role through individuals, social welfare institutions, child protection institutions, non-governmental organizations, educational institutions, mass media, and the business world in handling violence against children in the Musi Banyuasin Regency. With so many government and non-government actors having to play a role (across fields and levels), news regarding non-government stakeholders and their forms of collaboration is minimal in society.

4.4 PROCESS

Law enforcement agencies, such as the Musi Banyuasin Resort Police, offer specialized services for women and children who are victims of violent crimes, a provision reinforced by the enactment of Law Number 35 of 2014, amending Law Number 23 of 2002 concerning child protection. In accordance with the insights shared by Brigadier Henni Nadia Sari, S.H, a member of the Women and Children's Service Unit (PPA) investigator at Musi Banyuasin Police, standardized procedures, known as Standard Operating Procedures (SOPs), have been established for addressing the needs of women and children affected by violence. These SOPs outline five types of services to be provided: case management, healthcare services, social rehabilitation, legal enforcement and support, and repatriation and social reintegration. Musi Banyuasin Regency is one of the regions implementing these public services to support women and children victims of violence.

Figure 4

_Policewomen officers carry out BAP services for victims_

Source. Personal Documentation 2023
The PPA Unit often collaborates with several institutions in handling cases of violence against women and children. In carrying out its duties, the National Police's Women and Children Services Unit (PPA) often collaborates with other institutions, such as the Ministry of Women's Empowerment and Child Protection (PPPA), the Ministry of Social Affairs (Kemensos), and psychologists. The involvement of other institutions greatly influences the success of disclosing cases of violence against women and children. One of the institutions that collaborates with the National Police's PPA Unit is the PPPA Ministry. This collaboration is regulated in Article 94 of Law Number 11 of 2012 concerning the Child Criminal Justice System and Article 73A of Law Number 35 2014 concerning Child Protection.

The Women and Children Services Unit consists of leadership elements in the form of the Head of the Women and Children Services Unit (Kanit PPA) and Assistant Leadership and Implementation elements in the form of Protection Unit Officers (Panit Protect) and Investigating Officers (Panit Idik), all of whose members consist of women. This is because many women have become victims and feel embarrassed to provide information about the actions they experienced.

The implementation of the mechanism for handling acts of violence against children and women is the collaboration of all interested elements in the network system of authority provided by the Government, such as the police, health workers and psychological assistance. This is in line with the results of an interview with Mrs. Sri Mulyani as Head of Child Protection at the MUBA Regency PPA Service, stating that:

An essential component of this intervention strategy involves the establishment of a facility known as a “Safe House”, which serves as a refuge or residence designed to facilitate the rehabilitation process, particularly the social and psychological recovery, for victims of violence. Once the victim's physical condition has been deemed recovered or has entered the healing phase by the Community Health Center or referral hospital, they may be admitted to the Safe House for further support and assistance. Until now, no government policy determines the criteria and requirements for a place or house to become a shelter for victims of violence against women and children.

Even though several areas already have similar shelters, the standards and requirements have not been verified due to the absence of standard criteria from the government. The existence of a Safe House is very important to ensure that victims can recover from the consequences of the violence they have experienced, especially from the impact on social and psychological aspects. This recovery must be carried out so the victim can live a normal and productive life in society. This research seeks to identify and formulate criteria and prerequisites...
for assistance for women and children victims of violence who have a victim perspective and are gender-responsive. This research also seeks to build a model of collaboration between government institutions (Collaborative Governance) in handling women and children victims of violence.

4.5 RESULT

The aim of this research is to identify and refine a policy model that can effectively guide the implementation of current and future policies, it aims to offer valuable insights for local governments grappling with obstacles in implementing similar policies formulated in the past, serving as a resource for informed decision-making and policy development. The 6 (six) basic service products include:

4.5.1 Public Complaints

A client can complain to the UPTD PPA under the Muba Police jurisdiction either directly or indirectly. Clients can make direct complaints directly to the UPTD PPA office in the Muba Police jurisdiction to make a complaint report. Meanwhile, indirectly, clients can make complaints in 3 (three) ways, namely 1) contacting the UPTD PPA secretariat hotline for the Muba Police jurisdiction (WA/telephone); 2) making a complaint via the SIPPEKA application, which can be downloaded via Playstore; and 3) contact the Samarinda call center via 112.

4.5.2 Client Outreach

When making a complaint, the client can make a complaint directly or indirectly. If the client makes a complaint indirectly, the UPTD PPA Case Handling Team in the jurisdiction of the Muba Police will immediately conduct outreach to the client by coordinating first with the local government, be it RT, sub-district, as well as local sub-districts.

4.5.3 Case Management

The third service product is case management. Case management can only be processed after the client fills in the complaint form (informed consent sheet). After filling in the complaint form, the UPTD PPA Case Handling Team, under the jurisdiction of the Muba
Police, will conduct a case investigation to follow up on the case. Then, in the process of following up on a case, the UPTD PPA, under the jurisdiction of the Muba Police, will also consider the client's request stated in the complaint form, for example, the client's request to receive psychologist assistance, legal consultation, health referrals, and so on, so in terms of case management, the client will be given treatment according to the client's needs until the client is declared recovered.

4.5.4 Temporary Shelter

If the client is in a threatened condition and has no place to live or anything else, then the client will be placed in a temporary shelter with the approval of the client's family while waiting for the case process that the client is facing. If the client is deemed to have recovered, based on recommendations from the psychologist, the client can be sent home or returned to the client's family or living environment. This temporary shelter is better known as Rumah Aman. UPTD PPA The jurisdiction of the Muba Police has several safe houses that provide safety. Houses the UPTD PPA jurisdiction of the Muba Police, which is collaborating with the Social Service, which is the jurisdiction of the Muba Police.

4.5.5 Mediation

When a client requests mediation, the UPTD PPA Case Handling Team, under the jurisdiction of the Muba Police, will first carry out a case investigation; after that, the client will be mediated by a mediator regarding the case that befell the client. The mediator will also be assisted by 3 (three) legal counselors at the UPTD PPA in the Muba Police jurisdiction. In the case of mediation, if both parties, the client and the perpetrator, agree to make a letter of mutual agreement regarding the resolution of the case, then the client's case will be declared resolved. If both parties do not agree, the next follow-up will be up to the client to determine whether the case will continue as a criminal case or be closed.

4.5.6 Assistance for Clients Who Experience Violence

Before any follow-up is carried out on the client's case, the UPTD PPA Case Handling Team, under the jurisdiction of the Muba Police, will conduct a case investigation by considering the client's request. Next, the client will be given a schedule to follow the mentoring
process. Then, the client will be contacted to attend the mentoring process. The implementation of assistance will pay attention to and consider the client's condition. Suppose the client's condition does not allow for direct assistance, such as if the client is exposed to COVID-19. In that case, the UPTD PPA in the Muba Police jurisdiction will assist indirectly via Zoom meetings or telephone. Once the client's condition is deemed possible, the UPTD PPA, under the jurisdiction of the Muba Police, will again schedule direct assistance for the client. The mentoring process is, of course, also attended by a psychologist. UPTD PPA The Muba Police jurisdiction has 5 (five) psychologists who can assist clients in mentoring.

Accompanying female and child witnesses is necessary because the police have difficulty examining victim witnesses when handling cases, this is because victims, as witnesses, actually feel discomfort and difficulty in getting justice and protection for them (Aritonang, Suharma, and Hekmatyar 2023; Carrington et al. 2020). Throughout 2022, it was confirmed that there were 287 cases of violence against women and children submitted to the NTT Province UPTD PPA through direct and online reporting, with details of 152 cases affecting adult women and 135 cases occurring against minors. This number is a significant increase in the number of acts of violence experienced by women in recent years. The results of the existing model in this research are as follows:

**Figure 5**

*Results of existing research models*

Source: Prepared by Authors (2024)
The victim assistance services provided include health, legal assistance, and recovery/psychology, with most cases requiring psychologists and legal assistance. Spiritual service is a guidance effort to accompany and meet patients seeking outpatient and inpatient treatment so that they can understand the meaning of life according to their respective beliefs and religions. Psychological services are intended to provide psychological services for all people who need them, especially for those who experience psychological impacts due to incidents of violence, conflict and other traumatic experiences. This also includes consultations for psychological problems experienced by print and electronic media journalists, humanitarian workers, assistant survivors, and human rights defenders due to their work. Psychological services at Pulih Foundation are open to accepting clients from various backgrounds: men, women, children, teenagers, adults, individuals, families and groups.

5 CONCLUSION

This research concludes that implementing the Assistance Service Model for Women and Children Victims of Violence in the women and children service unit (PPA) of the Musi Banyuasin Resort Police Crime and Investigation Unit has been optimal, with various complaints and consultation methods available to the community. Meanwhile, although the implementation of the Musi Banyuasin Regency is good, there are still deficiencies in its optimality. The ideal model for assistance services for victims of violence against women and children is one based on collaborative Governance and Delivery Service, using a political and administrative process model (Grindle), as outlined in the counseling program service called Si Mapan (Police Serving Women and Children).

REFERENCES


