

THE EVALUATION OF SERVICE PERFORMANCE FOR WOMEN AND CHILDREN VICTIMS OF VIOLENCE

(Study at Integrated Service Center for The Empowerment of Women and Children
(P2TP2A), DKI Jakarta)

UNDERGRADUATE THESIS

An Undergraduate Thesis Submitted for Bachelor Degree of Public Administration
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MOTTO

“There’s no limit to what we as women can accomplish”

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SUMMARY

Deliana Swanita, 2018, The Evaluation of Service Performance for Women and Children Victims of Violence (Study at Integrated Service Center for The Empowerment of Women and Children (P2TP2A), DKI Jakarta), Dr. Hermawan, S.IP, M.Si, 161 pages + xv

Violence against women and children has mainly become an important issue in DKI Jakarta since Jakarta has the highest number of violence in Indonesia. It prompted the local government to immediately provide the appropriate service that is needed by victims of violence that is comprehensive, accommodative and qualified public services through Integrated Service Center for the Empowerment of Women and Children (*P2TP2A*) as an integrated service center for women and children empowerment efforts including information centers, consultation centers, complaints services, early health care, counseling, legal assistance, repatriation and social reintegration, shelters, referral centers and economic empowerment services and women's independence for victims of violence.

The purpose of this research is to evaluate the service for women and children victims of violence in terms of effectiveness, relevance, output (quality), accessibility, responsiveness, and outcome as well as the supporting factors and barriers of the service to the victims of violence. This undergraduate thesis uses descriptive research with qualitative approach and snowball sampling technique. The methods of this research are observation, interview and collection of documents. The data analysis method of this research is from John W. Creswell.

According to the result of this research, P2TP2A DKI Jakarta with the work partners have provided their effective effort to the handling of victims of violence, particularly on the curative basis. But there are still lacks toward the service performance provided such as the low level of awareness towards violence against women and children and the acknowledgement of P2TP2A as the service institution for victims of violence. Moreover, the promotive-preventive action of violence against women and children is also still lacking. In the other hand, the lack of budgetary resource is affecting the creation of service innovation through the usage of technology due to the lack of money they had. It also affecting the limited time of service that supposed to be 24 hours. Therefore, based on the evaluation, the service performance of P2TP2A DKI Jakarta is not optimal as it supposed to be.

Keywords: *Evaluation, Service Performance, Women and Children, Victims of Violence, Public Service, Social Planning*



*For my endless love: Mother and Father,
And for women and children who fight for gender equality and protection,
I dedicate this undergraduate thesis.*

PREFACE

Praise to Allah, who has given us grace and mercy, so the author was able to finish the undergraduate thesis entitled “The Evaluation of Service Performance for Women and Children Victims of Violence (Study at Integrated Service Center for The Empowerment of Women and Children (P2TP2A), DKI Jakarta)”. This undergraduate thesis is submitted to fulfill the requirement for obtaining undergraduate degree of Public Administration in Faculty of Administrative Science, University of Brawijaya.

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Finally, the author expects some suggestion and positive criticism from the reader for the perfection of this undergraduate thesis. Hopefully, this undergraduate thesis will give benefits and meaningful contribution towards those who are concerned.

Malang, March 21st 2018

Author

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CHAPTER I

INTRODUCTION

A. Background

Violence against women and children has mainly become an important issue in the national, transnational and international sphere. Globalization along with community life improvement that is more modern cannot guarantee the security of individuals, particularly women and children as the vulnerable groups to violence. Victims of violence are mostly women (≥ 18 years old) and children (0-17 years old). Therefore, there are so many terms of violence against women and children, for instance “violence against women”, “gender-based violence”, “gender violence”, and “domestic violence” which are referred to violence against women, and terms which are referred to violence against children such as “working children”, “street children”, “children in armed conflict”, “urban war zones”, etc (Pasalbessy, 2010:8). Violence against women and children is most commonly understood as physical abuse (e.g. beating, attacking, murdering) and non-physical abuse (i.e. actions such as abusive attitudes and hurtful words).

Candrakirana (2005) identified the terms of violence against women and children in a family as an action that may lead to the emergence of misery or suffering related to sexual, psychological and neglect, as well as threats that produce misery and suffering for a person within the family. Definition of violence is also written in *Kitab Undang-Undang Hukum Pidana (KUHP)*, Declaration on the Elimination of Violence

Against Women proclaimed by the UN General Assembly in 1993, and Law Number 23 of Year 2004 regarding Elimination of Violence in Household.

KUHP Article 89 defined that making people faint or powerless is equated with violence. Declaration on the Elimination of Violence Against Women in 1993 Article 1 defined violence against women and children as any action on the basis of sex that resulted in the physical or sexual, or psychological misery or suffering of women, including the threat of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in personal life. Violence actions in a household according to Law Number 23 of Year 2004 regarding Elimination of Violence in Household shall be any act against anyone particularly woman, bringing about physical, sexual, psychological misery or suffering, and/or negligence of household including threat to commit act, forcing, or seizure of freedom in a manner against the law within the scope of household.

Violence against women and children is acts of gross human rights violations. United Nations defined violence against women and children as a crime of humanity. Series of data published by UN WOMEN regarding violence against women and children shows that in Australia (2012), women victims of violence by their partner reached 17% of the population, in India (2011) 49%, in United States of America (2011) 22,1%, in Bangladesh (2013) 67% and in Indonesia (2011) reached 11,4% of total population who had been victimized. Those data show that violence against women and children has been a global problem. It is proven by the Convention on the

Elimination of All Forms of Discrimination Against Women (CEDAW) which was held by United Nations.

National Commission on Violence Against Women (*Komnas Perempuan*) categorized forms of violence against women and children in Indonesia into four categories:

Table 1.1 Forms of Violence Against Women and Children

Personal Relation	Work Relation	Social Relation	Conflict Situation Relation
<ul style="list-style-type: none"> • Psychological Pressure • Physical Abuse • Sexual Abuse • Rape • Economic Exploitation • Family workers • Forms of deprivation/obstruction of needs fulfillment 	<ul style="list-style-type: none"> • Work Discrimination (wages, status/position, career possibility) • Sexual abuse • Rape • Sexual torture 	<ul style="list-style-type: none"> • Sexual Abuse • Rape • Cultural Practices (e.g. absence of inheritance rights, polygamy/arbitrary divorce, finger cutting – <i>Suku Dani</i>) • Human Trafficking • Pornography 	<ul style="list-style-type: none"> • Burning/Killing • Persecution • Kidnapping/disappearance • Forced labor • Sexual harassment • Rape • Sexual Torture • Sexual Slavery • Gender base intimidation • Domestic violence/personal relationships

Source: *Peta Kekerasan Pengalaman Perempuan Indonesia, 2002*

The annual note of National Commission on Violence Against Women or *Lembar Fakta Catatan Tahunan (CATAHU) Komnas Perempuan 2017* stated that there are 259.150 cases of violence against women which were reported and handled in 2016, which is decreased by 62.602 cases from the previous data because of technical barriers to documentation in the Religious Courts and structural changes in some State-based services. The biggest number of violence in 2016 occurred in the category of

personal relationships that reached 75% or 10,205 cases of 13,602 cases entered from service provider partner institutions.

The high number of violence against women and children in Indonesia shows the urgency of problem that needs full attention by the government. The high number of violence against women and children is very apprehensive, considering the role of women and children in development is very important to determine the level of quality of life and social welfare.

Meanwhile, another apprehension emerges because of the fact that the recorded data does not fully describe the actual number of violence occurring in the community. The phenomenon of violence against women and children is still an icebergs phenomenon, where many women and children do not report violent acts and still consider violence as a disgrace that should not be told to anyone. This is certainly influenced by the rooted stigma in society that domestic violence affecting women and children is a personal matter so that others do not need to interfere in family matters. Violence victims are still considered to be the guilty parties in cases of violence, as well as the lack of understanding of victims to the existence of service institutions that can provide protection to victims are also the reasons why many cases of violence are not revealed (*Komnas Perempuan*: 2017).

Sawrikar & Katz (2017) argued that there were several barriers to professional help-seeking in communities (especially for ethnic minorities) which were identified into three-tiered approach to the categorization:

1. Non-Cultural Barriers

These barriers include lack of awareness of services and lack of worthiness and wanting to forget.

2. Acculturative/Migratory Barriers

These barriers include fear of deportation and language barriers.

3. Cultural Barriers

These barriers include fatalistic and/or religious beliefs, normative reliance on intra-familial support, shame for seeking extra-familial support, protecting the family name, avoidance coping, self-blame, and patriarchy.

An important aspect is represented by the consequences of violence upon the physical and mental condition of the victim. If physically the victim may suffer a series of body injuries with various levels of seriousness including infirmity, total or partial loss of working capacity or even death, mentally the victim may undergo, due to abuses, a series of temporary or permanent disorders at the emotional level, such as: acute or chronic depressions, anxiety, phobia, panic strikes, insomnia, nightmares or post-traumatic syndrome. Depending on the length of time and the nature of the abuse, there may occur personality, behavior and food disorders, suicide attempts as well as addictive behavior (Safta, Et al, 2010). Even in the worst scenario suicidal ideation is more likely to happen among people with contact Children Sexual Abuse (CSA) than those with noncontact CSA (Li, Et al, 2012: 48).

Violence against women and children has multi-dimension. A person who becomes a victim of physical abuse usually has experienced psychic violence before

and after. In addition, violence also affects the economic dimension of economic neglect after the occurrence of violence (Kodir and Mukarnawati, 2008). Safta (2010) also argued that the outcomes of domestic violence can be felt in the victim's professional and economic life. Unemployment or the loss of one's job, because of the partner's interdictions to work or because of the partner's flashes of jealousy, let alone the shortage of income or its total absence, will create financial dependence on the aggressor, especially if there are no alternative resources.

Based on the fact that violence against women and children is a complex phenomenon and can have long-term psychological impacts to the victims as well as economic and social impacts, it is necessary to provide comprehensive public services for them. Safta (2010) said that the proportion and seriousness of the consequences require the implementation of some specific assistance services to be provided to the victims of domestic violence. The increasing awareness regarding the rights to one's own thoughts, feelings and perceptions, the developing feeling of control over one's own person, the opening of one's mind, the desire for a change, the trust in one's own decisions are only some of the benefits that the women who are victims of domestic violence can be obtained as a result of counseling.

Along with the legalization of Law Number 23 of Year 2004 regarding Elimination of Violence in Household, Law Number 21 of Year 2007 The Eradication of The Criminal Act of Trafficking in Persons and Law Number 35 of 2014 Amending Law on Child Protection (No. 23/2002), Central Government has shown their

commitment in addressing the issue of violence against women and children. Specifically, the central government through the Ministry of Women Empowerment and Child Protection (KPPPA) has demonstrated its commitment to combat violence against women and children through the *Three Ends Program*, which is End Violence Against Women and Children; End Human Trafficking, and End Barriers to Economic Justice.

The central government policy also requires the involvement of local governments in addressing the issue of violence against women and children. It is embodied in Law Number 23 of Year 2004 regarding Elimination of Violence in Household Article 13 which explains that the local government is based on its function and duty to carry out the services of victims, through efforts; provision of special service space in the police office; the provision of officials, health workers, social workers, and spiritual counselors; establishment and development of systems and mechanisms of service programs of cooperation involving parties that are easily accessible to victims; and provide protection for counselors, witnesses, family, and friends of the victims.

The Local Government of DKI Jakarta is one of the provincial governments in Indonesia which expresses a serious commitment in handling cases of violence against women and children. This is certainly driven by the rampant cases of violence against women and children in DKI Jakarta. According to the data from Indonesia Child Protection Commission (KPAI) and the National Commission on

Violence against Women (*Komnas Perempuan*) the number of cases of violence that occurred are as follows:

Table 1.2 Data on Case of Child Protection Based on Location of Complaint and Monitoring of Media in Indonesia 2011-2016

No	Province	Physical Violence (Persecution, Beatings, Fights, etc)	Psychological Violence (Threat, Intimidation, etc)	Sexual Abuse (Rape, Obscenity, Sodomy / Pedophilia, etc)	Total
1	Nanggroe Aceh Darussalam	36	8	38	82
2	Sumatera Utara	54	13	46	113
3	Sumatera Barat	33	6	34	73
4	Riau	23	6	31	60
5	Kepulauan Riau	2	4	32	38
6	Jambi	17	3	26	46
7	Sumatera Selatan	23	6	36	65
8	Bangka Belitung	14	3	23	40
9	Bengkulu	11	4	25	40
10	Lampung	29	7	44	80
11	DKI Jakarta	341	199	634	1174
12	Jawa Barat (Bandung, Depok, Bekasi, Bogor)	191	91	334	616
13	Banten (Tangerang)	33	12	94	139
14	Jawa Tengah	25	3	36	64
15	D.I. Yogyakarta	28	3	32	63
16	Jawa Timur	32	5	48	85
17	Bali	24	5	29	58
18	Nusa Tenggara Barat	24	2	21	47
19	Nusa Tenggara Timur	28	4	32	64
20	Kalimantan Barat	24	2	22	48
21	Kalimantan Tengah	20	1	25	46
22	Kalimantan Selatan	18	2	26	46
23	Kalimantan Timur	28	3	32	63

24	Kalimantan Utara	8	1	7	16
25	Sulawesi Utara	23	3	27	53
26	Sulawesi Barat	9	4	14	27
27	Sulawesi Tengah	7	3	12	22
28	Sulawesi Tenggara	5	2	9	16
29	Sulawesi Selatan	12	5	21	38
30	Gorontalo	7	2	13	22
31	Maluku	6	2	18	26
32	Maluku Utara	5	2	15	22
33	Papua	7	4	25	36
34	Papua Barat	6	2	16	24
35	Daerah Perbatasan	4	2	3	9
Total cases in Indonesia		1157	424	1880	3461

Source: *Bank Data Komisi Perlindungan Anak Indonesia (KPAI)*, 2016

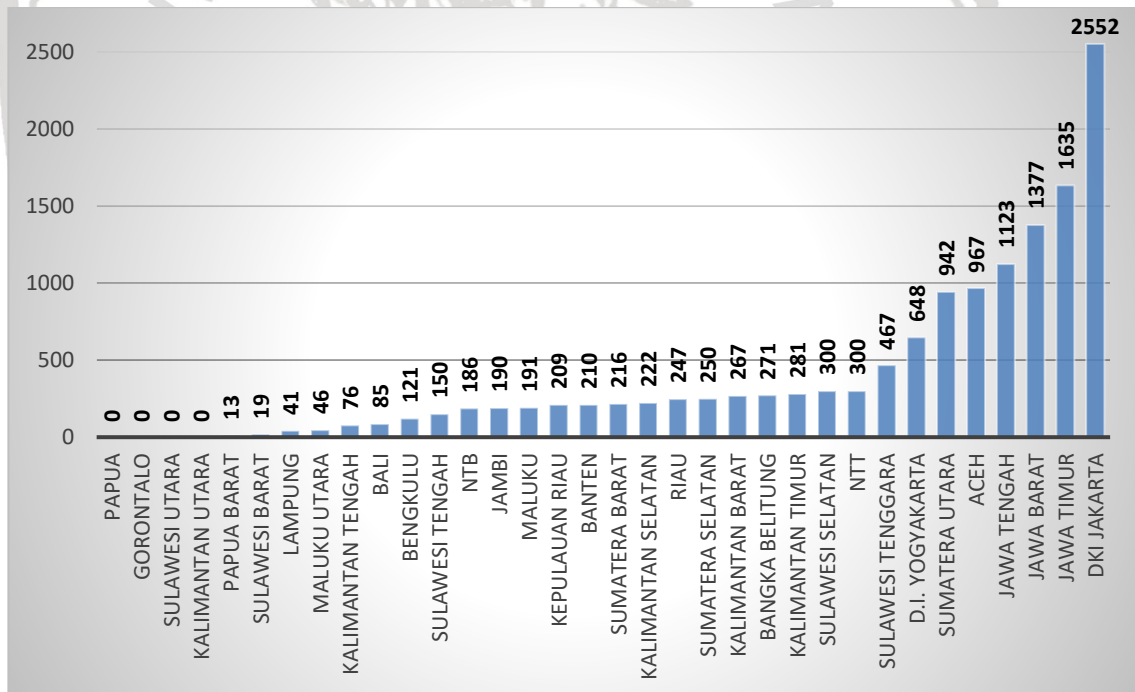


Figure 1.1 Data of Violence Against Women from Service Agencies Based on Province in 2016 (n=13.602)

Source: *Catatan Tahunan (CATAHU) Komnas Perempuan*, 2017

The data above shows that DKI Jakarta has the highest number of violence against women and children in 2016 among all the provinces in Indonesia. The number of violent cases in DKI Jakarta consist of various forms of violence cases, sexual violence, and household neglect. However, the data has not been able to show actual number of violent actions, since violence against women and children is an iceberg phenomenon, which is most likely happen in bigger number than the presented data.

The high number of violence cases in Jakarta prompted the local government to immediately provide the right solution. Based on the perspective of the victims, then the appropriate service that is needed by victims of violence is comprehensive, accommodative and qualified public services, according to the diversity and necessity of the victims. In addition, the provision of services to victims of violence has also become a mandate for local governments which is written in Law Number 23 of Year 2004 on the Elimination of Domestic Violence.

Previous research by Safta (2010) reported that public service system in the field of preventing and fighting domestic violence in Romania is not developed, the assistance services in the field being undertaken especially by the civic society. The civil society, in partnership with the local authorities, developed specialized services for the protection of the victims of domestic violence, as well as social service suppliers that work with the aggressors. This shows the importance of government intervention in crisis situations and the existence of legislative measures that should be regulated in the prevention and efforts against domestic violence.

Nevertheless, in another research conducted by Sawrikar and Katz (2017) stated that formal systems must do all they can to design a service that is high on cultural competency, so that when victims finally muster the courage to see themselves as worthy of professional help and tolerate stigma or fear for doing so, they are equipped to their needs. This is perhaps a high order as there are many elements to consider. Thus, treatment may require a combination of simplicity (so as not to overwhelm workers) with the use of a 'humane' approach, and complexity (so as not to reduce the needs of clients from minority groups) with up-to-date cultural awareness and knowledge.

According to the high number of violence in DKI Jakarta and the previous researches, the urgency level towards the needs for services for women and children victims of violence and the existence of policies that regulate preventive action of violence actions becomes the basis of Local Government of DKI Jakarta's commitment as stipulated in the first mission of the Governor of DKI Jakarta period 2018-2022 which is "Make Jakarta a safe, healthy, intelligent, cultured, by strengthening family values and providing a space of creativity through leadership that involves, mobilizes and humanizes. " The mission is then translated into the goal of "Realizing the safe, orderly, and conducive city of Jakarta". One of the goals explicitly explained the attention of the Local Government of DKI Jakarta to women and children, which is to create Jakarta as a woman-and-child-friendly city. The commitment of the Local Government of DKI Jakarta in responding to the phenomenon of violence against women and children is also reflected by the legalization of a series of policies related

to the service of women and children victims of violence in the hope of meeting the needs of victims.

Regional Regulation of the Special Capital Province of Jakarta Number 8 of Year 2011 concerning the Protection of Women and Children against Violent Acts becomes a reference for the Local Government of DKI Jakarta to answer the high number of violence against women and children. The Local Government of DKI Jakarta also issued *SK Gubernur DKI Jakarta Nomor 64 Tahun 2004* regarding the Establishment of Integrated Service Center for the Empowerment of Women and Children/*Pusat Pelayanan Terpadu Pemberdayaan Perempuan dan Anak (P2TP2A)* as an integrated service center that handles all forms of reports of violence against women and children. Implementation of the policy has implications for the existence of *P2TP2A* DKI Jakarta appointed as Technical Implementation Unit under the supervision of the Department of Empowerment, Child Protection and Population Control/*Dinas Pemberdayaan, Perlindungan Anak dan Pengendalian Penduduk (DPPAPP)* in 2016. It is governed by *Peraturan Gubernur DKI Jakarta Nomor 397 Tahun 2016* on Establishment, Organization and Working Procedures of Integrated Service Center for the Empowerment of Women and Children (*P2TP2A*).

Integrated Service Center for the Empowerment of Women and Children (*P2TP2A*) is an integrated service center for women and children empowerment efforts established by the government by involving active community participation including information centers, consultation centers, complaints services, early health care, counseling, legal assistance, repatriation and social reintegration, shelters, referral

centers and economic empowerment services and women's independence for victims of violence which are free of charge. The main mandate of establishing P2TP2A is to ensure that the services and handling of human rights principles, through the integration of multi-stakeholder services. (Komnas Perempuan, 2017).

P2TP2A DKI Jakarta has been ratified as Technical Implementation Unit/*Unit Pelaksana Teknis* under the supervision of Department of Empowerment, Child Protection and Population Control (DPPAPP) of DKI Jakarta since 2016 through *Peraturan Gubernur DKI Jakarta Nomor 397 Tahun 2016* concerning Establishment, Organization and Working System of Integrated Service Center for The Empowerment of Women and Children. P2TP2A DKI Jakarta aims to provide services for women and children who are victims of violence and strive to contribute to the empowerment of women and children in the context of creating gender equality and justice. Services provided by P2TP2A DKI Jakarta refers to Minimum Service Standards in accordance with the Regulation of the Minister of Women Empowerment and Child Protection Number 01 of Year 2010 on Integrated Service for Women and Children Victims of Violence and require good cross-sector coordination mechanisms to create quality of public services.

Author's pre-observation that has been done by a brief interview with Mrs. Silvi as the Head of P2TP2A DKI Jakarta on August 10th 2017 found the result that there are some problems in the service performance of P2TP2A DKI Jakarta, both in internal and external organization. Internally, there is a problem with the complaint hotline admin management. Externally, some of the problems that arose are the mechanism of

services coordination with other stakeholders and the integration of data recording of the victims of violence. Moreover, some obstacles of the service performance of P2TP2A DKI Jakarta were also listed in the meeting with the Regional Development Planning Board (BAPPEDA Provinsi DKI Jakarta) on August 29th 2017. The obstacles are as follows:

1. Currently there was an increasing need for client assistance in civil cases (divorce);
2. Physical and psychological disability of the victim to undergo the process of handling the problem (limited area coverage, transportation, health condition, etc.);
3. Unpreparedness of the victim to undergo legal process because the perpetrator is the closest person;
4. There are still human resources (Police, Prosecutor, Judge) that have not been gender sensitive;
5. There is no certainty about the Visum funding of victims;
6. There is no integrated data recording and reporting yet with related institutions regarding Minimum Service Standard;
7. The absence of a special place provided for women and children victims of violence before/in the process of undergoing legal process;
8. The absence of accommodated cases of citizens of DKI Jakarta who became victims of human trafficking;

9. The absence of policies related to the mechanism of handling women and children victims of violence with agencies outside Minimum Service Standard (Education, *UMKM*, *Kominfo*, Regional Office of Religious Affairs, Tourism, *Disnakertrans*, Satpol PP).

Therefore, based on the experiences the author had, the strategic existence of P2TP2A on the issue of violence against women and children, the curiosity of author to know more about the service performance of P2TP2A DKI Jakarta, and expectation to be able to evaluate the service performance of P2TP2A DKI Jakarta encourages author to research more about the evaluation of the public services performance for women and children victims of violence, especially on the victims report system and the service coordination provided by P2TP2A in DKI Jakarta. The author perceives that evaluation of the service performance of P2TP2A DKI Jakarta is needed as suggestions for the improvement in the process of development planning, particularly in social planning of DKI Jakarta. Therefore, author's interest will be researched through an undergraduate thesis entitled "**The Evaluation of Service Performance for Women and Children Victims of Violence (Study at Integrated Service Center for The Empowerment of Women and Children (P2TP2A) DKI Jakarta)**".

B. Research Problems

Based on the background, research problems of this research are as follows:

1. How is the evaluation of service performance for women and children victims of violence at Integrated Service Center for The Empowerment of Women and Children (P2TP2A) DKI Jakarta?
2. What are supporting factors and barriers to performance service for women and children victims of violence at the Integrated Service Center for The Empowerment of Women and Children (P2TP2A) DKI Jakarta?

C. Research Objectives

Based on research problems, the objectives of this research are as follows:

1. Evaluating the service performance for women and children victims of violence at the Integrated Service Center for The Empowerment of Women and Children (P2TP2A) DKI Jakarta.
2. Discovering and analyzing the supporting factors and barriers to the service performance for women and children victims of violence at the Integrated Service Center for The Empowerment of Women and Children (P2TP2A) DKI Jakarta.

D. Research Contribution

1. Academic Contribution

The result of this research is expected to give fresh insights in the scope of Public Administration, especially Public Service Performance, particularly in the field of Women and Children Protection.

2. Practical Contribution

The results of this study are expected to provide benefits and ideas as the solution to problems of P2TP2A DKI Jakarta in providing services to women and children victims of violence, helping to improve the service performance and promote P2TP2A to society as an integrated service center for women and children victims of violence.

E. Systematic Writing

The discussion in this research consists of five chapters, each chapter is divided into several subchapters as follows:

CHAPTER I: INTRODUCTION

This chapter contains the background of research on the reasons underlying the author to describe and analyze the evaluation of service performance for women and children victims of violence in DKI Jakarta. In addition, this chapter also contains research problems, research objectives, research contributions and systematic discussion.

CHAPTER II: LITERATURE REVIEW

This chapter describes the theoretical framework that addresses the theoretical foundations which are used to solve problems related to the title or theme appointed by the researcher. The existing theory in this research consists of (1) Development Administration, (2) Social Planning, (3) Public Service, (4) Service Performance Evaluation.

CHAPTER III: RESEARCH METHOD

This chapter discusses the research methods used by researcher.

The type of research used is qualitative research with descriptive approach. The research focus is drawn from public service theory to describe integrated service quality for women and child victims of violence as well as service performance evaluation theory to map service performance supporting factors and barriers. Research location is in DKI Jakarta Province with research site at Integrated Service Center for Women and Children's Empowerment (P2TP2A) DKI Jakarta. The source of data used is primary data source in the form of informants and secondary data source in the form of data and documents about service to women and children victims of violence. Data collection techniques are done through interviews and documentation. Data validity technique uses validity of source technique. The research instrument uses the researchers' own tools, interview guides and mobile phones. This study uses data analysis techniques from John W. Cresswell.

CHAPTER IV: DISCUSSION

This chapter describes the results of the research and discussion including the general description of the location and the research site, the presentation of research data and the results of the analysis and interpretation of data obtained during the research.

CHAPTER V: CLOSING

This chapter includes conclusions and suggestions. The conclusion derives from the previous chapters and suggestions related to things that should be done based on the facts that occurred in the field.



CHAPTER II

LITERATURE REVIEW

A. Public Service

Londsdale & Enyedi (1991:3) in Mardikanto & Soebiato (2015) describes public service as "something made available to the whole of the population, i.e. people must act collectively ". This understanding explains that each person cannot provide his/her own needs but must be provided in groups. Meanwhile, the definition of public service based on Law Number 25 of Year 2009 regarding Public Service is an activity or series of activities in the framework of fulfilling the needs of services in accordance with laws and regulations for every citizen and residents toward goods, services and/or administrative services provided by public service providers.

Leach and Davis (1996) in Mulyadi et al. (2016) describes the functions of government in the service into three points as follows:

1. Public Protection Functions, a service associated with basic human needs to respond to really important situations.
2. Strategic Infrastructure Functions, a service provided by the government related to infrastructure needs.
3. Personal and Local Environmental Functions, is a service to meet individual needs in a society in the form of social services, local environment, garbage collection, education, health, housing and landscaping.

1. Public Service Quality

Mulyadi (2016) elaborates the determination of the quality of public services into three perspectives, which are: (1) the influence of government policies that carry out the mandate of the community to serve; (2) the specified quality; (3) an assessment of the bureaucracy that carries out the service.

Components that need to be considered in improving the quality of public services by Mulyadi (2016) are:

- a. Service procedure: standardized service procedure for the service providers and recipient of the service including complaints.
- b. Completion time: set from the moment of application to completion of service including complaint.
- c. The service charge, in this case, is the cost/service tariff includes the details specified in the service delivery process.
- d. Product service, results of services will be received in accordance with the provisions that have been set.
- e. Facilities and infrastructure should be provided adequately by public service providers.
- f. The competence of the service provider should be determined precisely based on the knowledge, skills, attitudes, and behaviors.

In addition to the public service components that need to be considered, to create the excellent public service, it needs public service organizations that regulate the implementation of public services. Characteristics of public service organizations by Mulyadi (2016) are as follows:

- a. Each member/employee understands the goals of the organization and understands the role of each in the organization's operational process.
- b. Appreciate everybody's presence in the organization and provide opportunities and encouragement to develop their own potential.

- c. The main focus is on serving clients/communities.
- d. Cooperation and teamwork become a daily work culture.
- e. Leaders/officials are fully involved in the service quality improvement initiative program.
- f. Oriented to continuous improvement of performance.
- g. The organization and all members/employees are very appreciative and able to understand the expectations of the stakeholders and know how to give satisfaction to them.
- h. Quality and Innovation-Driven.

2. Minimum Service Standards

According to Law Number 25 of Year 2009 on Public Service, service standard is a benchmark that is used as guideline of service implementation and service quality appraisal standard as an obligation and promise of service providers to society to provide qualified, fast, easy, affordable and measurable services. Government Regulation of the Republic of Indonesia Number 65 Year 2005 concerning Guidelines for Compiling and Application of Standard Minimum Services explains that minimum service standards are structured as a tool of the Government and Local Government to ensure access and quality of basic services to the community equally in terms of implementing the obligations (*urusan wajib*). Minimum Service Standards (*SPM*) include the principles that must be implemented, the implementation of *SPM* by the local government, and arrangements in monitoring and evaluation. The Government

should undertake monitoring and evaluation measures on the implementation of MSS by local governments in order to ensure access and quality of basic services to the community (Ministry of Women Empowerment and Child Protection of the Republic of Indonesia, 2012).

Minimum service standards have strategic values for the government and society. The strategic values are as follows:

1. For local governments, minimum service standards can be the benchmarks in determining the costs required to finance the provision of services.
2. For the public, minimum service standards can be used as a reference regarding the quality and quantity of a public service provided by the government. (Meikalyan, 2016)

Minimum service standards on services for women and child victims of violence have been regulated in the Regulation of Ministry of Women Empowerment and Child Protection of the Republic of Indonesia Number 01 of Year 2010 on Minimum Service Standard of Integrated Service for Women and Children Victims of Violence. The minimum service standard that will be used in this research, includes:

- a. Handling complaints/reports from the victims of violence against women and children.
- b. Health services for women and children victims of violence.
- c. Social rehabilitation and empowerment for women and children victims of violence.
- d. Law enforcement and assistance for women and children victims of violence.

- e. Repatriation and social reintegration for women and child victims of violence.

3. Coordination

Definitions of coordination in the policy and administration literature is that coordination:

... is the extent to which organizations attempt to ensure that their activities take into account those of other organizations (Hall et al. 1976: 459 in Bouckaert, 2010).

... is mutual adjustment between actors or a more deliberate interaction produces positive outcomes to the participants and avoids negative consequences (Lindblom 1965: 23, 154 in Bouckaert, 2010).

According to Peters (2003) in Bouckaert (2010), coordination is divided into three types of mechanisms, which are Hierarchy-Type Mechanisms (HTM), Market-Type Mechanisms (MTM), and Network-Type Mechanisms (NTM). Hierarchy-type mechanisms (HTM) require authority (based on legitimacy) and power (use of law, budgets and coercion) as resources for coordination. HTM focus on objective-setting and rule-making, on allocation of tasks and responsibilities, and on lines of control. Market-type mechanisms (MTM) aim for the creation of incentives to enhance the performance of public actors. These mechanisms rest on a substantial mobilization of bargaining and information as coordination capacity resources. Lastly, network-type mechanisms (NTM) search for the establishment of common knowledge, common values and common strategies partners. The fundamental resources employed by

governments who coordinate by NTM are information, norms and, to a lesser extent, mutual cooptation and bargaining.

In this research, the author uses networks as coordination mechanisms (NTM) as the basis to analyze coordination. A general definition of networks is stable patterns of cooperative interaction between mutually dependent actors around specific issues of policy (or management)' (Kickert et al. 1997: 6; Klijn and Koppenjan 2000 in Bouckaert, 2010). The utilization of networks in the public sector should be a natural part of analyzing coordination, and indeed a certain amount of coordination –leading to networks – always takes place with or without conscious design by government officials. Networks are here considered as an alternative form of governance and coordination, and depend more on voluntary collaborative actions by and solidarity between relevant organizations (Kooiman 1993; Börzel 1998; Powell 1991 in Bouckaert, 2010).

Four characteristics of the collaboration process of coordination according to Palinkas (2012):

1. Focus

Collaboration focus referred to whether the intention was to implement a broad array of innovative programs or practices (broad focus) or a very specific practice (narrow focus).

2. Formality

Collaborative activities also ranged along a continuum of formality, from simple and informal communications to more formalized meetings such

as participation in state-wide professional associations. System leaders' participation in committees, consortiums, and advisory councils was also indicative of higher levels of collaboration across agencies in the same county and agencies in different counties. These inter-agency meetings provided a place and occasion for communication, negotiation, and inter-agency strategic planning to take place.

Van de Ven & Ferry, 1980; Van de Ven & Walker, 1984 in Welsh, 2012 stated that communication quality refers to the clarity and ease of sending and receiving messages between agencies involved in a dyadic relationship. Communication frequency is typically defined as the number of instances during a specific period of time that messages about the nature of the relationship or units of exchange are transmitted between members of two agencies through various media (e.g., written reports, letters, telephone calls, face-to-face discussions, and group or committee meetings).

3. Frequency

Collaboration occurred along a continuum of frequency, from infrequent or ad hoc efforts to frequent or continuous efforts to identify and implement innovative programs for the sake of improving service quality. The frequency of coordination may depend on the number of needs of each organization which leads to the greater coordination.

In a pairwise (dyadic) relationship, resource dependence refers to the extent to which one agency (e.g., a community treatment provider) needs

something from another (e.g., referrals) to achieve its organizational goals. Interagency coordination often develops in response to a perceived need for resources. A resource may include any valued transaction between agencies, whether tangible or intangible. Tangible resources include money, office space, and physical equipment, client or customer referrals, and perhaps joint problem-solving activities among agencies. Intangible resources may include consultation or technical assistance, public visibility, goodwill, and prestige that one agency may give or receive in its involvement with another (Van de Ven & Ferry, 1980; Van de Ven & Walker, 1984 in Welsh, 2012).

4. Function

Collaborations across counties and across agencies within the same county occurred for the purpose of information exchange and pooling of resources in the short term and to alter services delivery and enhance capacity to prevent violence against women and children or treat the victims in the long run. Bouckaert (2010) stated that the creation of systems for information exchange and sharing is supporting the function of organization in coordinating services. It may induce organizations to take into account the actions of other organizations through processes of mutual adjustment. Through new or reoriented flows and systems of information, decision-making organizations can be better informed about the latest developments and activities of other organizations. This helps them to adjust their activities in line with those of other organizations. Through systems and arrangements for information

exchange, information flows and exchange can be better organized (Pollitt, 2003 in Bouckaert, 2010). Information from various organizations can also be integrated in a government-wide information system, giving a strategic overview of government activities.

Moreover, every party should be aware of their function to achieve effectiveness in coordination and create a strong relationship among parties. The perceived effectiveness of a relationship is defined as the extent to which the parties perceive that each carries out its commitments to the other and the degree to which each judges the relationship to be worthwhile, productive, and satisfying. Two levels of awareness are important: agency awareness and personal acquaintance. In a dyadic relation, agency awareness is the extent to which members of one agency are familiar with the services and goals of the other, and vice versa. Personal acquaintance refers to how long and how well the members of each agency know each other on a personal basis (Van de Ven & Ferry, 1980; Van de Ven & Walker, 1984 in Welsh, 2012).

B. Performance Evaluation

1. Definition of Evaluation

According to *Kamus Besar Bahasa Indonesia (KBBI)*, the term 'evaluation' is defined as an assessment. Evaluation according to Suharto (2005: 119) is the identification of the success or failure of an action plan or program. The type of evaluation is generally divided into two, on-going evaluation and ex-post evaluation.

Adi (2001: 187) defined evaluation as an assessment activity toward all kinds of program implementation in order to know clearly whether the intended target has been achieved. Any form of profit-oriented or non-profit (non-profit) program in its managerial implementation needs to conduct monitoring and evaluation. The function of supervision within an organization is generally related to the process of monitoring and evaluation.

Carter McNamara (1998) in Amir (2015) divides the evaluation into three types that can be the first reference for the evaluator create an evaluation design to be implemented. The three types of evaluation are:

1. Objectives-based evaluation, is evaluation activities that functioned to see whether the goals that have been set are achieved as a whole. Aspects which are evaluated may include media, implementation processes, time, resources/facilities, personnel, leadership decisions and outcomes.
2. Process-based evaluation, is an evaluation activity to find out how the activity takes place and how the organization can deliver the expected results.
3. Impact-based evaluation, is to find out whether the managed organization has actually carried out its program of activity properly and will create an impact as required by the wider community.

This undergraduate thesis uses the objective-based type of evaluation because it is evaluating the implementation process of the service for women and children victims of violence, i.e. evaluating on how the service performance works to achieve a good quality service.

2. Definition of Performance

Smith in Sedarmayanti (2009) states that performance is the result or output of a process. The concept of performance can basically be seen from two aspects, which are employee performance and organizational performance. In addition, Mahsun (2006: 25) defines performance as follows:

"Description of the achievement level of an activity/program/policy in realizing the goals, objectives, vision and mission of the organization contained in the strategic planning of the organization. Performance can be known if the individual or group of individuals have success criteria in the form of goals or targets that have been determined to be achieved."

According to Mangkunegara (2002), performance is the result of quality and quantity that can be achieved by an employee in performing tasks in accordance with the responsibilities that has been given to him. Thus, the performance is a level of ability of a person in an organization as an effort to achieve goals effectively and efficiently.

Organizational performance is the concrete result that can be measured from the organization and can be influenced by the performance of individual processes and performance, that requires performance standards that can be quantitative or qualitative and do not necessarily reflect the organization's potential (Sudarto, 1993: 3). Organizational performance is an achievement level indicator that can be achieved and reflects the success of the organization. Performance can also be said as the result (output) of a certain process that is done by all components of the organization towards certain sources that are used (input).

The performance of an organization is multifaceted because public organizations are required to show various objectives on various performance dimensions. Boyne (2006) discusses these dimensions in five categories: output, efficiency, effectiveness, responsiveness, and democratic outcomes. Output includes the quantity and quality of service; efficiency considering the cost per unit of output; effectiveness refers to the achievement of formal goals; responsiveness includes measuring the satisfaction of service users, citizens and staff; democratic outcomes in the form of accountability, honesty and participation. These categories are found in various academic studies and in performance measurements used by governments and public organizations.

3. Purpose and Importance of Performance Evaluation

According to Isbandi (2001: 188) evaluation is something that is important to do, in this case, Feurstein states the ten reasons why an evaluation needs to be done:

- a. Achievement: to see what's been used.
- b. Measuring progress: seeing progress is tied to the program objectives.
- c. Improve monitoring: in order to achieve better management.
- d. Identify the weakness and strength: in order to strengthen the program itself.
- e. Notice if efforts have been made effectively: to see what differences occur after a program implementation.
- f. Costs and benefits: see if the cost incurred makes sense.
- g. Gathering information: to plan and process the program activities better.
- h. Sharing experiences: to protect others from being trapped in the same error, or to invite someone to come along with similar methods when the methods are successful.
- i. Improving effectiveness: in order to have a wider impact.
- j. Enabling better planning: providing opportunities for input from communities, functional communities and local communities.

4. Performance Evaluation Indicator

In general, the indicator can be defined as a measuring instrument to show or describe a state of concern. Indicators may involve a social, economic, research, and process of a quality improvement. According to Suharto (2005: 126), the indicator can be in the form of size, number, attribute or opinion that can indicate a situation.

Suharto (2005: 126-127) also suggests 4 (four) indicators to evaluate an activity:

- a. Indicator of Availability
This indicator looks at the element that should exist in a process.
- b. Indicator of Relevancy
This indicator shows how relevant or exactly a technology or service is offered.
- c. Indicator of Efficiency
This indicator indicates whether the resources and activities carried out to achieve the objectives are utilized appropriately (efficiently) or not wasting existing resources.
- d. Indicator of Accessibility
This indicator looks at whether the offered services are still within the reach of the parties in need.

5. Measures of Performance

Boyne (2006) describes several performance measures as follows:

- a. Objective Measures of Performance

Objective measures are typically regarded as the optimum indicators of public sector performance because they are believed to reflect the 'real' world accurately and 'minimize discretion' (Meier and Brudney 2002: 19 in Boyne, 2006). Therefore, objective indicators should be impartial, independent, and detached from the unit of analysis. In order to reduce discretion and become objective, a measure of performance

must involve: first, the precise assessment of the performance dimension (can involve an aggregate measure of the overall organizational effectiveness or a particular performance dimension of performance) and second, involves an external process to verify its accuracy. Best Value Performance Indicators (BVPIs) has changed the position where data was not often ‘made up’ by local service managers. BVPIs more closely reflect core dimensions of public service performance and are audited by external agencies.

b. Subjective Measures of Performance

Subjective measure may be biased or prejudiced in some way and is not distant to the unit of analysis. Subjective measurements, like objective ones, must refer to a dimension of performance that is relevant to the organization in which subjective judgments may be made either by members of organization, such that judgements are internal, typically obtained from survey of managers – or they may be based on external stakeholders such as consumers or inspectors employed by regulatory agencies.

Some judgments of performance include aspects subjective and objective measures; government inspectors make judgments on public organizations based upon a mixture of objective performance data, subjective internal measures of performance from agency staff, subjective external perceptual measures from users and their own impressions during a site visit. The best course of action for public management researchers and practitioners is to use both subjective and objective measures to capture diverse interpretations of organizational performance and to address the limitations of

each type of measure. Subjective and objective measures are available for these services: effectiveness, output quality and output quantity, and equity.

Measures of organizational performance should satisfy three crucial criteria: validity, reliability, and sensitivity. Boyne (2006) identifies the main dimensions of service performance: quantity of outputs, efficiency, equity, outcomes, value for money, and consumer satisfaction. Brewer and Selden (2000: 688-689) in Boyne (2006) formulate organizational performance typology consisting of internal and external dimensions that focus on the core administrative values of efficiency, effectiveness, and fairness.

In this research, the author tries to merge the service performance indicators by Suharto (2005) and Boyne (2006). The indicators of service performance are merged because firstly they are intertwined to each another, for instance the indicator of Relevance (Suharto, 2005) and Effectiveness (Boyne, 2006) that are similar and intertwined. Another example is the indicator of Availability (Suharto, 2005) and Output/Quality of Service (Boyne, 2006). Secondly, there are indicators that complement each other because one is lacking meanwhile it is on another side. Therefore, in this research, the author combined the indicators of Boyne (2006) and Suharto (2005) into five service performance indicators, they are Relevance & Effectiveness, Availability and Output (Quality), Accessibility, Responsiveness, and Outcome.

C. Violence Against Women and Children

The term violence derives from the Latin word *vis*, which means force and refers to the notions of constraint and using physical superiority on the other person. Violence is mutant, as it is influenced by very different times, places, circumstances and realities (Casique & Furegato, 2006). Victims of violence are mostly women (≥ 18 years old) and children (0-17 years old). There are so many terms of violence against women and children, for instance “violence against women”, “gender-based violence”, “gender violence”, and “domestic violence” which are referred to violence against women, and terms which are referred to violence against children such as “working children”, “street children”, “children in armed conflict”, “urban war zones”, etc (Pasalbessy, 2010:8). Violence against women and children is most commonly understood as physical abuse (e.g. beating, attacking, murdering) and non-physical abuse (i.e. actions such as abusive attitudes and hurtful words).

According to Safta (2010), Domestic violence can take various forms with varying degrees of visibility, such as:

- Psychological violence includes insults, offences, threats, intimidations, emotional blackmail, inducing fear, continuous pressure, terror, deprivation of food or sleep, discreditation in front of other people. Also called “emotional abuse”, psychological fear is used to manipulate and to control; the effect is cumulative in time, with serious long-term consequences for the victim;

- Physical violence consists of painful physical contact, including the physical intimidation of the victim, as well as the destruction of the goods that belong to the victim or that the two partners own and use together;
- Social violence represents a form of passive psychological violence and consists of control over the victim,
- Isolation of the victim from family and friends, monitoring the victim's activities;
- Economic violence, another form of passive psychological violence, represents the interruption of access to economic means;
- Sexual violence, forcing the victim to unwanted sexual acts.

Violence against women and children is the most widespread violation of human rights, taking multiple forms: domestic violence, sexual abuse of girls, harassment at work, human trafficking, and rape by husbands or by stranger, and others. It is not confined to one culture, religion or country (Álvarez & Lally, 2014). World Health Organization (WHO) describes violence against women and children as a “global health problem of epidemic proportions”. Violence actions in a household according to Law Number 23 of Year 2004 regarding Elimination of Violence in Household shall be any act against anyone particularly woman, bringing about physical, sexual, psychological misery or suffering, and/or negligence of household including threat to commit act, forcing, or seizure of freedom in a manner against the law within the scope of household.

Globally, a third of women have been the victims of gender-based violence and over one billion children have experienced violence in 2016. Furthermore, a quarter of all adults report being victims of physical abuse as children, with a fifth of women reporting being victims of child sexual abuse. This violence not only results in injury and mortality, but is associated with further health effects including increased risk of non-communicable diseases and reproductive, developmental, and mental health issues. Effective and scalable efforts to address violence against women and violence against children have historically developed as parallel but separate fields with distinct funding streams, governing agencies, approach strategies, and bodies of research. In Indonesia, according to UNICEF (unicef.es), there are estimated to be one hundred thousand children, mostly girls, and women who are victims of trafficking in humans every year. This is a lucrative abuse, which includes criminality and forced prostitution, within the frontiers of the country and even as “merchandise” sent to other parts of the world. In this country, one-third of sex workers have not yet reached 8 years of age. Moreover, sexual violence is a day-to-day reality, running from rape to harassment in the workplace, suffered by more than 90% of Indonesian females (Fry & Elliot, 2017).

The UN Sustainable Development Goals (SDGs) include two zero-based targets aiming to end all forms of violence against women and violence against children. In other words, every country that has committed to these global goals must not only reduce, but eliminate, violence against women and violence against children by 2030. Indonesia has shown its commitment to eliminate any form of violence against women and children through Law Number 23 of Year 2004 regarding Elimination of

Violence in Household, Law Number 21 of Year 2007 The Eradication of The Criminal Act of Trafficking in Persons and Law Number 35 of 2014 Amending Law on Child Protection (No. 23/2002). It is government' duty to carry out the services of victims, through efforts; provision of special service space in the police office; the provision of officials, health workers, social workers, and spiritual counselors; establishment and development of systems and mechanisms of service programs of cooperation involving parties that are easily accessible to victims; and provide protection for counselors, witnesses, family, and friends of the victims. The proportion and seriousness of the consequences require the implementation of some specific assistance services to be provided to the victims of domestic violence. The increasing awareness level regarding the right to one's own thoughts, feelings and perceptions, the developing feeling of control over one's own person, the opening of one's mind, the desire for a change, the trust in one's own decisions are only some of the benefits that the women who are victims of domestic violence can obtain as a result of counselling (Safta, 2010).

Sawrikar & Katz (2017) argued that there were several barriers to professional help-seeking in communities (especially for ethnic minorities) which were identified into three-tiered approach to the categorization:

1. Non-Cultural Barriers

These barriers include lack of awareness of services and lack of worthiness and wanting to forget.

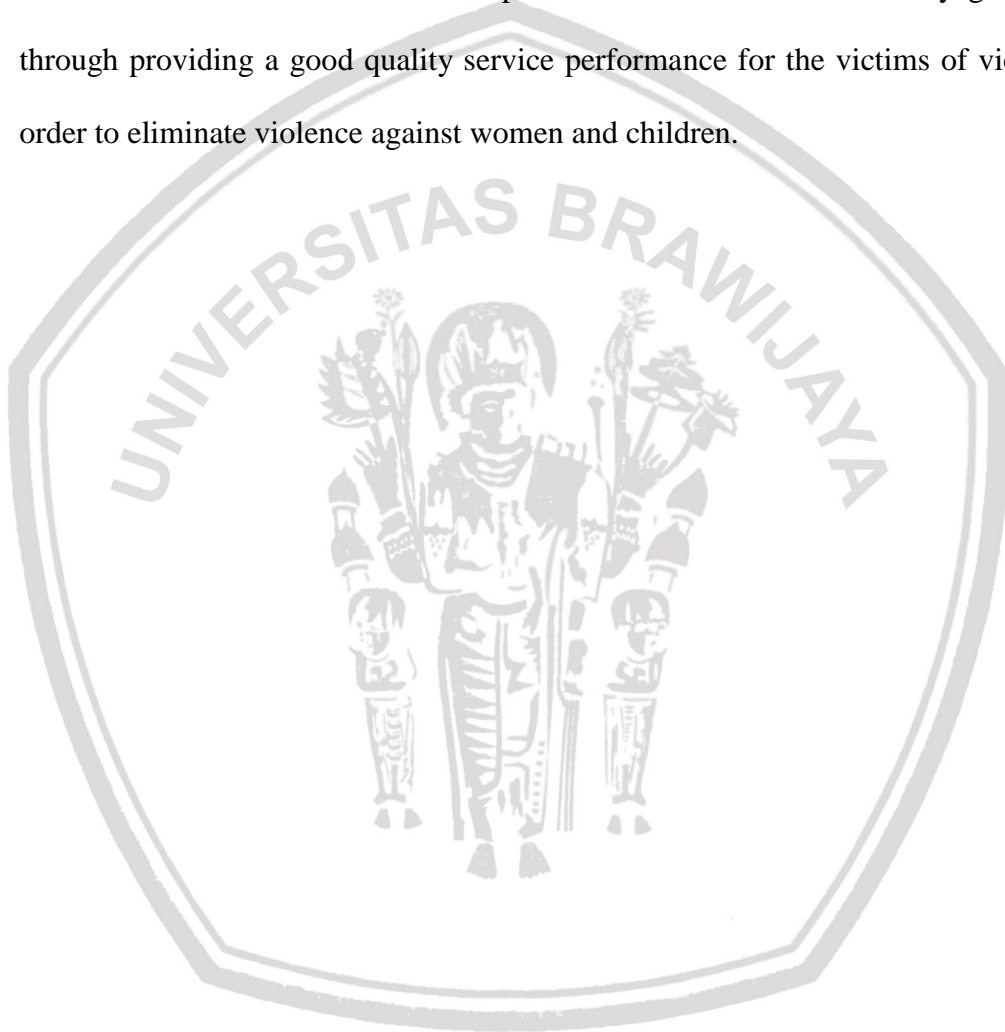
2. Acculturative/Migratory Barriers

These barriers include fear of deportation and language barriers.

3. Cultural Barriers

These barriers include fatalistic and/or religious beliefs, normative reliance on intra-familial support, shame for seeking extra-familial support, protecting the family name, avoidance coping, self-blame, and patriarchy.

Those barriers could be the problem that has to be solved by government through providing a good quality service performance for the victims of violence in order to eliminate violence against women and children.



CHAPTER III

RESEARCH METHOD

A. Type of Research

Research is basically done to understand a phenomenon in scientific ways to find data and research results that relevant to the current conditions. The research is done by using the method according to the intended topic of the research. Based on the purpose of the research, the type of research used in this undergraduate thesis is descriptive research with qualitative approach method.

Definition of qualitative research according to Creswell (2016: 4-5) is as follows:

"Qualitative research is a method of exploring and understanding the meaning that -by a certain number of individuals or groups of people- regarded as derived from social or humanitarian problems. This qualitative process of research involves important efforts, such as asking questions and procedures, collecting specific data and participants, analyzing data inductively from specific themes to common themes and interpreting the meaning of data. "

The methods of this research are observation, interview and collection of documents. Descriptive research with qualitative methods in this undergraduate thesis is used to understand the phenomenon directly about the evaluation of services performance for women and children victims of violence to be analyzed with the data obtained. These methods are chosen because it fits the purpose of this research which is to do in-depth research of the evaluation of service performance for women and children in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta.

B. Research Focus

The research focus of qualitative research is based on the level of novelty information that will be obtained from the situation in the field. The focuses of this research are:

1. Evaluation of the service performance for women and children victims of violence in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta based on the mixed indicators of Suharto (2005: 126-127) and Boyne (2006:14-15) which are:
 - a. Relevance and Effectiveness, measured with Minimum Service Standard of Integrated Service for Women and Children Victims of Violence (Regulation of Ministry of Women Empowerment and Child Protection of the Republic of Indonesia Number 01 of Year 2010).
 - b. Availability and Output (Quality), measured with components of public service quality.
 - c. Accessibility.
 - d. Responsiveness, measured with collaboration process in coordination characteristics.
 - e. Outcomes.
2. Supporting factors and barriers to the service performance for women and children in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta.

C. Research Site and Location

The location of the research is the place where researchers do research to determine the state of the object under the study. The research location that has been chosen by the author is DKI Jakarta Province. The selection of research location is based on the focus of the study and because the Province of DKI Jakarta is the capital city of the country that has the highest number of violence against women and children case among all the provinces in Indonesia in 2016. Besides, the author has done the pre-observation in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta regarding the service for women and children victims of violence. In addition, DKI Jakarta is also one of the provinces in Indonesia that has full support from the Governor toward the protection of women and children, which is proven by the objectives of the governor's mission of 2018-2022 period, "To create Jakarta as a women-and-children-friendly city".

Research sites are objects where researchers conduct the research. The research object chosen in this research is the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta. The selection of P2TP2A DKI Jakarta as a research site is because P2TP2A DKI Jakarta is a Technical Implementation Unit/*Unit Pelaksana Teknis* which has specific authority in providing integrated service for women and child victims of violence as stated in Governor Regulation Number 397 of Year 2016 concerning Establishment, Organization and Working System of Integrated Service Center for The Empowerment of Women and Children.

D. Data Sources

According to Moleong (2014), the data source of qualitative research is the display in the form of oral or written words observed by researchers, and objects observed to the detail in order to capture the meaning implied in the document or the object. The data from the research can be collected from various sources. Data sources can be divided into primary data sources and secondary data sources (Silalahi, 2009).

The data sources in this study are as follows:

1. Primary Data Source

The primary data source is an object or original document -raw material from individuals, focus group, or a group of respondents who are particularly designated as first-hand information (Silalahi, 2009). Primary data source used in this research is obtained from the interview result through question and answer session directly with the Head, Advocate, and Paralegal of the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta, the Head of Women and Children Service Unit of *Polda Metro Jaya* (Jakarta Regional Metropolitan Police), the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, the Heads of Coaching and Service Delivery Unit *Panti Sosial Perlindungan Bhakti Kasih*, and three parents of children victims of violence who have used the service of P2TP2A DKI Jakarta, they are Mr. 'JM', Mrs. 'MW', and Mrs. 'S'.

In this research, author used the snowball sampling technique to determine key informants, i.e. P2TP2A service users of DKI Jakarta Province. The snowball sampling technique is a method of identifying, selecting and taking samples in a continuous network or chain of relationships. In order to understand the concept of snowball sampling technique, the researcher presents a network through a picture of a sociogram in the form of drawings of circles attributed to or associated with lines. Each circle represents a single respondent or case, and lines indicate the relationship between respondents or between cases (Neuman, 2003 in Nurdiani, 2014). In another opinion, the snowball sampling technique is a sampling method in which the sample is obtained through a rolling process from one respondent to another, usually this method is used to describe social or sociometric patterns of a particular community (Nurdiani, 2014).

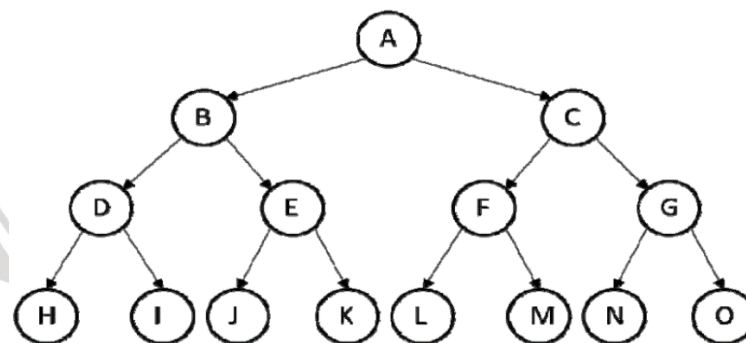


Figure 3. 1 Snowball Sampling Technique
Source: *Nurdiani, 2014*

2. Secondary Data Sources

According to Silalahi (2009), secondary data sources are data collected from second-hand or from other available sources (second-hand information). Secondary data can be obtained from graphic documents (tables, notes, meeting reports, SMS, etc.), photographs, films, video recordings, objects and others that can enrich the primary data. The secondary data sources in this study is obtained from documents related to services for women and children victims of violence.

E. Data Collection Technique

According to Sugiyono (2013), data collection related to the accuracy of the ways used to collect data can affect the quality of research data. Data collection techniques that will be used in this research are:

1. Interview

This data collection technique is based on self-report or at least on the knowledge or personal beliefs. Interviews can be done in a structured or unstructured way and can be done through face to face or by using the phone. There are 10 (ten) informants who have been interviewed in this research. They are:

- a. Mrs. drg. Silvia, MAP., as the Head of the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta.

- b. Mrs. Kanthi Lestari, SH., as the Advocate of the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta.
- c. Mrs. Betty Ratnasari, SH., as the Paralegal of the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta.
- d. Mrs. AKP Endang Sri Lestari, SH, M.Si., as the Head of Women and Children Service Unit of *Polda Metro Jaya* (Jakarta Regional Metropolitan Police).
- e. Mr. Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta.
- f. Mrs. Dwi Atini, AKS, M.Si., as the Head of Service Delivery Unit of *Panti Sosial Perlindungan Bhakti Kasih*.
- g. Mrs. Rietma Chrismadantie as the Head of Coaching Unit of *Panti Sosial Perlindungan Bhakti Kasih*.
- h. Mr. 'JM' as the father of the child victim of violence who has used the service of P2TP2A DKI Jakarta.
- i. Mrs. 'MW' as the mother of the child victim of violence who has used the service of P2TP2A DKI Jakarta.
- j. Mrs. 'S' as the mother of the child victim of violence who has used the service of P2TP2A DKI Jakarta.

2. Documentation

Documents are records of events that have been passed in the form of writings, drawings, or monumental works of someone (Sugiyono, 2013). Bogdan in Sugiyono (2013) states that "in the most tradition of qualitative research, the phrase of personal documents is used broadly to refer to any person by the person who describes his or her own actions, experience and belief". Written documents are such as diaries, life history, stories, biographies, rules and policies. Other documents in the form of images are such as photos, pictures, sketches, and others (Sugiyono, 2013).

3. Observation

Sutrisno Hadi in Sugiyono (2013) explains that observation is a complex process, a process composed of various biological and psychological processes. Two of the most important are the process of observation and memory. Meanwhile, according to Guba and Lincoln (1981: 191-193) in Moleong (2014), observation optimizes the ability in terms of motive, trust, attention, unconscious behavior, habits, and so on. Researchers in this study made observations by looking directly at the form and type of services provided to women and children victims of violence.

F. Research Instrument

According to Sugiyono (2013), the instrument in qualitative research is the researcher itself. Researcher as a human instrument has a function to set the focus of

research, selecting informants as resources, collecting data, assessing the quality of data, analyzing data, interpreting data and creating conclusions on the findings.

The instruments that will be used in this research are:

1. Researcher

Researchers make observations, choose informants, main actors in data collection according to the focus of research, so the author becomes the main instrument in qualitative research.

2. Interview Guidelines

Interview guidelines are used to collect data according to the research focus. The interview guide contains a list of questions, secondary needs and is made before the researcher conducts research for the data collection.

3. Supporting Facilities

Supporting tools are a notebook to record what is considered important during the research, recorder to enable the researcher to recall the condition of the field and the content of the interview, and the camera to capture the activities during the research.

G. Data Analysis Technique

This research will use John W. Creswell's data analysis model which illustrates a linear and hierarchical approach built from the bottom up but in practice this approach is more interactive, the various stages are interconnected and not necessarily consistent with the arrangement that has been presented. Creswell's data analysis technique will

be used because this technique fits perfectly with the research topics of the research that requires interactive and interconnected approach in analyzing the data about service performance in P2TP2A DKI Jakarta.

The components above by Creswell (2016) are explained in the following analysis steps:

Step 1. Organize and prepare the data for analysis. This involves transcribing interviews, optically scanning material, typing up field notes, cataloguing all of the visual material, and sorting and arranging the data into different types depending on the sources of information. The researcher will prepare the data relevant to the evaluation of service performance for women and children victims of violence.

Step 2. Read or look at all the data. This first step provides a general sense of the information and an opportunity to reflect on its overall meaning. At this step, the researcher will write a general note or idea of the data obtained in the evaluation of service performance for women and children victims of violence.

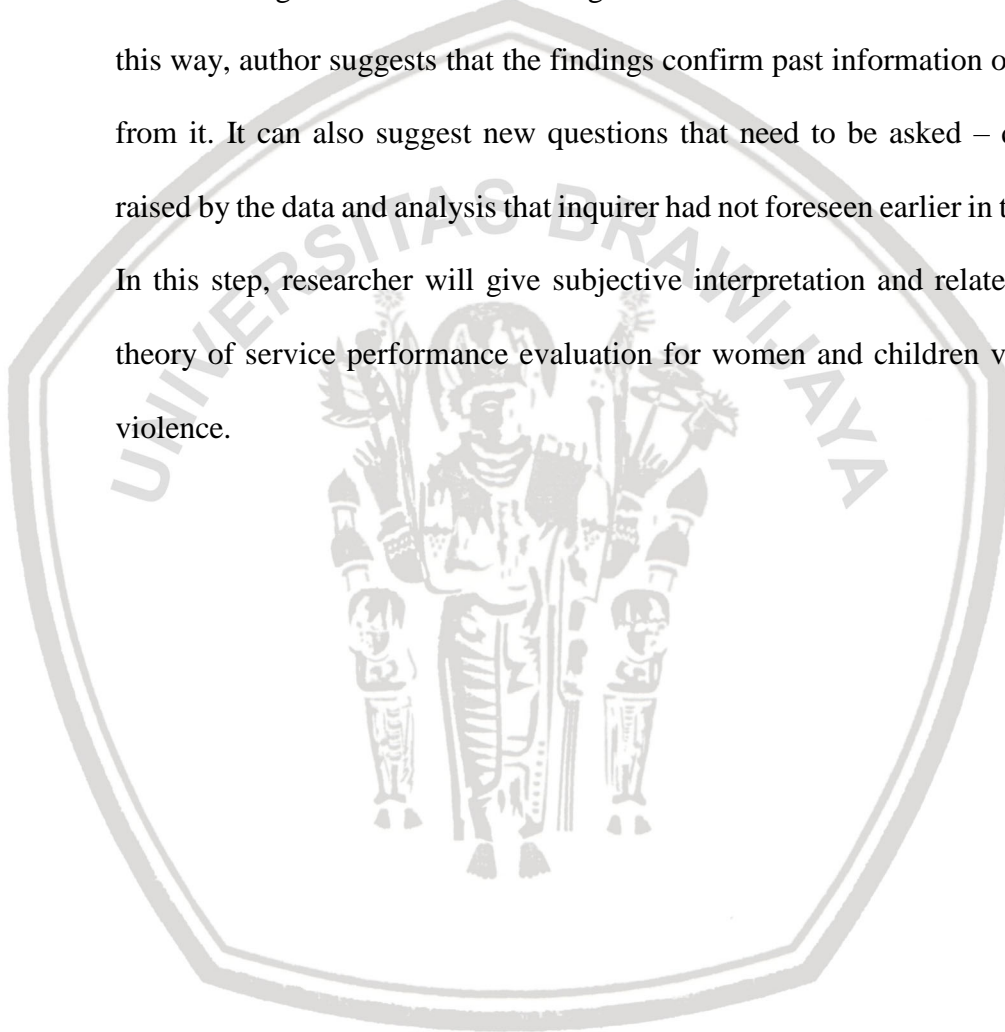
Step 3. Start **coding** all of the data. Coding is the process of organizing the data by bracketing chunks (or text or images segments) and writing a word representing a category in the margins (Rosssman & Rallis, 2012 in Creswell, 2016). It involves taking text data or pictures gathered during data collection, segmenting sentences (or paragraphs) or images into categories, and labeling those categories with a term, often a term based in the actual language of the

participant (called as *in vivo* term). In this step, researcher will sort out the data that are included in the discussion: 1) Evaluation of the service performance for women and children victims of violence in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta; and 2) Supporting factors and obstacles to the service performance for women and children in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta.

Step 4. Use the coding process to generate a description of the setting or people as well as categories or themes for analysis. In this step, researcher will deliver detailed rendering of information about people, places, or events in a setting of research process of the evaluation of service performance for women and children victims of violence.

Step 5. Advance how the description and themes will be represented in the qualitative narrative. The most popular approach is to use a narrative passage to convey the findings of the analysis. This might be a discussion that mentions a chronology of events, the detailed discussion of several themes (complete with subthemes, specific illustrations, multiple perspectives of individuals, and quotations) or a discussion with interconnecting themes. The researcher will present the result of analysis through narrative approach related to the evaluation of service performance for women and children victims of violence

Step 6. Making an interpretation in qualitative research of the findings or results. This step requires the researcher's personal interpretation, couched in the understanding that the inquirer brings to the study from a personal culture, history and experiences. It could also be a meaning derived from a comparison of the findings with the information gleaned from the literature or theories. In this way, author suggests that the findings confirm past information or diverge from it. It can also suggest new questions that need to be asked – questions raised by the data and analysis that inquirer had not foreseen earlier in the study. In this step, researcher will give subjective interpretation and relate it to the theory of service performance evaluation for women and children victims of violence.



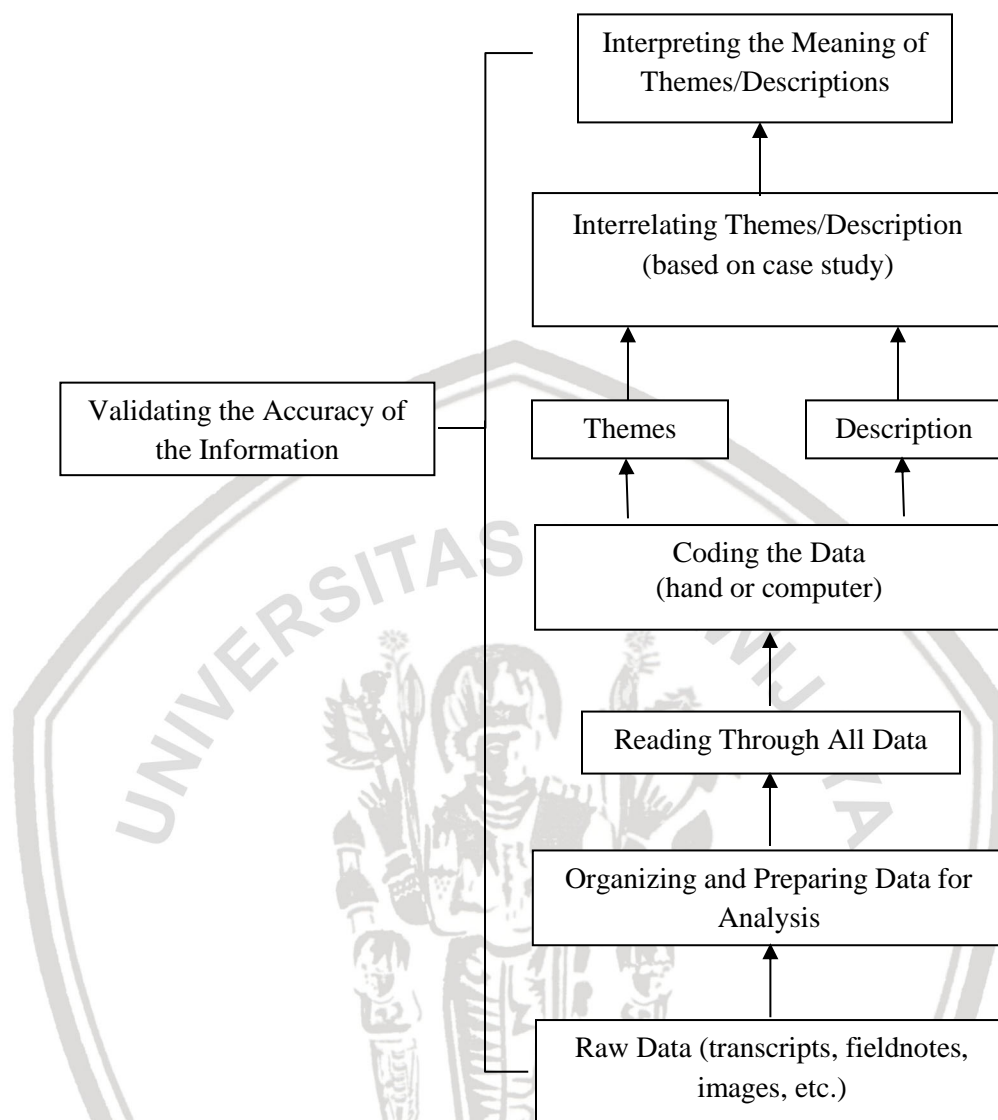


Figure 3.2 Data Analysis in Qualitative Research
Source: Creswell (2016: 197)

H. Validity of Data

Validity is one of the strengths of the qualitative research and is based on determining whether the findings are accurate from the standpoint of the researcher,

the participant, or the readers of an account (Creswell & Miller, 2000 in Creswell, 2016). Validity of Data in this research used Triangulation technique. Triangulation is a technique of collecting different data to get data from the same source. Researchers used participative observation, in-depth interviews and documentation for the same data source simultaneously. Triangulation is not to seek the truth about some phenomena, but rather on increasing the researcher's understanding of what has been found (Sugiyono, 2013).

The type of triangulation in this research is Data Source Triangulation. Data Source Triangulation to test the credibility of data is done by checking the data that has been obtained from several sources. Data obtained from several different sources will be described, categorized, and analyzed by the researcher so as to produce a conclusion which subsequently will require confirmation (member check) with some data sources (Sugiyono, 2013). The sources who are used in the triangulation are the head and staffs of P2TP2A DKI Jakarta, working partners, and service user.

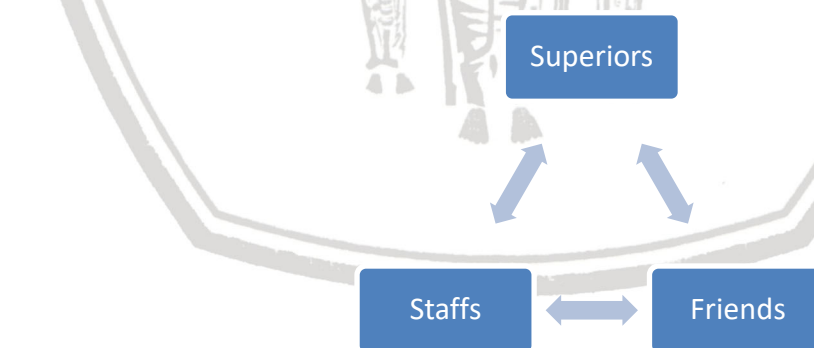


Figure 3.3 Data Source Triangulation
Source: Sugiyono (2013)

CHAPTER IV

FINDINGS AND DISCUSSION

A. General Overview of Research Site and Location

1. General Overview of DKI Jakarta Province

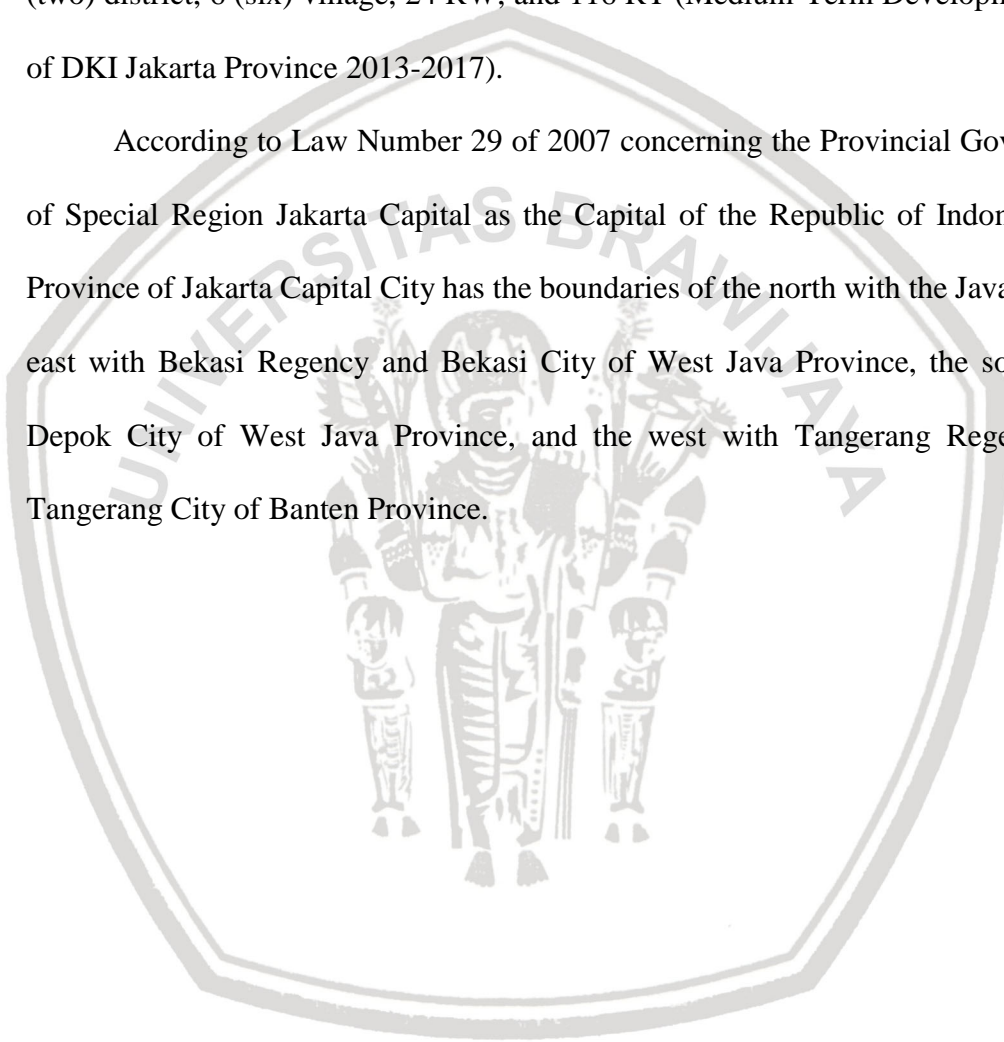
a. Geographical Aspect

The province of DKI Jakarta's geographic position is between 106.22'42 "and 106.58'18" East Longitude, and between 5.19'12 "and 6.23'54" South Latitude with total area of 7659.02 km², covering 662.33 km² of land, including 110 islands in Thousand Islands (Kepulauan Seribu) Administrative Regency and 6,977.5 km² of oceans. DKI Jakarta Province is divided into five administrative cities and one administrative regency. Central Jakarta Municipality has an area of 48.13 km²; North Jakarta Municipality with an area of 146.66 km²; West Jakarta Municipality with an area of 129.54 km²; South Jakarta Municipality with an area of 141.27 km²; and East Jakarta Municipality with an area of 188.03 km², and Thousand Islands (Kepulauan Seribu) Administrative Regency with an area of 8.70 km² (Medium-Term Development Plan of DKI Jakarta Province 2013-2017).

Administratively, each administrative city and regency is divided into several districts (*kecamatan*). Each district is divided into several urban village (*kelurahan*). Administrative City of Central Jakarta consists of 8 (eight) districts, 44 urban village, 394 RW, and 4,668 RT. North Jakarta Administrative City consists of 6 (six) districts, 31 urban village, 431 RW, and 5,072 RT. Furthermore, West Jakarta Administrative

City consists of 8 (eight) districts, 56 urban village, 580 RW and 6,409 RT. South Jakarta Administrative City consists of 10 (ten) districts, 65 urban village, 576 RW and 6,128 RT. East Jakarta Administrative City consists of 10 (ten) districts, 65 urban village, 700 RW, and 7,886 RT. While Kepulauan Seribu Regency only consists of 2 (two) district, 6 (six) village, 24 RW, and 116 RT (Medium-Term Development Plan of DKI Jakarta Province 2013-2017).

According to Law Number 29 of 2007 concerning the Provincial Government of Special Region Jakarta Capital as the Capital of the Republic of Indonesia, the Province of Jakarta Capital City has the boundaries of the north with the Java Sea, the east with Bekasi Regency and Bekasi City of West Java Province, the south with Depok City of West Java Province, and the west with Tangerang Regency and Tangerang City of Banten Province.



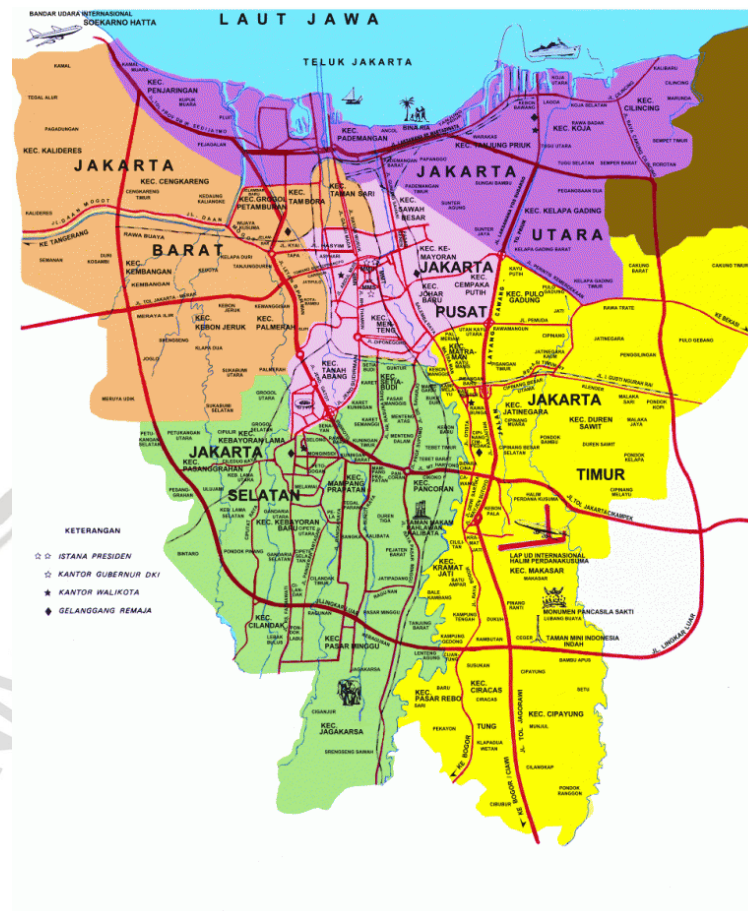


Figure 4. 1 DKI Jakarta Map
Source: Jakarta.go.id

b. Population and Sosial Aspect

DKI Jakarta is the most densely populated province in Indonesia where its density reaches 15,629 people/km by 2017. This number is increasing compared to the previous year as the increasing population. Based on the results of *Susenas*, Jakarta Population in 2017 reached 10,350,023 people. The largest population is in East Jakarta Municipality that reached 2,886,804 people (27.88%), while the smallest

population is in *Kepulauan Seribu* Administrative District with 23.826 people (0.23%). Population growth rate of DKI Jakarta is 1.05 percent. Sex ratio or comparison of male and female population in DKI Jakarta in 2017 according to Jakarta Provincial Welfare Statistic 2017/*Statistik Kesejahteraan Rakyat Provinsi DKI Jakarta 2017*, reached 100,84. The data shows that the number of male population is bigger than female. It can be said that among 100 pairs of men and women, there is one man who has no partner.

c. Population and Social Aspect

DKI Jakarta is a densely populated province in Indonesia where its density reaches 15,629 people/km in 2017. This number increases compared to the previous year as the population also increasing. Based on the results of Susenas, Jakarta's population in 2017 reached 10,350,023 people. The largest population is in East Jakarta with 2,886,804 people (27,88%), while the smallest population is in Thousand Island/*Kepulauan Seribu* District Administration which population reached 23,826 people (0,23%). The population growth rate of DKI Jakarta is 1.05 percent. The sex ratio or the ratio of male and female population in Jakarta in 2017 according to the Population Welfare Statistics/*Statistik Kesejahteraan Rakyat* of DKI Jakarta Province 2017 reaches 100.84 (Jakarta Provincial Statistics Agency 2017). The data shows that the male population is greater than the female population.

In terms of social context, particularly the cases of violence against women and children, according to P2TP2A DKI Jakarta the number of women and children as

clients based on the crime scene in 2017 from the highest number of cases are as follows: East Jakarta (284 cases), South Jakarta (277 cases), Central Jakarta (231 cases), North Jakarta (198 cases), West Jakarta (191 cases), and clients from outside Jakarta but the crime scene is in Jakarta reach 36 cases.

2. General Overview of Integrated Service Center for The Empowerment of Women and Children (P2TP2A) DKI Jakarta Province



Figure 4. 2 The Building of UPT P2TP2A DKI Jakarta Province
Source: Researcher documentation

Integrated Service Centers for the Empowerment of Women and Children (P2TP2A) DKI Jakarta Province is an integrated service center which handle women and child victims of violence, established by DKI Jakarta Provincial Government. The Office of Technical Implementation Unit (UPT) P2TP2A of DKI Jakarta Province is located at Jalan Raya Bekasi Timur Km. 18 Pulo Gadung, East Jakarta. P2TP2A DKI

Jakarta Province's office phone number is 021-47882898 with the number Fax 021-47882899.

The policy basis of UPT P2TP2A of DKI Jakarta Province is the Local Regulation Number 8 Year 2011 on the Protection of Women and Children from Violence, Decree of Governor of DKI Jakarta Province Number 64 Year 2004 concerning Formation of P2TP2A, and Regulation of Governor of DKI Jakarta Number 397 Year 2016 regarding Establishment, Organization and Working Procedures of Integrated Service Centers for the Empowerment of Women and Children. The P2TP2A DKI Jakarta's services include information center, consultation center, complaint service, early health care, counseling, legal aid, repatriation and social reintegration, shelter, referral center, and economic empowerment and women freedom service for victims of violence are free of charge. P2TP2A DKI Jakarta Province is one of the six integrated service centers of the province in Indonesia which has become the Technical Implementation Unit. Currently P2TP2A DKI Jakarta Province is under the supervision of the Department of Empowerment, Child Protection and Population Control (DPPAPP) DKI Jakarta Province.

The vision of P2TP2A DKI Jakarta Province is the realization of women and children in the Province of DKI Jakarta as a dignified and honorable citizen in accordance with Human Rights. The vision is realized through three missions, which are:

- a. Providing services that include information, services, psychological assistance and legal advocacy for women and children.
- b. Creating movements to prevent, eliminate violence and trafficking against women and children.
- c. As a basis for the empowerment of women and children in a preventive, curative, rehabilitative and promotive ways.

P2TP2A DKI Jakarta Province aims to provide services for women and children victims of violence and work to contribute to the empowerment of women and children in the context of gender equality and justice. Services provided by P2TP2A DKI Jakarta refer to Minimum Service Standards which regulated in the Regulation of the Minister of Women Empowerment and Child Protection of the Republic of Indonesia Number 01 Year 2010 regarding Minimum Service Standards of Integrated Service Field for Women and Children Victims of Violence which require good cross-sectoral coordination mechanism for creating quality public services.

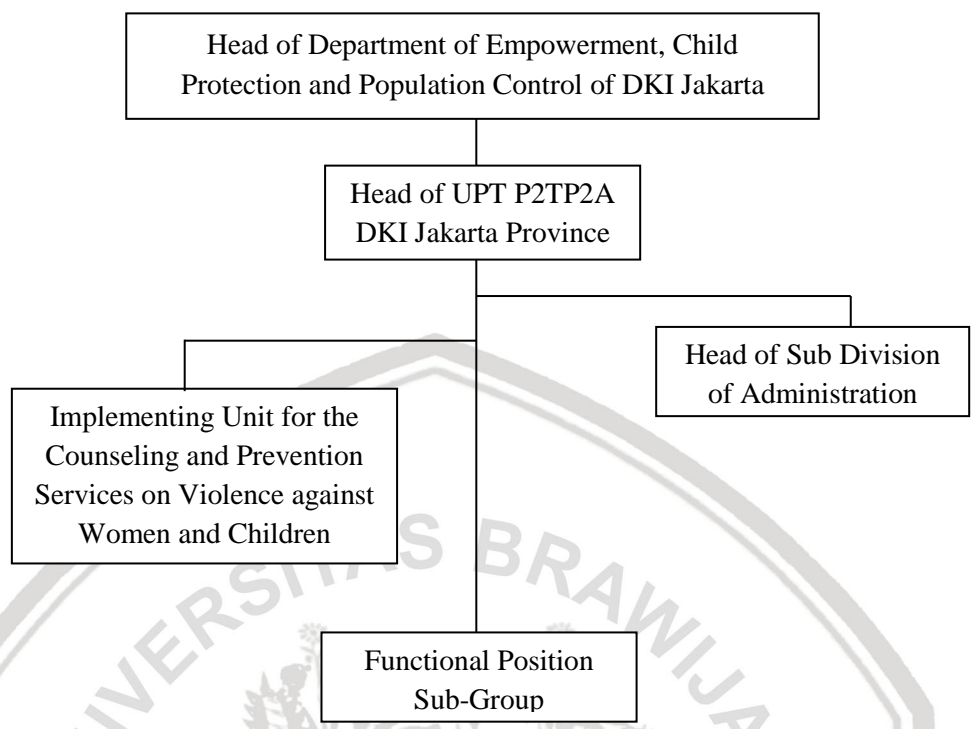


Figure 4. 3 Structure of UPT P2TP2A DKI Jakarta Province
Based on Regulation of Governor of DKI Jakarta Province Number 397
Year 2016
Source: P2TP2A DKI Jakarta

UPT P2TP2A of DKI Jakarta has two types of employees namely the State Civil Apparatus (ASN) and non-ASN employees. Non-ASN employees work directly in the field of services for women and child victims of violence, consisting of experts, service personnel, and other individual service providers (PJLP). The composition of ASN and Non-ASN employees can be seen on the table below:

Table 4. 1 State Civil Apparatus (ASN) UPT P2TP2A DKI Jakarta Province 2018

No	Name	Position
1	Drg. Silvia, MAP	Head of UPT P2TP2A
2	Dra. Lin Suhartini, M.Si.	Head of Sub Division of Administration
3	Bunga Punten	Treasurer of Aid Expenditure
4	Sukaermawanti	Financial Administration Manager
5	Ayundari Indrawati	Aid Goods Officer
6	Haryati	Administration
7	Andi Nurmaliana	General Administration
8	Umtianah	General Administration
9	Drs. Syahrowardi, MM	Kasatpel PP and PKPA Central Jakarta
10	Leni Rosita	Administration
11	Magdalena Chete Runa, SE	Kasatpel PP and PKPA North Jakarta and Kepulauan Seribu
12	Tumpal Haojahan S, SE	Administration
13	Drs. Unas Affandi, MM	Kasatpel PP and PKPA West Jakarta
14	Sunarti Hartono, S.Sos	Kasatpel PP and PKPA South Jakarta
15	Murwati Andayani	Administration
16	Siti Nurhayati	Kasatpel PP and PKPA East Jakarta

Source: P2TP2A DKI Jakarta Province

Table 4. 2 Experts, Service Personnels, and PJLP of UPT P2TP2A DKI Jakarta Year 2018

No	Name	Gender	Degree	Position
1	Dr. Margaretha Hanita, SH, M.Si	F	S3	Expert on Compliance of Women and Children Victims of Violence' Rights
2	Rah Madya Handaya, M.Psi	M	S2	Clinical Psychologist Expert
3	Hasparini Nelma, S.Psi	F	S1	Psychologist

4	Noridha Weningsari, M.Psi	F	S2	Psychologist
5	Kanthi Lestari, SH	F	S1	Advocate
6	Ayu Syuraya, SH	F	S1	Advocate
7	Novia Hendriyati, SH	F	S1	Paralegal
8	Betty Ratnasari, SH	F	S1	Paralegal
9	Fetty Fajriati Anwar, SH	F	S1	Paralegal
10	Wulansari, SH, MH	F	S2	Counselor
11	Amalia Ramadhanti, S.Psi	F	S1	Counselor
12	Bahrul Ulum, S.Psi	M	S1	Counselor
13	Nada Larasati, S.Psi	F	S1	Counselor
14	Mutiara Khodijah, S.Psi	F	S1	Counselor
15	Anisah Chairani, M.Psi	F	S2	Counselor
16	Maya Aryani, M.Psi	F	S2	Counselor
17	Nur Ihsanti Amalia, S.Psi	F	S1	Counselor
18	Fasya Khalida Suffah, S.Psi	F	S1	Counselor
19	Christina Dumaria, M.Psi	F	S2	Counselor
20	Puspita Alwi, S.Psi	F	S1	Counselor
21	Rara Karimah, S.Psi	F	S1	Counselor
22	Intan Masruroh Setiawan, S.Psi	F	S1	Counselor
23	Ketut Desy Pramita, S.Psi	F	S1	Counselor
24	M. Fahad Syabana, S.Psi	M	S1	Counselor
25	Ma'ruf Purwo Pujasera, S.Psi	M	S1	Counselor
26	Ade Wulan Sukasti	F	S2	Counselor
27	Arini Sabila Hidayatika	F	S1	Counselor
28	Cania Mutia	F	S1	Counselor
29	Dian Hapsari	F	S2	Counselor
30	Estrilla Widya Patrichia	F	S1	Counselor
31	Fikri Rafif Rinaldi	M	S1	Counselor
32	Nurdila Triastuti	F	S2	Counselor
33	Rica Anggraini Ratna Sari	F	S1	Counselor
34	Rifka Asriati	F	S1	Counselor
35	Rika Febrika	F	S1	Counselor
36	Watur Tatur Lita	F	S1	Counselor
37	Ajeng Biantari, S.Kesos	F	S1	Case Manager
38	Murni Raharyu, S.Kesos	F	S1	Case Manager
39	Neneng Puspita Sari, S.S.I	F	S1	Case Manager
40	Eni Susanti, M.Si	F	S1	Case Manager
41	Bela Tri Utami	F	S1	Case Manager
42	Yustian Priambodo, S.Kom	M	S1	Case Database
43	Ilyas Wichaksono, S.Kom	M	S1	Case Database
44	Fanny Anggraini, S.Kom	F	S1	Reporting Hotline
45	Fajar Pratama	M	SLTA	PJLP
46	Muhammad Sofyan Hadi S.	M	D3	PJLP
47	Feri Setyawan, A.Md	M	SLTA	PJLP

48	Iras Suhartini	F	SLTA	PJLP DINAS PPAPP
49	Ine Noviani, A.Md	F	D3	PJLP DINAS PPAPP
50	Tito Soemarsono	M	SLTA	PJLP DINAS PPAPP

Source: P2TP2A DKI Jakarta Province

P2TP2A Provinsi DKI Jakarta as a referral institution of victim services is cooperating with several partner institutions that can be seen in the picture below:

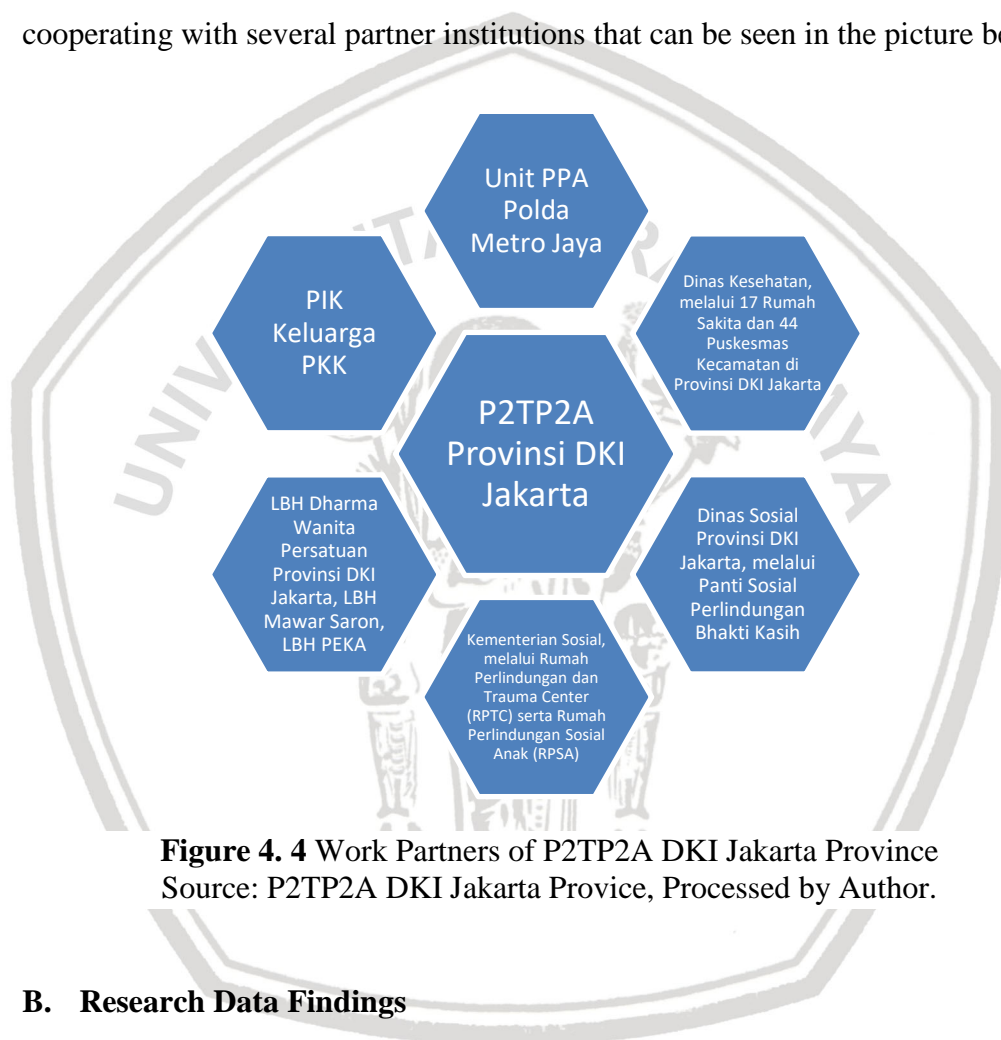


Figure 4. 4 Work Partners of P2TP2A DKI Jakarta Province
Source: P2TP2A DKI Jakarta Province, Processed by Author.

B. Research Data Findings

1. Evaluation of the service performance for women and children victims of violence in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta

The evaluation of service performance for women and child victims of violence in UPT P2TP2A DKI Jakarta was assessed based on five indicators, which are Relevance and Effectiveness, Availability and Output (Quality), Accessibility, Responsiveness, and Outcome. The elaboration of the services overview according to the evaluation focuses can be seen in the following explanation:

a. Relevance and Effectiveness

The relevance and effectiveness of P2TP2A DKI Jakarta's services are assessed based on the relevancy with Minimum Service Standard of Integrated Service for Women and Children Victims of Violence as stipulated in the Regulation of the Minister of Women Empowerment and Child Protection of the Republic of Indonesia Number 01 Year 2010 About Minimum Service Standard of Integrated Service for Women and Child Victims of Violence. This is inline with what was said by Head of UPT P2TP2A DKI Jakarta Province, drg. Silvia, MAP, as follows:

“Pelayanan yang diberikan oleh P2TP2A DKI ya, sudah sesuai dengan SPM. Karena SPM yang untuk layanan terpadu bagi perempuan dan anak korban kekerasan itu ada lima, yaitu penanganan pengaduan, kemudian pelayanan kesehatan, kemudian penegakan dan bantuan hukum, kemudian rehabsos ya, kemudian pemulangan dan integrasi. Jadi itu sudah sesuai dengan Permen Nomor 1 Tahun 2010”. (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“Services provided by P2TP2A DKI is inline with the Minimum Service Standard (SPM). Because the SPM for integrated services for women and children victims of violence consists of five, namely complaint handling, then health services, then law enforcement and assistance, then social rehabilitation, then repatriation and integration. So, it is relevant with the Ministerial Regulation No. 1 Year 2010” (Interview with drg. Silvia, MAP as Head of UPT

P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

P2TP2A DKI Jakarta Province has five types of services, namely handling complaints/reports of violence against women and children, health services for women and children victims of violence, social rehabilitation for women and children victims of violence, law enforcement and legal assistance for women and children victims of violence, and repatriation and social reintegration for women and child victims of violence. Details of P2TP2A services of DKI Jakarta are as follows:

1) Handling Complaints/Reports of Violence Against Women and Children

The handling of complaints includes a series of actions undertaken by P2TP2A of DKI Jakarta Province to follow up on reports of violence against women and children victims, families or communities. Complaints can be made through call center *Jakarta Siaga 112* owned by DKI Jakarta Government integrated with P2TP2A DKI Jakarta Province, Regional Disaster Management Agency (BPBD), police, and health agency. Victims of violence can also report through direct visitation to the P2TP2A' location, referrals from the police and hospitals/*puskesmas*, or through complaint posts integrated with Child-Friendly Integrated Public Space/*Ruang Publik Terpadu Ramah Anak* (RPTRA) and flats. P2TP2A DKI Jakarta Province also made a home visit if the victim can not come directly to P2TP2A.



Figure 4. 5 Front Desk of Complaints in P2TP2A DKI Jakarta
Source: Author's Documentation

After making a complaint, the victims of violence will register to fill the database. The case manager will conduct an assessment to the victim to analyze the condition of the victim, the chronology of cases and what services will be provided thereafter. Then case managers will have a case conference with other experts to determine the next action. Before receiving further services, an intervention plan demonstrates the victim's agreement that the victim is willing to receive services from P2TP2A of DKI Jakarta Province.



Figure 4. 6 Psychological Counseling at P2TP2A DKI Jakarta
Source: P2TP2A of DKI Jakarta Province

The service that received by the victim after assessment by the case manager is psychological counseling with psychologist. The psychological services that are provided depends on the condition of the victim. The more severe the mental burden and psychological condition of the victim, the frequency of psychological counseling will be more often. Psychological consultation services are conducted in a special room so that the victim feels comfortable to tell about the psychological case and condition that happened. Interview with Mr. 'JM' as the father of 'N', a female elementary school student who is a victim of sexual violence by his teacher in Ciracas Sub-district, East Jakarta, explained the psychological consultation process in P2TP2A DKI Jakarta Province as follows:

“Ya mungkin kalo pelayanannya ya, satu, konseling ya buat penyembuhan masa trauma anak. Ya untuk iniannye (mekanisme) kan

antara anak sama psikolog di satu ruang khusus, jadi kita orang tua nunggu di luar. Mungkin entah sama psikolog tanya-jawab ke si anak, ya mungkin mereka lah yang bisa sharing berdua. Jadi di dalam ruangan itu ya psikolog tau ya masalah kebohongan anak, kejujuran anak, ada di situ. Jadi terungkaplah kalo si anak ini ya kena semacam tekanan lah ya, yang ga bisa diungkapkan ke orangtua karena takut, apa karena malu, tapi dengan psikolog mungkin terbuka semuanya. Yaa akhirnya kita berdua, anak ama bapak ye ditemuin ama psikolog, dijabarkan semuanya. Apa aja sih untuk pemulihan si anak yang trauma ini. Langkah-langkahnye ya dikasih tau sama psikolog.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“Yes, maybe, the service is first counseling for healing the trauma of child. Yes, for this (the mechanism), the child and psychologist were in one special room, so we, parents, were waiting outside. Maybe somehow the psychologist did the question-answer to the child, yes maybe they could share together. So, the psychologist inside there knew whether the child telling lies or truths. Then it was revealed that this child is hit by all the pressure, which could not be expressed to the parents because of fear or embarrassment, but with a psychologist she might open everything. After that we, daughter and father met by psychologist, the psychologist described everything, about what to do to this traumatized child recovery. The steps were explained by the psychologist.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

Mr. 'JM' explained that psychological consultation service is not only limited to question and answer or interviews between psychologist and victim, but the child victim of sexual violence is also invited to do activities that are calming down the child, to be more open in giving information. On the other side, Mr. 'JM' also accessed the psychological services of LPSK (Witness and Victim Protection Agency) so that his child's psychological condition recovered faster. The statement of Mr. 'JM' is as follows:

“Keduanya kan datang lagi, istilah katanya itu semacam pelayanan buat gambar-gambar bunga, rumah, orang, semuanya tuh satu-satu anak disuruh gambar, biar istilah kata, kalo bahasa apanye, biar mengingat ulang kondisi yang belum pernah terjadi, itu. Tapi kalo buat anak ya, istilahnya kan anak saya kan kebetulan juga bukan (hanya) di P2TP2A mba, LPSK juga kita ikut konseling juga, Lembaga Perlindungan Saksi dan Korban itu juga ketemu juga kita sama psikolognya juga.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

"The second time of appointment was the service of flower drawing activity, pictures, house, people, everything. Child were told to draw, to recall the condition that never happened yet. But if it is for children, my child was not only in P2TP2A, mba, we joined counseling at LPSK as well, Witness and Victim Protection Agency, we also met the psychologist.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

Unlike 'JM', 'MW' and 'S' who are also parents (mothers) of children victims of sexual violence who access the P2TP2A DKI Jakarta’ services, stated that they got different types of psychological consultation in P2TP2A DKI Jakarta Province, depending on the level of child’s trauma. 'MW' has accessed psychological counseling services for her daughter three times, which includes introduction of the child's habit before and after cases of sexual violence, drawing activities, and breathing technique. This is explained in the interview quote below:

“Pertama kali perkenalan, identitas diri, nama, umur, kelasnya. Udah gitu setelah didampingin kita disuruh keluar, tapi anaknya sendiri di dalem. Saya gak tau apa yang dibicarakan. Pertemuan pertama itu memang kita cuma cerita-cerita aja sih, ga banyak penanganan khusus ya, cuma ditanya hobinya apa anak kita, terus keluhannya apa. Kalo setelah kejadian itu di rumah itu apa yang dialami lah gitu ya. Nah baru janjiin lagi kedua, kedua itu mulai ada PR ya anak-anak, udah mulai ada kegiatan itu disuruh menggambar, mewarnai, terus orangtua udah

mulai bareng tuh dipertemukannya, gitu. Janjian lagi yang ketiga, kalo ketiga lebih anaknya diajarin kayak olah nafas, jadi menarik energi positif, terus mengeluarkan yang negatif. Nah kebetulan psikolognya itu nasrani jadi bahasanya diserahkan ke kita gitu cara berdoanya, teknik-tekniknya aja diajarin. Disuruh mengingat-ingat kejadian-kejadian menyenangkan.” (Interview with Mrs. ‘MW’ as the mother of child victim of violence at Mrs. ‘MW’'s House on March 7th 2018)

“The first is introduction of identity, name, age, class. After that we were told to go out, but the daughter stayed inside. I do not know what they were talking about. The first meeting was indeed just sharing stories, there was not a lot of special services, they just asked about our child's hobby and the complaints. What were things they experienced at home after that incident. The second appointment, the children started to have homework, and started to do the activity such as drawing, coloring, and the parents started to join the activity with children. The third, they were more likely taught the breathing technique, so it'd attract positive energy, and releasing negativity. Well, coincidentally the psychologist is christian so he let us use our ways to pray and taught us the technique instead. The children were told to recall fun memories.” (Interview with Mrs. ‘MW’ as the mother of child victim of violence at Mrs. ‘MW’'s House on March 7th 2018).

2) Health Services for Women and Children Victims of Violence

P2TP2A DKI Jakarta is partnering with DKI Jakarta Provincial Health Department through 17 hospitals and 44 health centers (*puskesmas*). The services provided include promotive, preventive, curative and rehabilitative aspects. Hospitals and health centers provide health services in accordance with article 4-6 in the Regulation of the Minister of Health of the Republic of Indonesia Number 68 Year 2013 on the Obligations of Health Service Providers to Provide Information on the Suspicion of Violence Against Children. The result of health services in the form of Visum et Repertum document will be

given to the police as an evidence of violent action report. In 2017, the issue of health care costs in the form of visum was not funded by the local government of DKI Jakarta. But starting in 2018, the visum is provided free of charge to women and child victims of violence, as described by drg. Silvia, MAP on the interview quote below:

“Alhamdulillah tahun 2017 ya, seperti kesehatan tadinya visum kan ga di-cover ya, di BPJS ga ada. Kemudian ini sudah di-cover oleh Dinas Kesehatan DKI.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018).

“Alhamdulillah in 2017, as visum that was not funded, yes, because there is no visum in BPJS. Then it is now covered by the Health Department of DKI.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018).

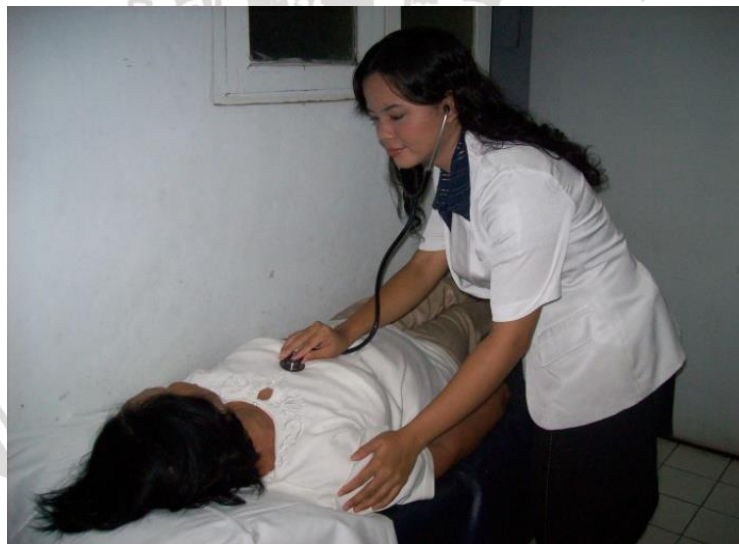


Figure 4. 7 Health Service
Source: P2TP2A of DKI Jakarta Province

The role of P2TP2A of DKI Jakarta Province in health service is to provide referrals to hospitals or *puskesmas* and to accompany victims of violence during Visum et Repertum examination process. This is explained in the interview quote below:

“Jadi kalo disitu (P2TP2A) khusus konseling doang. Kalo visum tetep ke rumah sakit. Iya sempet visum, dua kali malah. Kalo visum ininya kan, khusus antara dokter. Ya dokter sama anak saya aja. Kita kan orang tua cuma ditanya-tanya doang sebatas mana nih anak traumanya kemaren.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“So there (P2TP2A) was only counseling service. If we want visum, we still have to go to the hospital. Yes, we had visum, twice. Visum is particularly handled between doctors. The doctor with my daughter. We, parents just, were just asked about the level of our daughter’s trauma.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

3) Social Rehabilitation for Women and Children Victims of Violence

This service is in collaboration with the Provincial Social Department of DKI Jakarta which aimed to manage and develop the ability of a person experiencing social dysfunction due to the acts of violence that they experienced in order to be able to complement their social functions properly. The services are shelter/safe house and rehabilitation services such as mental and social guidance by the social workers. The function of P2TP2A of DKI Jakarta Province in this service is to provide referrals to victims of violence to safe shelter/safe house that have been appointed.

However, until the writing of this undergraduate thesis, DKI Jakarta does not have a Safe House yet for sure. When the author did the research, the Provincial Government of DKI Jakarta was formulating the governor's regulation on safe house procurement. This is such a response to the commitment of elected governors, Anies Baswedan and Sandiaga Uno, in providing safe house as the strategy to achieve their mission. This was conveyed by Mrs. Silvia and Mrs. Betty in the interview quotes below:

“Pelayanan atau rujukan rumah aman Insyaallah tahun ini 2018 sudah disediakan oleh Dinsos, oleh Pemda. Artinya ini sudah saling mendukung dan masih on process. Pergub rumah aman masih proses. Sudah masuk anggaran tahun 2018 ada rujukan rumah aman.”

(Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018).

“Service or safe house referral Insyaallah in 2018 is already provided by Social Department, by local government. This means it has been mutually supportive and still on process. Governor Regulation on safe house is still on process. In the 2018 the budget of safe home referral is already there.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018).

“Sampai sekarang Pemda DKI masih belum punya rumah aman yang benar-bener aman. Karena kita masih pake panti yang ada, gitu. Walaupun sekarang pergubnya juga sedang dibuat sih, sedang dibuat untuk ada pengelolaan rumah aman yang lebih aman lah gitu ya.”

(Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).

“Until now the local government of DKI still do not have a safe house that is really safe. Because we still use the existing panti (a social welfare institution). Although now the governor regulation is being formulated anyway for a safer house with a safer management.” (Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).



Figure 4. 8 Social Rehabilitation Service
Source: P2TP2A of DKI Jakarta Province

While waiting for safe house procurement, women and child victims of violence receive social rehabilitation services at *Panti Sosial Perlindungan Bhakti Kasih* which is located at Jalan Dakota II No.3, Kelurahan Kebon Kosong, Kecamatan Kemayoran, Central Jakarta. *Panti Sosial Perlindungan Bhakti Kasih* provides services such as shelter, clothing, food, health services, spiritual coaching activities that also work with volunteers, and economic empowerment through skills training as explained by the Head of Coaching Unit of *Panti Sosial Perlindungan Bhakti Kasih*, Rietma Chrismadantie, as follows:

“Pembinaannya dalam bentuk kerohanian, lalu keterampilan, fisik, dan bimbingan psikologi. Yang termasuk bimbingan keterampilan kita punya salon, lalu hasta karya, untuk tahun ini. Yang termasuk fisik, kita punya SKJ (Senam Kesegaran Jasmani) yang rutin. Yang termasuk kesenian itu ada menyanyi, ada qasidah. Yang termasuk bimbingan rohani kami ada IQRO dan wawasan keagamaan, tambah ada nasrani,

*kerohanian nasrani dari Yayasan Lima Roti Dua Ikan.” (Interview with the Head of Coaching Unit of *Panti Sosial Perlindungan Bhakti Kasih*, Rietma Chrimadantie, at *Panti Sosial Perlindungan Bhakti Kasih* February 2nd 2018)*

“Coaching is in spiritual form, skill, physical, and psychological guidance. Skill coaching includes salon, and handicraft, for this year. Physical coaching includes regular SKJ (Physical Fitness Exercise). For art, there are singing and *qasidahan* (Islamic singing). Spiritual guidance includes IQRO and religious insights, there is also Christian spirituality coaching by the Christian Foundation of the Yayasan Lima Roti Dua Ikan.” (Interview with the Head of Coaching Unit of *Panti Sosial Perlindungan Bhakti Kasih*, Rietma Chrimadantie, at *Panti Sosial Perlindungan Bhakti Kasih* February 2nd 2018)

Although the service is more likely a social rehabilitation, *Panti Sosial Perlindungan Bhakti Kasih* does not conduct counseling. This is because counseling guidance is a duty of P2TP2A DKI Jakarta. The workers are limited to provide motivation to *Warga Binaan Sosial* (women and child victims of violence in *Panti Sosial Perlindungan Bhakti Kasih*). This was stated by Dwi Atini, AKS, M.Si., as stated below:

*“Kalo untuk bimbingan konseling, konseling yang dilakukan, kami tidak berani terlalu intervensi ya, karena memang ada patokan-patokan dari P2TP2A untuk konseling, ya. Jadi kami di sini fungsinya hanya memberikan motivasi. Kalo konseling kita tidak boleh terlibat terlalu dalam, takut nanti kita kesalahan. Jadi konseling pun biasanya P2TP2A menjemput lalu dikonseling di tempat P2TP2A.” (Interview with the Head of Service Delivery Unit of *Panti Sosial Perlindungan Bhakti Kasih*, Dwi Atini, AKS, M.Si., at *Panti Sosial Perlindungan Bhakti Kasih* on February 2nd 2018).*

“For counseling guidance, we do not dare to intervene because there are benchmarks of P2TP2A for counseling. So our function here is only to provide motivation. We are not too involved in counseling, we’re afraid of mistakes. So, usually P2TP2A pick up the victims for counseling and

conduct it at P2TP2A office.” (Interview with the Head of Service Delivery Unit of *Panti Sosial Perlindungan Bhakti Kasih*, Dwi Atini, AKS, M.Si., at *Panti Sosial Perlindungan Bhakti Kasih* on February 2nd 2018).

Warga Binaan Sosial or victims of violence referred by P2TP2A dated January 1st-February 2nd 2018 are three people. Two of them are a mother and child victims of domestic violence (KDRT). While one other person is a victim of violence who has mental retardation (has an IQ below average).

4) Law Enforcement and Legal Assistance for Women and Children Victims of Violence

Legal assistance for victims of violence was conducted in the police station, prosecutor office, and courts during the legal process of victims of violence. Law enforcement services include legal consultation, case investigation, and legal settlement cases both litigation (in court) and non-litigation (out of court). This service involves experts on the fulfillment of rights of women and children, advocates, and paralegals from P2TP2A DKI Jakarta Province. This service works with police and legal institutions. P2TP2A has officially cooperated with the police and legal aid institutions in the form of Memorandum of Understanding (MOU).

The role of P2TP2A of DKI Jakarta Province in this case is assisting in every stage during legal process. In addition, P2TP2A DKI Jakarta Province also helps to collect evidence for the purposes of the court. Coordination

mechanism of handling in the legal process conducted by the police together with P2TP2A DKI Jakarta Province can be seen in the picture below:

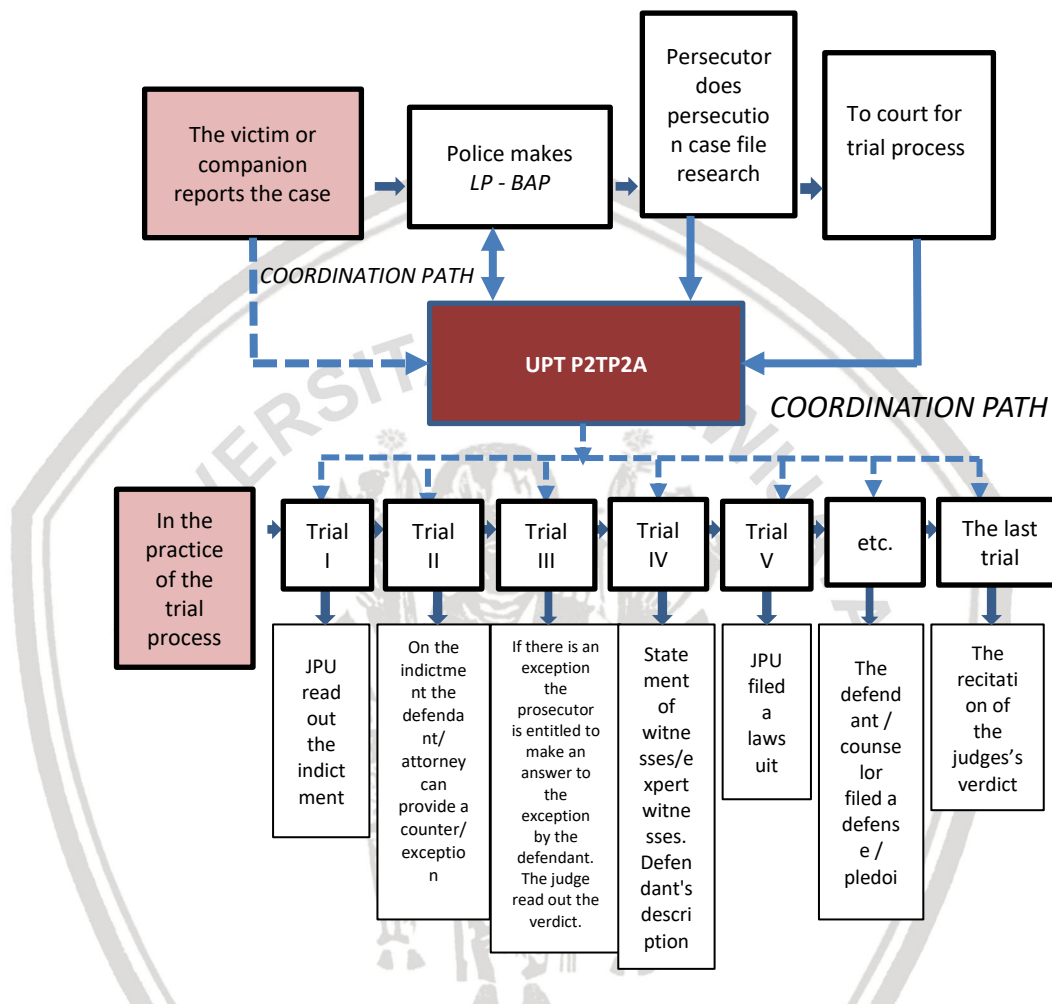


Figure 4. 9 Coordination Mechanism of Handling in Legal Processes
Source: P2TP2A of DKI Jakarta Province

Police in this service are assigned to provide victims' rights to justice or law enforcement. As explained by AKP Endang Sri Lestari, SH, M.Si., as the Head of Women and Child Service Unit (PPA) Poda Metro Jaya, below:

“kalo pelayanan yang dilakukan oleh polisi ya adalah penegakan hukumnya. Memberikan hak atau pemenuhan keadilan terhadap korban yaitu berupa penegakan hukum. Nah korban itu apa aja misalnya, dia butuh pelayanan psikologis, ya kita rujuk ke P2TP2A untuk mendapatkan layanan psikologis. Polisi kemudian mencari saksi-saksi ataupun alat bukti maupun barang bukti yang terkait oleh pidana yang diadukan oleh masyarakat tadi. Setelah itu baru polisi nangkap pelakunya. Setelah nangkap pelakunya baru diperiksa. Lalu dibuatlah berkas perkara. Nah berkas perkara ini kemudian disusun dan disampaikan kepada jaksa penuntut umum untuk dikoreksi. Apabila berkas ini telah lengkap, maka polisi berkewajiban untuk menyerahkan tersangka atau tahanan kepada jaksa” (Interview with the Head of Women and Children Service (PPA) Unit of Polda Metro Jaya, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of Polda Metro Jaya on February 8th 2018).

“The service that provided by the police is the law enforcement. Giving the rights or justice to the victim in the form of law enforcement. If the victim needs psychological services, yes, we refer to P2TP2A to get psychological services. Police then search for witnesses or evidence related to the crime which the public complained of earlier. After that police catch the perpetrator. Then the perpetrator is being checked. And the file is made. The file of this case is then compiled and submitted to the public prosecutor to be corrected. If the file is complete, then the police are obliged to hand over the suspect to the prosecutor.” (Interview with the Head of Women and Children Service (PPA) Unit of Polda Metro Jaya, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of Polda Metro Jaya on February 8th 2018).

5) Repatriation and Social Reintegration for Women and Child Victims of Violence

Repatriation is an effort to return women and children victims of violence from abroad to the point of debarkation/entry point, or from the recipient region to the origin region. Social reintegration is an attempt to reunite the victims with family, substitute families or communities that can provide

protection and fulfillment for the victims. This service is provided for victims of violence coming from outside the province of DKI Jakarta to be able to return to the area of origin. Therefore, in the service of repatriation and reintegration, P2TP2A of DKI Jakarta Province is working in partnership with Social Department of DKI Jakarta Province and ten provincial governments included in *Mitra Praja Utama* (DKI Jakarta, West Java, Central Java, DI Yogyakarta, East Java, Bali, Lampung, West Nusa Tenggara, Banten, and East Nusa Tenggara).

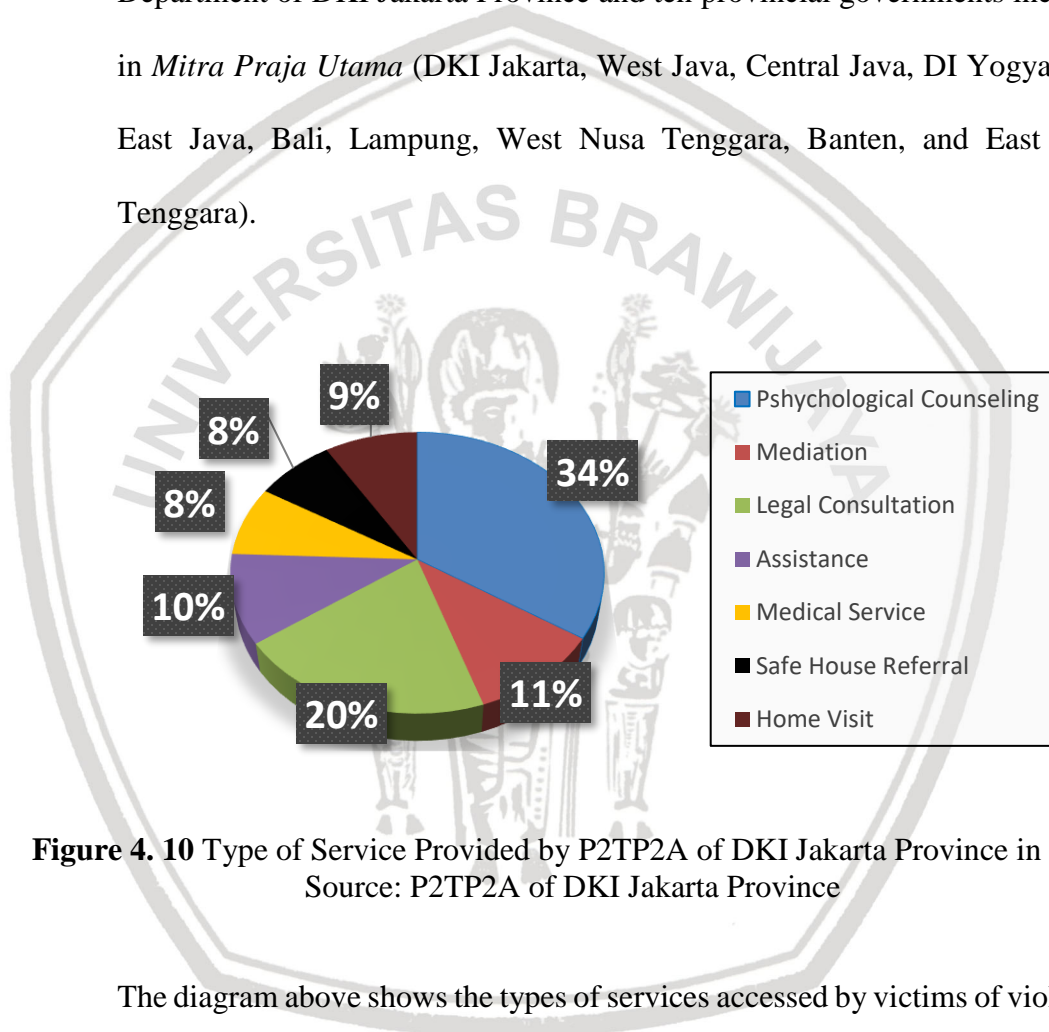


Figure 4. 10 Type of Service Provided by P2TP2A of DKI Jakarta Province in 2017
Source: P2TP2A of DKI Jakarta Province

The diagram above shows the types of services accessed by victims of violence. In 2017, the number of P2TP2A' clients of DKI Jakarta Province reached 1,217 people consisting of 518 female clients and 699 children clients. There are 414 people or 34% of the total number of victims in 2017 accessed psychological counseling services in

P2TP2A DKI Jakarta Province. The service is the most accessed service compared to the other six services. The least accessed service are medical service and safe house referral which only reached 8% of clients or 97 people.

b. Output (Quality) and Availability

1) Service Procedure

The availability of good services is based on the availability of clear service procedures and does not complicate the service users. The service procedure should also be able to fulfill the needs of the victims systematically and with effective completion time. The service procedure or process of handling victims of violence against women and children in UPT P2TP2A DKI Jakarta Province from complaints to termination can be seen on Figure 4.11.

Each type of service provided by P2TP2A of DKI Jakarta Province requires an intervention agreement between the victims of violence and P2TP2A of DKI Jakarta Province as service provider. In addition, case records or case databases are also updated along with the services used by victims of violence. The service procedure for women and child victims of violence is made in accordance with international standards namely ISO 9001: 2015. Implementation of ISO 9001: 2015 in P2TP2A DKI Jakarta Province has been implemented since July 2016. ISO 9001: 2015 that is implemented in UPT P2TP2A include Complaint Administration, Legal Consultation, and Counseling.

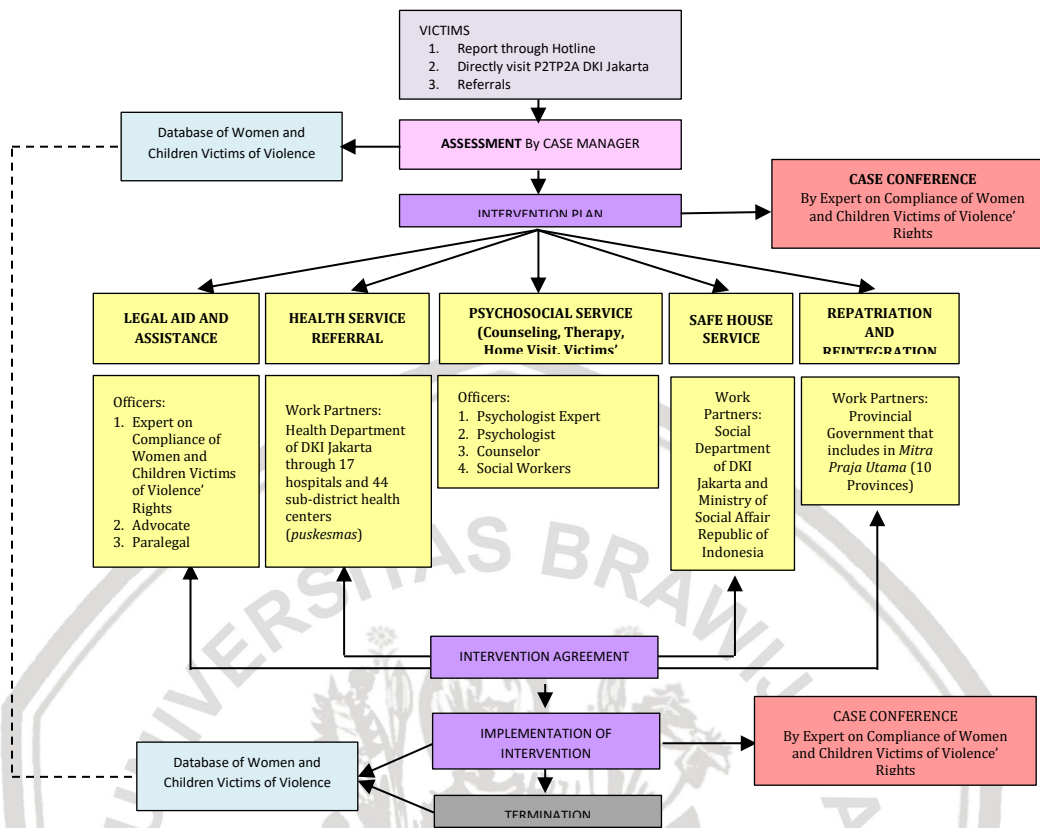


Figure 4. 11 The Service Procedure of Victims of Violence Against Women and Children in UPT P2TP2A of DKI Jakarta Province and Responsible Service Officer
Source: P2TP2A of DKI Jakarta Province

According to P2TP2A service user of DKI Jakarta Province, Mr. 'JM', who is the parent of child victim of sexual violence, P2TP2A service procedure together with the work partner is quite easy to follow. This is stated in the interview quotes below:

“Jadi buat ini kan kita istilah kata, jadwalnya nih, kebetulan pihak P2TP2A dan kepolisian misalkan ‘ibu dateng nanti hari selasa ya’ jadi udah ada semacam pengantar. Nah dari situ kan kita absen dulu lah. Absen nama, orang tua, nama anak, ini ini. Konseling kan intinya. Nah dari situ kita tunggu, nanti secara pas jam kerja kan karna pagi takut antri kan kebetulan rame kalo udah jam siangan. Jadi prosedur saya bilang ya mudah. Karna istilah kata ini kan penyembuhan ya. Jadi ya saya bilang, dijembatanin lah.” (Interview with Mr.

‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“So, for the schedule, there’s an escort from P2TP2A and the police, for example, ‘Mam, please come on Tuesday’. Well, after that, we took presence firstly. Filled the name, parent’, child’s name, that’s it. It was basically counseling. Well from there we waited in the morning because in the working hour in afternoon it would be crowded. Well for procedure, I’d say it was easy to follow. Because this is about the healing, I’d say we were bridged.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

The service flow and procedures are also socialized through routine socialization activities and printed media such as leaflets and brochures. The objectives of the socialization activities are directed to community organizations for Family Welfare Movement (PKK), flats residents, communities, schools and so on. But infrequently socialization is also done at national and international events, such as in car free day, which involves observers of women and children. Socialization activities are expected to increase public awareness about violence against women and children and provide an extension of the information chain, in which people can re-convey information they got from the socialization. It is stated by drg. Silvia, MAP and Betty Ratnasari, SH., as follows:

“Alurnya itu sesuai SPM yang saya sampaikan. Jadi kita memang punya alur pelayanan standard dan memang itu sudah kita SOP-kan sesuai dengan, karena kita sudah ISO, sesuai dengan ISO 9001:2015 ya, standar internasional dan itu sudah kita jalankan dan kita patenkan seperti ini loh alurnya, gitu, dan sudah kita sosialisasikan juga baik di acara-acara atau di media seperti media cetak, di leaflet, brosur.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“The procedure/service flow is in accordance with the SPM that I’ve stated. So, we do have a standard service flow and indeed we have standard operating procedures in accordance with, because we use ISO, it is inline with ISO 9001: 2015, the international standards, and we have run and implemented it, the flow is like this, and we already socialized it well in events or in media such as printed media like leaflets, brochures.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“Kebanyakan sosialisasi yang kami lakukan itu kami lakukan sendiri. Walaupun tidak menutup kemungkinan kita kerjasama juga gitu ya, kalo kayak di event-event besar kami kerjasama, ya, kalo misalnya pas hari ibu, atau hari kartini atau hari apa itu kita bareng-bareng lah semua lembaga pemerhati perempuan dan anak gitu atau pas hari anak nasional atau internasional itu kami kerjasama gitu kan gelar event-event yang di car free day atau apa gitu.” (Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).

“Most of our socializations are done by ourselves. Although it does not close the possibility of cooperation as well, especially in big events, we do cooperation, for example in Mother's Day, *Kartini's Day* or else, we and all woman-and-children-concerned institutions conduct the events/socialization in national or international children's day at the car free day or others.” (Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).



Figure 4. 12 Socialization Instruments (Booklets and Leaflets)

Source: P2TP2A of DKI Jakarta Province

2) Service Time

Service time starts at 08.00 until 17.00 WIB. Meanwhile, the time period of the service provided by P2TP2A DKI Jakarta Province is relative or uncertain. This is because the service process is mainly related to the law depending on the evidence obtained, such as psychological report, *visum* report, and other evidence. In addition, the psychological condition of victims of violence also affects the process of service provided. Some victims of violence are difficult to open to the P2TP2A DKI Jakarta Province because of the trauma they experienced or the fear of the threat from the perpetrator who is the family itself i.e. the husband. As stated by the Head of UPT P2TP2A of DKI Jakarta Province below:

“Proses ini tergantung alat bukti yang didapatkan. Karena untuk mendapatkan alat bukti ini tergantung daripada klien itu sendiri, gitu. Jadi ada klien yang mudah, yang kita bisa dua kali ketemuan dia udah bisa membuka (cerita kejadian). Ada yang sampe 4 kali 5 kali ya. Terus ada ya maksudnya tuh berbelit-belit atau dia tidak bisa bicara. Banyak hal yang mempengaruhi. Jadi itu membutuhkan waktu ya. Yang jelas kita disini membantu kepolisian menyediakan alat bukti, ya, sepanjang klien kita itu mau melapor. Kalo mereka ada kekerasan trus gak mau lapor, yaudah itu artinya kasusnya jadi lama, gitu. Karena kan tidak semua orang mau kasus yang dialaminya itu dibawa ke hukum.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“This process depends on the evidence obtained. Because to get this evidence depends on the client itself. So, there is an easy client, which we can meet twice he can already open (story of the incident). There are people who need 4 times or 5 times of appointment. There are also people who talk convolutedly or he/she just cannot talk. Many things that affect. So, it takes time. Obviously, we are here to help the police to provide evidence, as long as our clients are willing to report. If they experience violence but do not want to report, that means the case will take a long time. Because not everyone wants their case to be brought to the legal process.” (Interview with drg. Silvia, MAP as Head of

UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

The need for a psychological report as a proof of a violent case is required as soon as possible to be proceed immediately. However, the timing of service, particularly consultation services in P2TP2A of DKI Jakarta Province is very dependent on the psychological condition of the victim. In addition, the consultation schedule should also be adjusted to the child's school hours. It is mentioned by Ms. 'MW' on the interview quote below:

“Jaraknya per minggu ya, seminggu sekali dijadwalinnya. Karena emang ngejar itu tadi ya, ngejar laporan. Karena kan waktunya menyesuaikan, jadi tidak boleh mengganggu jam sekolah anak. Jadi kita awal dateng pagi ya, pertemuan pertama, cuman kita nego karena itu kan hari sekolah. Jadi pulang sekolah ya pertemuan kedua dan ketiga sore, jadi kita mulai siang jam dua ampe jam lima. Tiga kali ya.” (Interview with Mrs. ‘MW’ as the mother of child victim of violence at Mrs. ‘MW’'s House on March 7th 2018)

“The interval was per week, it was scheduled once a week. Because indeed, we needed the report as soon as possible. The time was adjusted, so it would not bother children's school hours. So, we started early in the morning, the first meeting, but we negotiated because it's school day. So, the second and third appointment was conducted after school, so we started at two o'clock until five o'clock. Three times.” (Interview with Mrs. ‘MW’ as the mother of child victim of violence at Mrs. ‘MW’'s House on March 7th 2018)

In general, according to a paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., the time span of service procedures ranging from reporting to termination reaches 1 year or even more. In addition to the psychological condition of the victim, the duration of the service is also influenced by the Official Report of the Investigation (BAP) of the victim and witnesses, court title, as well as proceedings in

the court and prosecutor's office which can reach ten trial proceedings. This is explained in the statement below:

“Satu tahun. Bisa lebih ya. Karena kan gini ya, kalo proses hukum itu kan waktunya memang lama tuh, laporan gitu kan, terus visum dulu, BAP (Berita Acara Pemeriksaan) korban, BAP saksi-saksi, terus si pelaku juga dipanggil sebagai saksi dulu kan gitu kan. Kalo dia ketangkap tangan dan tidak mau ngaku kan harus cari saksi-saksi lainnya yang mendukung. Terus baru masuk pengadilan. Pengadilan paling ngga 10 kali sidang. Prosesnya memang lama, bisa sampe setahun ataupun lebih. Kami juga punya yang lebih dari setahun” (Wawancara dengan Paralegal P2TP2A Provinsi DKI Jakarta, Betty Ratnasari, SH., di P2TP2A Provinsi DKI Jakarta pada tanggal 1 Februari 2018).

“One year of could be more. Because the legal process takes a long time, the report, continued with visum, BAP (Investigation Report) of victim, BAP of witnesses, and the perpetrators are also called as a witness first. If he is caught but do not admit, we had to find other supportive witnesses. And then it goes to the court. The court process takes at least 10 times of trial. The process is quiet long, it can be up to a year or more. We also have cases that took more than a year.” (Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).

Mr 'JM' as the father of child victim of sexual violence, also stated the same thing that the service process from complaint to termination takes a long time. Mr. JM started accessing P2TP2A services of DKI Jakarta Province and partners from November 2017. For 3 months until the interview was held on February 7, 2018, Mr. JM still accessed the services of P2TP2A of DKI Jakarta Province together with the work partners. This is due to the long legal process, as written in the interview quotes below:

“Jadi kalo buat proses hukum masih berjalan sampe saat ini. Kebetulan masih panjang, mba, kalo bilang proses hukum panjang banget ya. Kebetulan antara saksi-saksinya juga harus dihadirkan. Kita tinggal nunggu, kalo ga ada halangan tanggal 23 (Februari 2018) besok itu akhir buat penahanan, nanti

tinggal sidang. Paling antara maret lah (selesai). ” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“The legal process is still running until now. It is still long way to go, *mba*, it takes a long time for the legal process. The witnesses must also be attended. We stay waiting, if there is no obstacle, on the date of 23 (February 2018) tomorrow is the end for detention and continued with trial. Mostlikely it will be done in March.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

3) Service Facility

Facilities for services owned by P2TP2A DKI Jakarta Province for victims of violence in general include counseling rooms, service posts of violent complaints both within UPT P2TP2A DKI Jakarta Province and 12 complaint posts spread in RPTRA and flats in DKI Jakarta, as well as children's playroom. Not far from the location P2TP2A DKI Jakarta Province, precisely behind the building, there is Child-Friendly Integrated Public Space (RPTRA) *Jaka Teratai* as a safe child playground.



Figure 4. 13 Children Playroom at P2TP2A of DKI Jakarta Province

Source: P2TP2A of DKI Jakarta Province

In addition, P2TP2A DKI Jakarta Province also has two Protection Motorbikes and one Protection Car which are grants from the Ministry of Women Empowerment and Child Protection (KPPPA) and one car provided by the Government of DKI Jakarta. The vehicles are used for the victims of violence both to take them to the hospital, police, court, or home visit activities. Even though sometimes it is hampered by the lack of fuel, it is still used properly. This is explained by Mrs. Betty, paralegal of P2TP2A DKI Jakarta Province, on the interview quote below:

“Kami dapat bantuan Molin ya, Mobil Perlindungan dan Motor Perlindungan. Itu fungsinya untuk mengantar klien, klien kalo misalnya datang kesini, terus butuh dianter ke rumah sakit atau ke polisi, untuk pelayanan-pelayanan kami lah gitu ya, sidang. Tapi itu juga terkendala bensinnya ga ada, atau ngga servisnya ga ada. Kan begitu-begitu butuh maintenance, kendalanya tuh.” (Interview with Paralegal P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., In P2TP2A DKI Jakarta Province on February 1, 2018).

“We had Molin, the Protection Car and Protection Motorbikes. It functions to take clients, for example if clients come here and they need to go to the hospital or to the police, to trials, it’s for our services. But it is also constrained by the lack of fuel or maintenance. Moreover, we need maintenance, that’s the obstacle.” (Interview with Paralegal P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., In P2TP2A DKI Jakarta Province on February 1, 2018).

On the other side, the availability of P2TP2A facilities of DKI Jakarta Province according to Mr. 'JM' and Mrs. 'S', parents of children victims of sexual violence, are sufficient enough to ease the psychological burden on children. They feel quite satisfied with the facilities that make their children feel comfortable. This is explained in the interview quotation below:

“Kalo buat psikolog yang di ruang itu nyaman ya, kebetulan di belakangnya juga kan ada RPTRA baru. Yaa kalo saya bilang nyaman karna kan ada tempat

bermain tuh yang di dalam. Nah karna kita ada jeda istirahat, anak-anak pada maen di RPTRA di belakang, baca-baca apa sekalian maen-maen ayunan, ada kok di belakangnya itu. Kalo fasilitas ya, udah cukup lah, dalam arti anak jadi ga terlalu tertekan.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“Psychological service in the room is comfortable, moreover also there is also a new RPTRA behind the office. Well, I’d say it’s comfortable because there is a place for kids to play inside. Because we had a break, the children played at RPTRA behind the office, read the books, played on swing. The facilities are already enough, the children didn’t get too depressed.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“Nyaman banget. Kalo anak-anak sih betah banget, ya. Ada ruangan bermain juga kan, ada ruang tempat anak-anak bayi ya. Ada tempat main ping-pong juga ya anak-anak, ada tanemannya juga. Kita kelling pokoknya 3 kali. Bagus deh tempatnya, udah memadai.” (Interview with Mrs. ‘S’ as the mother of child victim of violence at Mrs. ‘MW’s House on March 7th 2018).

“Very comfortable. The kids really felt at home. There is a play room too, and room for babies. There is also a place to play ping-pong for children, and there are plants. We walked around just 3 times. It is a good place, and it is already adequate.” (Interview with Mrs. ‘S’ as the mother of child victim of violence at Mrs. ‘MW’s House on March 7th 2018).

In addition to the fun service facilities at P2TP2A office in Jakarta, P2TP2A partner, Women and Child Service Unit (Unit PPA) of Polda Metro Jaya, also has special facilities related to service to women and child victims of violence, namely counseling room and playroom from children.



Figure 4. 14 Children Playroom Facility of Women and Child Service Unit (Unit PPA) of Polda Metro Jaya
Souce: Author' Documentation

4) The Competence of The Service Provider

Service officers of P2TP2A DKI Jakarta are fifty persons consisting of one expert on the fulfillment of the right of victims of violence against women and children, one clinical psychologist, two psychologists, two advocates, three paralegals, twenty-seven counselors, five case managers, two databases cases, one complaint hotline, and six other Individual Persons (PJLP). Details of the composition and competence of Experts, Service Personnel, and Other Individual Persons (PJLP) UPT P2TP2A DKI Jakarta 2018 can be seen on Table 4.2.

The composition and competence of service officers on women and children victims of violence is in accordance with the Governor Regulation of DKI Jakarta Number 120 of 2017 on the Honorarium of Experts and Service Personnel on Technical Implementation Unit of Integrated Service of The Empowerment of Women and Children. Drg. Silvia, MAP. as Head of P2TP2A of DKI Jakarta Province and Kanthi

Lestari, SH., as advocate of P2TP2A DKI Jakarta' statement about the competence of service providers can be seen in the interview quotes below:

“Kalo dari sisi kompetensi kita punya Pergub 120 Tahun 2017, di sana menyebutkan kriteria seorang tenaga ahli itu apa sih kompetensinya. Disebut tenaga ahli HAM gitu ya, atau tenaga ahli psikolog klinis. Kemudian semua layanan itu ada kompetensinya yang sudah dipersyaratkan di Pergub 120, ya, begitupun jenjang pendidikan dan pengalamannya sudah disebutkan disitu. Dan P2TP2A sudah mengikuti itu per-2018 ini malah kita sudah melakukan rekrutmen sesuai standar yang diatur di Pergub 120 Tahun 2017.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“For the competence, we have Governor Regulation of DKI Jakarta Number 120 of 2017, it mentions the criteria of a skilled expert and the competence. For example, human rights experts or clinical psychologists. All the services have its own competence that is required in the Governor Regulation, as well as the level of education and experience are mentioned there. And P2TP2A already followed it started from 2018 and we have actually done the recruitment according to the standards set in the Governor Regulation.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“Kalo untuk jabatan-jabatan itu, semuanya itu sudah sesuai dengan kriteria yang disyaratkan. Jadi kan untuk jabatan non-PNS di sini itu kan ada pergubnya, nah itu semua sudah sesuai dengan kriteria itunya, deskripsi apa yang diminta dari jabatan-jabatan itu. Pergub Nomor 120 Tahun 2017.” (Interview with Advocate of P2TP2A DKI Jakarta Province, Kanthi Lestari, SH., in P2TP2A DKI Jakarta Province on February 1, 2018).

“For those positions, they are in accordance with the required criteria. So, there is a governor regulation for non-civil servant positions here, well it's all in accordance with the criteria, the description of what is requested from the positions. It is Governor Regulation of DKI Jakarta Number 120 Year 2017.” (Interview with Advocate of P2TP2A DKI Jakarta Province, Kanthi Lestari, SH., in P2TP2A DKI Jakarta Province on February 1, 2018).

Besides of relying on composition, competence, and experience, P2TP2A service officers in DKI Jakarta Province must also be gender responsive. Thus, service

users will feel comfortable with the hospitality of officers in serving the community.

Mrs. 'MW' stated that P2TP2A officers of DKI Jakarta Province have a friendly attitude to client/service user. This is stated in the following interview quote:

“Petugasnya ramah, satpamnya juga ramah ya, dari ujung ke ujung baik. Yaa baik-baik semuanya, dari penerima tamu, costumer servicenya.” (Interview with Mrs. 'MW' as the mother of child victim of violence at Mrs. 'MW's House on March 7th 2018).

“The officers are friendly, the security guard is friendly, too, from the front to the back. Well everyone, from the receptionist, and costumer service.” (Interview with Mrs. 'MW' as the mother of child victim of violence at Mrs. 'MW's House on March 7th 2018).

5) Utilization of Information Technology

Service cannot be separated from the influence of information technology. One of the efforts made, P2TP2A DKI Jakarta Province involved in the national website built by the Ministry of Women Empowerment and Child Protection (KPPPA) namely *SIMFONI PPA*. It is a documentation system of violence data, through cross-district and cross-province recording and reporting systems, through a comprehensive and integrated application system. However, according to Head of P2TP2A DKI Jakarta Province, drg. Silvia, MAP, currently P2TP2A DKI Jakarta Province does not yet have an online-based service for the victims who want access the service online.

“Kita secara online tidak ada. Tapi kalo di dalam kita memang punya aplikasi sendiri untuk internal dan tidak di-ini (publikasi) keluar. Jadi kita gak ada website. Dulu pernah ada, tapi gatau tuh gak ada anggarannya, kali? Simfoni ppa itu kita ikutin dan memang untuk DKI kayaknya baru kita yang aktif”. (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“We do not have online service. But internally we do have our own applications and not publish it out. So, we have no website. There used to be one, but I don’t know maybe there’s no budget. We follow and use SIMFONI PPA and perhaps DKI is the only active user.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

6) Service Innovation

The service for women and children victims of violence in DKI Jakarta Province through P2TP2A DKI Jakarta has its own service innovation that distinguishes service to women and child victims of violence in DKI Jakarta with other provinces in Indonesia. One such service innovation is the Governor Regulation of DKI Jakarta Number 120 of 2017 on the Honorarium of Experts and Service Personnel on the Technical Implementation Unit of Integrated Service of Women and Children Empowerment that specifically regulates the composition and competence of service personnel in providing service to women and children victims of violence.

Other innovation service to women and children victims of violence are twelve complaint posts spread across twelve Child-Friendly Integrated Public Space (RPTRA) and flats in DKI Jakarta Province. In each complaint post there are two counselors on duty. The complaint post is spread in Marunda Flat, RPTRA Kalijodo, RPTRA Harapan Mulya, RPTRA Rustanti, Pesakih Flat, Flamboyan Flat, RPTRA Kemandoran, RPTRA Flamboyan, Muara Baru Flat, Pulo Gebang Flat, Cipinang Besar Selatan Flat and Gria Tipar Cakung Flat. The location of complaint posts will be

expanded to provide a better access for society in reporting cases. In addition, P2TP2A of DKI Jakarta Province has also integrated the service of complaint of woman and children victims of violence to the emergency call *Jakarta Siaga 112* owned by DKI Jakarta Government and operated by Regional Disaster Management Agency (BPBD). Jakarta Alert 112 is integrated with P2TP2A DKI Jakarta Province, Regional Disaster Management Agency (BPBD), police, and hospitals. This is explained by the statement drg. Silvia, MAP., on the interview quote below:

“Kita punya pos pengaduan yang tujuannya mendekatkan akses masyarakat untuk mereka bisa mengadu kemudian bisa cepat ditindaklanjuti, ya setidaknya konseling awal. Jadi mereka tidak perlu harus ke (kantor) provinsi karena ini kita udah sebar, baru ya, baru dua belas, next ini akan dikembangkan. Dan yang terakhir ini adalah layanan integrasi dengan layanan darurat 112 punya Pemda DKI, ya, jadi kita udah masuk ke dalam sistem. Jadi istilahnya masyarakat kalo ada mengalami kekerasan atau melihat kekerasan di sekitarnya, mereka cukup pencet 112 layanan gratis dan itu 112 akan connect dengan P2TP2A dan kepolisian. Jadi kalo sifatnya gawat darurat itu sangat-sangat efisien.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“We have complaint posts which purpose is to bring access closer to people to report the case and can be quickly followed up, at least an early counseling. So, they do not need to go to the provincial office because of we've spread it, there are only twelve, for the next it will be expanded. And the last one is the integration services with the emergency services 112 owned by DKI Government, so we've entered into the system. So, if people experience violence or see violence action around, they can simply call 112 for free and it will connect with P2TP2A and the police. If it's an emergency situation, it will be very efficient” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

c. Accessibility

At the beginning of 2017, people who want to report violence against women and children should visit the headquarters of P2TP2A of DKI Jakarta Province which is located in Pulo Gadung, East Jakarta, go to implementing units that are spread across six administrative cities, or do reporting through hotline 0813-176-176-22. Currently, access to services for women and child victims of violence has been expanded through 12 complaint posts integrated with the Child-Friendly Integrated Public Space (RPTRA) and flats as well as the *Jakarta Siaga 112* call center. Access list of P2TP2A services in DKI Jakarta Province can be seen on table below:

Table 4. 3 Service Access of P2TP2A DKI Jakarta

No.	Service Access	Explanation
1	Complaint Hotline	0813-176-176-22
		112
2	Complaint Posts	RPTRA Kalijodo
		RPTRA Harapan Mulya
		RPTRA Rustanti
		RPTRA Kemandoran
		RPTRA Flamboyan
		Marunda Flat
		Pulo Gebang Flat
		Pesakih Flat
		Flamboyan Flat
		Muara Baru Flat
		Cipinang Besar Selatan Flat
		Griya Tipar Cakung Flat

Source: P2TP2A of DKI Jakarta, *processed*

d. Responsiveness

The responsiveness of services for women and child victims of violence is assessed based on the principle of coordination of Network-Type Mechanism (NTM) through several coordination criteria, namely focus, formality, frequency, and function. NTM coordination is basically chosen because interaction and collaboration among actors in handling cases of violence against women and children are essential. Thus, network mechanism is the best approach chosen to measure collaborative process in order to know the responsiveness of the service performance. The actors that are involved in the service performance for women and children victims of violence are P2TP2A DKI Jakarta, Health Department of DKI Jakarta, Social Department of DKI Jakarta, Polda Metro Jaya, and *Panti Sosial Perlindungan Bhakti Kasih*. The responsiveness through indicators of collaboration process in coordination mechanism of handling women and children victims of violence are as follows:

1) Focus

Service coordination to women and children victims of violence focuses on two things. First, coordination is focused on optimizing services, i.e. how victims of violence can be handled as best as they can. Service coordination is also focused on service relevance to Minimum Service Standards (SPM) established in the Regulation of the Minister of Women Empowerment and Child Protection of the Republic of Indonesia Number 01 Year 2010 on Minimum Service Standards of Integrated Service Field for Women and

Children Victims of Violence. This was stated by drg. Silvia, MAP and Drs.

Hendri SJ in the interview quote below:

“Kita fokus kita sesuai SPM, ya, jadi semua kita ikuti termasuk edukasi di dalamnya, penyuluhan, dan pemberdayaan. Ya, itu masuk, jadi *home visit*, mediasi, itu ada di dalamnya, selain yang 5 (SPM) tadi ya. Jadi sesuai SPM dan semua kita koordinasikan dengan semua SKPD atau layanan terkait baik dalam layanan maupun dalam hal edukasi.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“We focus on our SPM, so we follow all of it including education, counseling, and empowerment. Yes, home visit, mediation, are in it, besides the 5 (SPM) earlier. So it’s all inline with SPM and we coordinate with all *SKPD* (Local Government Work Unit) or related services both in terms of service and education.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“*Yang jelas apa...koordinasi penanganan korban kekerasan terhadap perempuan dan anak itu sudah berlangsung lama. Ya, terkait dengan inovasi program, yang penting korban kekerasan terhadap perempuan itu terlayani, ya, terselesaikan masalahnya.*” (Interview with Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, at Social Department of DKI Jakarta January 29th 2018).

“The thing is... coordination of handling victims of violence against women and children has been going on for a long time. Yes, related to the innovation program, the important thing is victims of violence against women are served, the problems are solved.” (Interview with Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, at Social Department of DKI Jakarta January 29th 2018).

Secondly, service coordination also focuses on service innovation on women and children victims of violence in terms of techniques of obtaining information from victims through the provision of facilities that make victims

feel comfortable. Thus, victims of violence will be more easily open to the P2TP2A officer or the work partners of the case. The form of service innovation felt by the researcher when doing research in P2TP2A of DKI Jakarta Province and PPA Unit of Polda Metro Jaya is the existence of child play room, children playground, floral and cartoon wallpaper inside of police office which are enough to make visitor feel comfortable. The explanation of the focus on service innovation was also stated by the Head of Women and Child Service Unit (PPA) Polda Metro Jaya on the interview quote below:

“Kalo untuk penanganan perempuan dan anak itu relatif inovatif ya. Harus banyak inovasi. Karena tidak kaku semata-mata korban datang, kemudian diperiksa, duduk, kemudian kita nangkep pelaku dan sebagainya. Tapi untuk menggali informasi terhadap korban ini kita penuh kreatif, penuh inovasi yang mana membuat suasana hati daripada korban ini nyaman. Kemudian privasi terjamin, tentunya dengan menjamin privasi orang atau membuat nyaman orang kan harus banyak ide, inovasi. Harus banyak akal, gimana caranya membuat mereka nyaman.” (Interview with the Head of Women and Children Service (PPA) Unit of *Polda Metro Jaya*, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of *Polda Metro Jaya* on February 8th 2018).

“The handling for women and children is relatively innovative. There must be a lot of innovation. Because the victim is not come awkwardly, then checked, sit, we catch perpetrators and so on. But to extract information about this victim we need to be creative, full of innovation which makes the mood of victim more comfortable. Then privacy is guaranteed, of course by ensuring people's privacy or making people comfortable it has to be many ideas, innovations. Must be a lot of sense on how to make them comfortable.” (Interview with the Head of Women and Children Service (PPA) Unit of *Polda Metro Jaya*, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of *Polda Metro Jaya* on February 8th 2018).

2) Formality

Formal and non-formal communication serves as the basis for coordinating services for women and children victims of violence in DKI Jakarta Province. Formal coordination includes inter-agency coordination, correspondence, making referral from or to P2TP2A of DKI Jakarta Province, and case conference involving related local government work unit (SKPD), police, NGO, *KPAI*, *KOMNAS*, etc. Case conference is divided into two, namely limited discussion and case development conference. It is based on the interview quotes below:

“Case conference atau rapat-rapat atau di dalam case conference itu sendiri udah ada terbagi dua ya ada namanya diskusi terbatas ada namanya gelar perkembangan kasus. Kalo diskusi terbatas itu pure tentang komunikasi dengan kasus, dengan kepolisian. Tapi kalo gelar perkembangan kasus itu kita melibatkan SKPD dan semua lembaga yang terkait. Jadi kita komunikasikan di sana.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“Case conference or meetings or in the case conference itself is already divided into two, there is a limited discussion and case development conference. The limited discussion is pure about communication with the case, with the police. But case development conference involves SKPD and all related institutions. So, we communicate there.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

Service coordination with non-formal communication is done using the telephone or through groups in a cross-platform messaging app, *Whatsapp Messenger*. Non-formal communication is based on the urgency of a case that require rapid handling, without being hampered by standard procedures. For

example, cases of violence that require referrals from police to P2TP2A, or from P2TP2A to hospitals, can be directly overcome without the use of an official letter first.

“Ya informal bisa by telpon, pake surat, whatsapp ya. Ya kan kadang kasus kita share. Kasus ya share bukan untuk semua orang ya, jadi dari kepolisian, ya ada kasus atau apa ya kita belum sempet ketemu ya kita share. Bisa, kemudian kita di dalam juga saya share lagi ke pelayanan, seperti itu, supaya kasus ini cepat ditindaklanjuti. Ya itu kan kita ga ketemu ya, pake media handphone.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“Informal can by phone, mail, Whatsapp. Yes, sometimes we share cases. Sharing cases is not for everyone, so if there’s case from the police, we have not had time to meet, we share. We internally also share cases to the service officers, so the case is quickly acted upon. We do not meet, just use the mobile phone.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“Jadi untuk formalnya tentunya kita menyurat atau membuat rujukan kepada P2TP2A untuk membutuhkan layanannya P2TP2A. Nah non-formalnya kita banyak koordinasi yang dilakukan tanpa harus bersurat. Jadi kita komunikasi, ‘tolong ya ini dibantu dulu ada korban darurat nanti surat menyusul. Nah, fleksibel toh, tapi masyarakat terlayani dengan baik gitu.” (Interview with the Head of Women and Children Service (PPA) Unit of Polda Metro Jaya, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of Polda Metro Jaya on February 8th 2018).

“So, for the formal communication, indeed we write or make referrals to P2TP2A to require services of P2TP2A. For non-formal communication we have a lot of coordination done without formal letter. We just communicate, ‘please help there is an emergency victim, letters will be made later’, it is flexible anyway, and the community well served.” (Interview with the Head of Women and Children Service (PPA) Unit of Polda Metro Jaya, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of Polda Metro Jaya on February 8th 2018).

3) Frequency

The frequency of service coordination between P2TP2A of DKI Jakarta Province with partners such as Polda Metro Jaya and Sosial Department of DKI Jakarta can be categorized as often. Coordination is needed either when there are cases of violence or no cases. If there is a running case, coordination is focused on victim services. Then the frequency of coordination will be more often both formally and informally, both internally and externally. However, coordination is still happened even when there is no running cases. Most of the discussions focused on improving services and provision of service facilities for women and children victims of violence such as safe house. This was stated by Drs. Hendri SJ and AKP Endang Sri Lestari, SH., on the interview quote below

“Ada kasus dan tidak ada kasus kita komunikasi karena sering sekali kita menggunakan waktu-waktu tertentu untuk kadang menyusun SOP, kadang untuk penyuluhan bersama, kadang untuk menangani kasus bersama, kadang rapat penyelesaian kasus, banyak sekali.” (Interview with the Head of Women and Children Service (PPA) Unit of *Polda Metro Jaya*, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of *Polda Metro Jaya* on February 8th 2018).

“Either there are cases or not, we still communicate because we often use certain times to sometimes organize SOPs, sometimes for counseling, sometimes for joint cases, sometimes for case-resolution meetings, and many more.” (Interview with the Head of Women and Children Service (PPA) Unit of *Polda Metro Jaya*, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of *Polda Metro Jaya* on February 8th 2018).

“Kalo kita, kemaren-kemaren ini, terkait rumah aman, kita cukup sering rapat ya yang dikoordinasikan oleh Biro Kesos Provinsi DKI Jakarta, terus dengan pertemuan baik tentang evaluasi pelaksanaan kegiatan maupun hal-hal yang lain terkait program korban kekerasan terhadap

perempuan dan anak.” (Interview with Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, at Social Department of DKI Jakarta January 29th 2018).

“We, in recent days, related to safe house, we quite often held meetings that are coordinated by the Bureau of Social Welfare of DKI Jakarta Province, continued with meetings about the evaluation of the implementation of activities and other matters related to the program of victims of violence against women and children.” (Interview with Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, at Social Department of DKI Jakarta January 29th 2018).

For internal organization, formal and informal communication in the framework of internal coordination also considers its quality. P2TP2A DKI Jakarta Province conducts briefings every morning to improve service performance for women and child victims of violence and ensure every information is distributed well to all staffs and service teams. The frequency of internal coordination will be more often, especially if there are reports of violent complaints or concerns about the organization or service. This was stated by drg. Silvia, MAP on the interview quote below:

“Kalo internal kita itu setiap hari kita brief kayak gini. Pagi-pagi tuh kita briefing sepanjang gak ada kegiatan ke luar, kita brief baik dari sekretariat ataupun dengan pelayanan. Nah ada lagi yang rutin seminggu sekali setiap jumat. Nah, setiap jumat itu memang sudah kita agendakan, jadi itu komunikasi dua arah. Ya jadi dari saya informasi saya sampaikan, dari manajemen, ya, kemudian informasi dari layanan. Jadi apa-apa permasalahan kita bahas di situ. Nah itu seminggu sekali.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“For internal organization we do briefing every day like this. Early in the morning we do briefing as long as there is no activity out, we brief

either from the secretariat or with service officers. Well there is another routine communication once a week every Friday. Well, every Friday meeting have been scheduled, so it's a two-way communication. From me, I convey information, from the management, then information from the service officers. So, whatever the matter is, we discuss there. Well that's once a week.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

4) Function

Service coordination should be based on a good understanding of each individual's main duty and functions as service providers and institutional awareness in handling cases of violence against women and children. P2TP2A of DKI Jakarta Province has been able to understand the function of institution and main duty and functions of each individual as service officer. Although there are several cases when the number of clients come simultaneously requiring some people to take over the duties of the officers who are supposed to serve, the service officers have understood the main duty and functions of institution and other officers so that the number of clients is not a big problem. But it also becomes an obstacle because it increases the workload of officers who should not handle it. The understanding of organizational functions and main duty and functions of individuals also applied to work partners such as PPA Unit Polda Metro Jaya and Social Department of DKI Jakarta. This is stated in the interview quotation below:

“Saya rasa sudah cukup bagus mereka ya. Toh kalo terdapat kekurangan, sedikit cacat itu wajar. Karena pada dasarnya kita tidak ada suatu lembaga ataupun orang yang sempurna ya. Tentunya secara

umum saya menilai mereka bagus menjalankan fungsinya dan penyidik polisi sendiri, PPA sendiri sudah cukup memahami apa yang menjadi peran tugas mereka.” (Interview with the Head of Women and Children Service (PPA) Unit of *Polda Metro Jaya*, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of *Polda Metro Jaya* on February 8th 2018).

“I think they’re pretty good. If there is a lack, a little flaw is reasonable. Because basically we are not a perfect person or institution. Of course, in general, I think they are good at carrying out their functions and police investigators themselves, PPA itself sufficiently understand their role and task.” (Interview with the Head of Women and Children Service (PPA) Unit of *Polda Metro Jaya*, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of *Polda Metro Jaya* on February 8th 2018).

e. Outcome

Outcomes that include psychological consultation services and routine socialization activities of P2TP2A DKI Jakarta Province are the level of public awareness related to violence against women and children and how society deal with the phenomenon. Since violence against women and children is an iceberg phenomenon, there needs to be a raising of public awareness to report acts of violence that are occurring to themselves, to families, as well as to close relatives and to spread information to other communities so that the socialization activities on violence against women and children become more effective.

'JM', 'MW' and 'S' state that before their children were sexually assaulted, they do not know any information about institutions that provide special services to women and children victims of violence. However, after receiving P2TP2A services in DKI Jakarta Province and understanding the instrument of P2TP2A socialization of DKI Jakarta Province, they are more aware that violence against women and children is very

important to be understood by society to minimize the adverse impact of violence. This is stated in the following interview quotes:

“Awalnya ga tau. Cuma pas alhamdulillahnya dikasih petunjuk sama pihak kepolisian jadi ya baru tau (P2TP2A) dan saya juga bawa bukunya kok dari sono (P2TP2A), ada saya tinggalin buat baca-baca. Jadi awalnya tidak tau sama sekali. Ya paling pos-pos pengaduan di kelurahan ya kita ke kelurahan. Jadi mungkin kita, saya nih sebagai orangtua jadi lebih tau dan lebih peka terhadap anak. Intinya mungkin pelayanan P2TP2A banyak belajar ya tentang anak trauma gimana, ngatasinnya gimana, ya itu lah, banyak belajar banyak ilmu dari P2TP2A itu. Jadi ya kesadaran itu udah ada.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“At first we did not know. But alhamdulillah, we were guided by the police so we finally know (P2TP2A) and I also took the book from there (P2TP2A) to read. So initially I did not know at all. Maybe we know the complaint posts in the urban village. So maybe we as parents become aware and more sensitive to children. Essentially, we learn a lot from P2TP2A service about the child trauma, how to overcome it. We learn a lot of knowledge from P2TP2A. So, the awareness is already there.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“Nggak tahu (P2TP2A). Karena kasus ini aja baru kita dijelasin sama LBH APIK ya, dari pendamping kita ditawarkan ke P2TP2A. Banyak sekali manfaatnya ya, kita jadi ngerti perkembangan anak. Pertama kali kan kita dapet dari situ ye informasi pertama mengenai penanganan anak yang mempunyai trauma seperti ini. Kan kita tadinya nggak ngerti tuh bahasa ‘trauma’. Terus kita gak ngerti tanda-tanda anak stress berat itu kayak apa. Ya dari psikolog itu kita dikasihtahu terus diceritain.” (Interview with Mrs. ‘MW’ as the mother of child victim of violence at Mrs. ‘MW’s House on March 7th 2018).

“I did not know (P2TP2A). Because we just knew it when we’re told by LBH APIK, from our companion she offered us to P2TP2A. There are lots of benefits, so we understand the development of children. The first time we get there, we had first information about handling children who have trauma like this. We did not understand the term of ‘trauma’ before and we do not understand the signs of stressful children like that. The psychologist told us and

explain about it.” (Interview with Mrs. ‘MW’ as the mother of child victim of violence at Mrs. ‘MW’s House on March 7th 2018).

2. Supporting factors and barriers to the service performance for women and children in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta

a. Supporting Factors to The Service Performance for Women and Children

1) Service Accessibility

Access to services for women and children victims of violence in DKI Jakarta can be said to be quite reachable for the community and varied. DKI Jakarta through P2TP2A has issued several service innovation products, which are twelve complaint posts integrated with Child-Friendly Integrated Public Space (RPTRA) and flats, and call center *Jakarta Siaga 112*. The complaint posts in each urban village/*kelurahan* are equipped with the presence of two counselors from P2TP2A DKI Jakarta Province for the first handling before being referred to P2TP2A DKI Jakarta Province. Call center service Jakarta Alert 112 is integrated with P2TP2A DKI Jakarta Province, Regional Disaster Management Agency (BPBD), police, and hospital. So that service can be immediately handled quickly. Both service innovations are focused on increasing access for communities to report cases of violence against women and children, considering that the main problem of cases of acts of violence against women and children is the number of unreported cases.

2) Women and Children Protection Policy

The protection of women and children has become the commitment of the Governor of DKI Jakarta as reflected in the Provincial Regulation of DKI Jakarta Number 8 Year 2011 on the Protection of Women and Children from Violence and Regulation of the Governor of DKI Jakarta Province Number 397 of 2016 concerning the Establishment, Organization and Working System of Integrated Service Center for the Empowerment of Women and Children. Therefore, the existence of supporting policy eases the inter-agency coordination mechanism for the protection of women and children. In addition, the Provincial Government of DKI Jakarta also regulates the qualifications and composition of human resources in P2TP2A DKI Jakarta Province through the Provincial Governor Regulation No. 120 of 2017, so it can provide quality services. This is stated in the following interview quotation:

“Mungkin karena kami adalah milik Pemda DKI jadi koordinasi antar instansi itu lebih mudah. Udah gitu program gubernur terpilih ini kan sekarang kan untuk, judulnya kan untuk memuliakan perempuan, ya kan jadinya kan salah satu yang harus direspon dengan baik dan cepat oleh seluruh instansi di Pemda DKI.” (Interview with Paralegal P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., In P2TP2A DKI Jakarta Province on February 1, 2018).

“Maybe because we are owned by DKI Government so coordination between agencies is easier. Moreover, the elected governor program is now to dignify women, so it would be one that must be responded well and quickly by all agencies in the Government of DKI.” (Interview with Paralegal P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., In P2TP2A DKI Jakarta Province on February 1, 2018).

Easiness of service coordination creates communication flexibility. The flexibility means that coordination of services can be done through informal communication or without the use of an official letter as long as the need for

coordination is intended in emergency situation. This was stated by AKP Endang Sri Lestari, SH., M.Si. on the interview quotes below:

“Kalo yang memudahkan ya, tanpa bersurat pun sudah bisa dilayani dulu. Artinya surat bisa menyusul. Fleksibel. Itu bisa membantu memudahkan. Terus yang kedua, dia bisa membantu merujuk shelter, rumah aman, ataupun LPSK. Perlindungan untuk saksi dan korban itu P2TP2A bisa membantu memberikan akses kemudahan untuk membantu merujuk. Pintu gerbang pertama P2TP2A dulu lah.” (Interview with the Head of Women and Children Service (PPA) Unit of *Polda Metro Jaya*, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of *Polda Metro Jaya* on February 8th 2018).

“The easiness is victims can be served first without any correspondence. This means that the letter can follow. Flexible. It can help making things easier. Then second, it can help referring shelter, safe house, or LPSK. P2TP2A can help providing easy access to refer protection for witnesses and victims. The first gateway is P2TP2A.” (Interview with the Head of Women and Children Service (PPA) Unit of *Polda Metro Jaya*, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of *Polda Metro Jaya* on February 8th 2018).

b. Barriers to The Service Performance for Women and Children

1) Lack of Public Awareness on Violence Against Women and Children

The stigma that exist in society about violence that occurs within the household is a disgrace and personal affairs causes the victim's fear to report violence. It closes the victim's desire to access information and seek help from the government. Moreover, a thorough socialization of the existence of service institutions for women and children victims of violence, namely P2TP2A DKI Jakarta Province, is also still lacking. This lack of socialization activities hampers the raising of public awareness to report acts of violence against women and children, so that many people are still in fear and unwillingness to report. This is stated by Mr. 'JM' on the interview quotes below

“Kalo saya bilang ya, karna kita kan orang awam nih saya, masih banyak yang belum tau tentang P2TP2A sedangkan pelayanan itu punya pemda DKI, ya, dan yang saya tau itu sebetulnya gratis. Cuma buat informasi atau buat penyampaian ke masyarakat yang belum tau itu masih kurang. Dan kebetulan sebetulnya banyak korban-korban yang saya alami tuh banyak. Karna ga tau harus kemana. Artinya kan P2TP2A ini kan sebatas pas udah terjadi baru bertindak. Kedua pada takut. Ketiga takut malu.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“I’d say, because we are general society, there are still many people who do not know about P2TP2A while the service is owned by local government and I know it is actually free. But for information to the society that have not known the institution yet, it is still lacking. There are actually many victims of violence out there in my experience. But they don’t know where to go. This means P2TP2A only take an action after the incident. The second they’re on the fear. The third they are afraid of shame.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

The lack of socialization activities to the society also affects the public’s understanding of special institutions that serve complaints or special services to women and child victims of violence. So, it is not uncommon that reports of acts of violence against women and children mostly still directed to the police. From 1,217 cases handled by P2TP2A DKI Jakarta Province in 2017, 951 clients reported to the police before getting referral to P2TP2A DKI Jakarta Province. The data can be seen in the picture below:

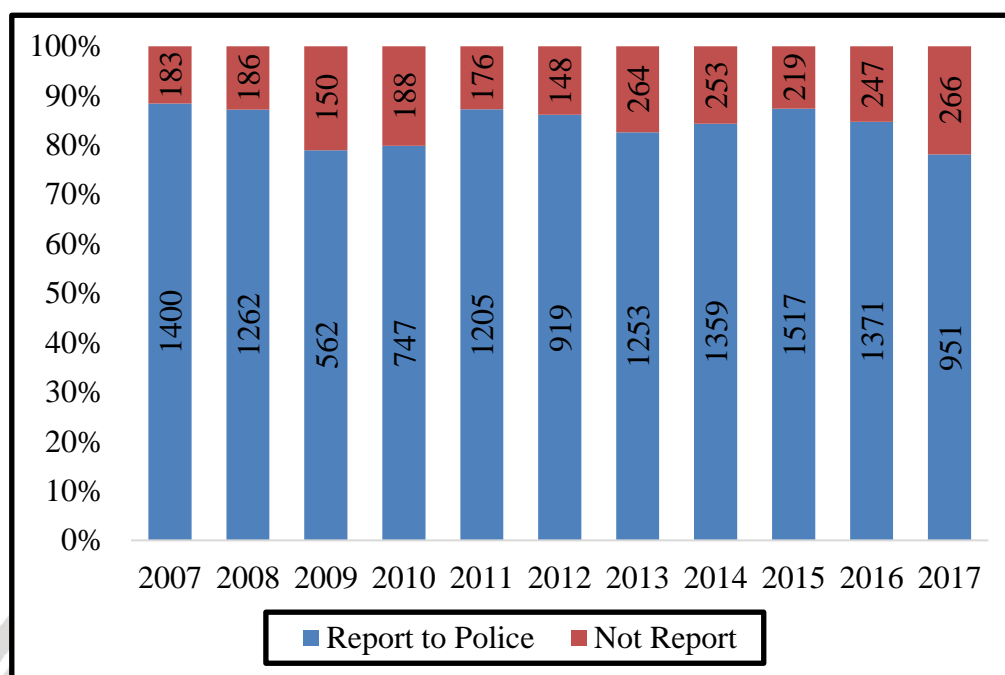


Figure 4. 15 Clients of P2TP2A of DKI Jakarta Province Who Report to the Police in 2007-2017

Source: P2TP2A of DKI Jakarta Province

2) Limited Service Hours

The service of P2TP2A of DKI Jakarta Province is still not 24 hours or still in working hours, starting from 08.00 until 17.00 WIB. This is a barrier for victims of violence who want to get services outside working hours. Moreover, violent acts can occur whenever and wherever, so responsive 24-hours service is necessary. Limited service time during working hours is also a barrier to coordination of services, especially for PPA Unit Polda Metro Jaya. The PPA Unit of Polda Metro Jaya receives 24 hours of violence reports and requires referral of P2TP2A services at the time of entry. Reports submitted to PPA Unit of Polda Metro Jaya outside working hours must

wait for the next day to be able to access the referral of P2TP2A DKI Jakarta service.

This was stated by AKP Endang Sri Lestari, SH, M.Si., on the interview quotation below:

“Kendala pelayanan itu karena kan mereka belum memiliki fasilitas yang siap jangkau 24 jam. Pelayanan mereka juga belum optimal, belum maksimal secara 24 jam. Itu yang kadang menjadi hambatan. Kalo kita kan 24, polisi. Mereka nggak. Jadi kalo ada korban malem--malem, nunggu besok pagi.” (Interview with the Head of Women and Children Service (PPA) Unit of Polda Metro Jaya, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of Polda Metro Jaya on February 8th 2018).

The service barrier is because they do not have the facilities that is ready to reach 24 hours. Their service is also not optimal, not 24 hours. That is sometimes a barrier. We're 24 hours, the police. They do not. So, if there are victims of violence come in the evening, they need to wait for tomorrow morning.” (Interview with the Head of Women and Children Service (PPA) Unit of Polda Metro Jaya, AKP Endang Sri Lestari, SH, M.Si., at PPA Unit of Polda Metro Jaya on February 8th 2018).

3) Lack of Budgetary Resource

The allocation of local government budget (APBD) for the services of women and children of victims of violence that is limited has not been able to cover the cost of clients' needs while in P2TP2A DKI Jakarta Province office, such as food needs, clothing, fuel for Protection Car, office equipment such as laptops, and so forth. In addition, the lack of budget also hampers service optimization or service innovation.

This was stated by Betty Ratnasari, SH., On the interview quotes below:

“Laptop atau komputer itu sebetulnya kurang sih ya. Karena banyak dari kami yang modal sendiri gitu kan. Terus kedua, kebutuhan klien itu kan kadang-kadang bukan cuma makan ya, kan biasanya dia lari dari rumahnya ga bawa apa-apa. Dia paling nggak butuh dong pertolongan pertama, gitu kan, entah pakaiannya entah apa gitu. Bahkan tisu aja susah gitu. Karena ga ada itu di e-

budgeting tisu. Di toilet ga ada tisu, di ruang konseling juga tisunya kadang ada kadang nggak. Padahal kan klien kadang-kadang nangis. Kertas juga, kecil-kecil tapi annoying gitu.” (Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).

“Laptop or computer is actually lacking. Many of us bring our own equipment. Secondly, the client's needs are sometimes not just food, they usually run from their house without bringing anything. They certainly need first aid, whether clothes or whatever. Even there's no tissue. Because there's no such thing in e-budgeting. There is sometimes tissue in the toilet and in the counseling room, but sometimes no. Though the client sometimes cries. So is Paper, they're small but annoying.” (Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).

C. Discussion and Data Analysis

Evaluation is an entity that can not be separated from a development plan. According to Isbandi (2001: 188) evaluation is important to be made, in this case, Feurstein in Isbandi (2001: 188) states ten reasons why an evaluation needs to be done: to measure achievement, measure progress, improve monitoring to achieve better management, weakness and strength, pay attention to whether efforts have been made effectively, see whether the costs incurred make sense, gather information to better plan program activities, share experiences, improve effectiveness, and make better planning.

Carter McNamara (1998) in Amir (2015) divides the three types of evaluation that can be the first reference for evaluators who make evaluation designs to implement. The three types of evaluation are objective-based evaluation, process-based evaluation, and impact-based evaluation. This study uses objective-based evaluation type that serves to see whether the objectives have been determined as a whole. Aspects

evaluated include media, implementation process, time, resources/facilities, personnel, and results. The author uses subjective and objective performance measurement. According to Boyne (2006), the best course of action for researchers and public management practitioners is to use subjective and objective measures for performance mitigation.

1. Evaluation of the service performance for women and children victims of violence in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) DKI Jakarta

Measurement of service performance against women and child victims of violence in P2TP2A DKI Jakarta Province conducted by author using subjective and objective measurement approach based on the theory of Boyne (2006: 14). The objective assessment involves a certain performance dimension. Whereas subjective judgments are made by internal subjective observation of external organizational members and subjectively from service users with their own impressions during service use.

According to Boyne (2006: 14), public organizations are required to focus on five dimensions of performance, namely output, efficiency, effectiveness, responsiveness, and outcomes. These dimensions become the measure that used in evaluating the performance of an organization's services. On the other hand, Suharto (2005: 126-127) argues that the evaluation of service performance can be measured by four indicators, namely availability, relevance, effectiveness and accessibility. This

research tries to combine indicators of service performance evaluation from Boyne (2006: 14) and Suharto (2005: 126-127), into effectiveness and relevance, output and availability, accessibility, responsiveness, and outcomes.

a. Relevance and Effectiveness

According to Boyne (2006: 14), effectiveness refers to the achievement of formal purposes. The formal purpose of P2TP2A of DKI Jakarta Province is to provide services for women and children who are victims of violence and to contribute to the empowerment of women and children in the context of realizing gender equality and justice. Achievement of effectiveness indicator can be seen with the achievement of indicator of relevance, which is the relation between service and minimum service standard.

The relevance indicator according to Suharto (2005: 126-127) shows how relevant or appropriate the technology or services are offered. The relevance indicator is assessed through the linkage of P2TP2A service of DKI Jakarta Province with Minimum Service Standards (SPM) as stipulated in the Regulation of the Minister of Women's Empowerment and Child Protection of the Republic of Indonesia Number 01 Year 2010 on Minimum Service Standard of Integrated Service for Women and Children Victims of Violence. Services for women and child victims of violence provided by P2TP2A of DKI Jakarta Province have fulfilled SPM for women and child victims of violence including Handling of complaints/report on violence against women and children, health service for women and child victims of violence, social

rehabilitation for women and children victims violence, law enforcement and legal assistance for women and child victims of violence, and the repatriation and social reintegration of women and child victims of violence. These five services refer to the basic needs of victims of violence in the form of protection, health and security, and empowerment oriented to human development. This is in line with the development paradigm that upholds the fulfillment of basic human needs, the concept of empowerment, and human development (Suryono, 2001).

In this study the authors assess the effectiveness and relevance indicators on the first type of service, namely the handling of complaints/reports of victims of violence against women and children. This is because the P2TP2A of DKI Jakarta Province is more in direct contact with the service of complaint/reporting of victims of violence against women and children compared with four other services. In accordance with the Regulation of the Minister of Women's Empowerment and Child Protection of the Republic of Indonesia No. 01/2010 on Minimum Service Standard of Integrated Service for Women and Children Victims of Violence, the first *SPM* indicator involves the scope of women and child victims of violence who receive complaints handling by trained personnel in integrated service units. The calculation can be seen in the formula below:

$$\begin{array}{l} \text{The scope of victims} \\ \text{of violence who} \\ \text{receive complaints} \\ \text{handling by trained} \end{array} = \frac{\begin{array}{l} \text{Number of} \\ \text{complaints/reports acted} \\ \text{upon by integrated} \\ \text{service units} \end{array}}{\quad} \times 100\%$$

personnel in integrated
service units

Number of
reports/complaints
submitted to integrated
service units

The scope of victims
of violence who
receive complaints
handling by trained
personnel in
integrated service
units

$$= \frac{1.217}{1.217} \times 100\% = 100\%$$

Based on the calculation above, it can be concluded that the scope of victims of violence who received complaints handling by trained personnel in integrated service units in 2017 reached 100%. This means that all reports/complaints about violence against women and children that submitted to integrated service units are followed up well.

The supporting indicator of the first type of service on SPM is the scope of the availability of officers in the Integrated Services Unit who have the ability to follow up the complaints/reports of the community. The calculation of the scope can be seen in the following formula:

Scope of availability of
officers in integrated
service units that have
the ability to follow up
on community
reports/complaints

$$= \frac{\text{Number of officers who have complaint handling ability in integrated service unit}}{\text{Number of complainant officers in the integrated service unit}} \times 100\%$$

Scope of availability of officers in integrated service units that have the ability to follow up on community reports/complaints

$$= \frac{2}{2} \times 100\% = 100\%$$

P2TP2A DKI Jakarta Province has two complaint officers, one as the recipient of complaint (front desk) at the P2TP2A DKI Jakarta and one as the recipient of the complaint through the complaint hotline. Both officers already have complaint handling capabilities, so the scope of victims of violence who received complaints handling by trained personnel in integrated service units in 2017 reached 100%.

The services provided by P2TP2A of DKI Jakarta Province to women victims of domestic violence also includes economic empowerment through skill training conducted at *Panti Sosial Perlindungan Bhakti Kasih*. This is conducted to reduce the economic dependence of women against husbands who are perpetrators of violence, so that victims of violence will become an economically independent individual.

Unlike Indonesia, Kosovo, based on the National Strategy on Protection from Domestic Violence and Action Plan 2016-2020, has four pillars of performance, namely 1) prevention and awareness-raising; 2) protection and co-ordination; 3) legislation, investigation and prosecution; and 4) rehabilitation and reintegration of victims (Ministry of Women, Family and Community Development, Malaysia, 2016). The first pillar emphasizes annual campaigns to raise awareness of the protection of women and children, training all relevant professionals on a regular basis, integrating

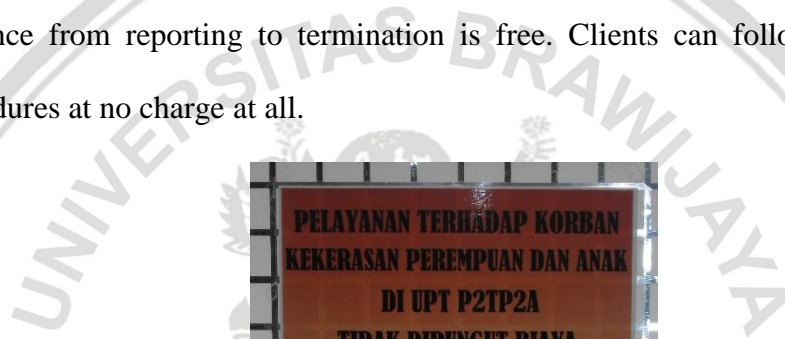
information on domestic violence in the education curriculum, and disseminating information about services and legal action through various media and research. The pillar that has mentioned above has a little concern in Indonesia, especially DKI Jakarta. In fact, building awareness of the people in DKI Jakarta against violence is very important to be done as a basis of protection of women and children

b. Availability and Output

The availability indicator looks at elements that should exist in a process (Suharto, 2005). The intended availability is translated by the author as an element that can support the service output. According to Boyne (2006: 14), output indicators include quantity and quality of service. In this study the authors assess the output indicators with the quality of public services. The components that have to be considered in improving the quality of public services according to Mulyadi (2016) are service procedures, completion time, service fees, service products, facilities and infrastructure, and service provider competence.

The service procedure means the existence of standardized service procedures for service providers and service recipients including complaints (Mulyadi, 2016). Procedure service in P2TP2A Jakarta Province has been certified by international quality management system standard, namely ISO 9001: 2015. It means that, P2TP2A DKI Jakarta Province has met international requirements in terms of quality assurance of management services that is generated, including procedures for service providers.

Service fee is the service tariff that includes the details specified in the provision of services (Mulyadi, 2016). The cost of services provided by P2TP2A of DKI Jakarta Province from reporting to termination is free. Clients can follow all the service procedures at no charge at all.



Source: Author' Documentation

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produced by P2TP2A DKI Jakarta Province in the form of victim' evidence such as psychological reports and other evidence that will be submitted to the police for legal process. This is explained by drg. Silvia, MAP on the interview quote below:

“Hasil layanan kita, khususnya P2TP2A itu alat bukti, ya, alat buktinya berupa laporan hasil pemeriksaan psikologis dari psikolog kita, psikolog klinis, yang mana laporannya itu, itu yang akan kita berikan ke kepolisian, ya, jadi hanya polisi yang menerima hasil. Jadi di luar itu kita ga kasih. Kalo visum itu dari rumah sakit dan itu juga merupakan alat bukti dari kesehatan untuk polisi juga. Yang bisa membaca hanya polisi karena ini merupakan alat bukti.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“The result of our services, especially P2TP2A, is evidence, the evidence is a psychological examination from our psychologist, clinical psychologist, whose report we will give to the police, so only the police receive the results. So, we do not give anything except that. Visum is from the hospital and it is also a proof of health for the police as well. The one who can read is only the police because this is evidence.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

Facilities and infrastructure should be adequately provided by public service providers (Mulyadi, 2016). Facilities and infrastructure in P2TP2A DKI Jakarta Province is sufficient because it already meets the needs of victims of violence, namely psychological consultation room and children's playroom. Finally, according to Mulyadi (2016), the competence of service providers must be determined precisely based on knowledge, skills, attitudes, and behavior. The competence of service providers includes experience, knowledge, and skills in P2TP2A DKI Jakarta Province has been determined in Pergub Number 120 Year 2017 on the Honorarium of Experts

and Service Personnel on Technical Implementation Unit of Integrated Service of the Empowerment of Women and Children. Thus, the competence of service providers can be said to be accountable.

Quality of services can increase the satisfaction and trust of victims of violence in the services provided. Because the quality service is a service that can meet the needs of the community well without significant obstacles. The fulfillment of community needs for services can indirectly improve the quality of life and welfare of the community. This, according to Suryono (2001) and Mardikanto & Soebiato (2015: 6) is in line with the idea of development which is a way of building human beings to achieve improved quality of life and community welfare.

One way to build a quality service is to create technology-based service innovation. Changes in the behavior of modern society, especially in the capital city of Jakarta is inevitable. The use of gadget increasingly demands the existence of services that can be reached through technology. According Wibawa (2012), information technology in public administration can increase community participation and service efficiency. Participation is seen through the rapid dissemination of information between government and society. While efficiency is seen through the service process that becomes faster because the information flows smoothly, and the government work process can be shortened, and the level of bureaucracy that can be pruned. Unfortunately, P2TP2A of DKI Jakarta Province has not used the information technology approach in accessing its services to the community.

Meanwhile, in response to the high usage of technology, United States of America has several violence against women and children prevention service which are VetoViolence and PreventConnect. VetoViolence (www.vetoviolence.org) is an online resource for education, training, and tools for violent practitioners and other communities interested in learning more about violence prevention (Kress, 2012). While PreventConnect (<http://preventconnect.org/>) is a website dedicated to the prevention of sexual violence and domestic violence that can bring violent practitioners together with people in need of help, and exchange ideas based on empirical experience through tweets, posts, podcasts, webinars and online dialogue (Kress, 2012). These two technology-based service can be a reference for the government of DKI Jakarta to adopt the system. Thus, the prevention of violence against women and children will be optimal because it becomes accessible for society through their gadget.

c. Accessibility

According to Suharto (2005: 126-127), the indicator of accessibility looks at the services that are offered, still within the reach of those who need service. P2TP2A DKI Jakarta Province has a variety of access that makes it easier for people to reach P2TP2A services. Ease of access is in the form of two types of hotlines that are directly connected with P2TP2A DKI Jakarta Province and complaint posts in 12 urban villages in DKI Jakarta and completed by two counselor officers in each complaint post. Ease of access indirectly can encourage people's willingness to report violence or access

services independently. Expansion of access can expand the level of public awareness about violence against women and children.

d. Responsiveness

According to Boyne (2006: 14), responsiveness indicators include a measure of satisfaction, as assessed by direct service users, citizens and staffs. 'JM', 'MW' and 'S' as P2TP2A service users of DKI Jakarta Province stated that they are satisfied with P2TP2A service of DKI Jakarta Province which is good with responsive staffs. This is stated in the interview quotation below:

“Intinye kita ya, buat tes IQ apa tes anak itu, saya bilang bagus kok pelayanannya. Karna kan kemaren dikasih jatahnye cuman 2 kali, karna kata psikolognye udah alhamdulillah cepet. Kalo saya bilang petugasnye juga respon ya. Soalnya kita dateng aja, kita absen, mungkin nunggu setengah jam aja karna buat masukin ke biodata ya, bahasanya administrasi lah ya. Cepet saya bilang. Soalnya 1 korban 1 psikolog, kecuali 1 psikolog 3 korban, itu kan ngantri, ini nggak. Udah cepet saya bilang pelayanannya.” (Interview with Mr. 'JM' as the father of child victim of violence at Mr. 'JM's House on February 7th 2018).

“The point is, an IQ test for the child, I'd say it's quite good. Because we got appointment twice, the psychologist said enough, alhamdulillah it's quick. I'd say the officers are also responsive. When we came, we filled the attendance list, we waited for approximately a half of hour for the administration. I'd say it's quick enough. Because one victim got one psychologist, unless a psychologist handles 3 victims, it's queuing, but it was not. I thought the service is quite quick.” (Interview with Mr. 'JM' as the father of child victim of violence at Mr. 'JM's House on February 7th 2018).

Besides of using satisfaction to measure responsiveness, the authors also use the service coordination indicators to measure the responsiveness of partners and how

the cooperation mechanism between P2TP2A DKI Jakarta Province and partners in providing services to women and children victims of violence. According to Lindblom (1965: 23, 154) in Bouckaert (2010), coordination is a mutual adjustment between actors or interactions that produce positive results for participants and avoid negative consequences.

The type of coordination used in this analysis is Network-Type Mechanisms (NTM). The general definition of networks is a stable pattern of cooperative interaction between interdependent actors around specific policy (or management) issues (Kickert et al. 1997: 6; Klijn and Koppenjan 2000 in Bouckaert, 2010). The network here is considered as an alternative form of governance and coordination, and more relies on voluntary collaborative action and solidarity between relevant organizations (Kooiman 1993; Börzel 1998; Powell 1991 in Bouckaert, 2010). Actors who play a role in coordinating services to women and child victims of violence are P2TP2A DKI Jakarta Province, Polda Metro Jaya, Health Office, Social Service, Legal Aid Institution, and so on. The coordination mechanism of the women and children victims of violence' services has already fulfilled the criteria of NTM, because all the actors have a good collaboration and solidarity in delivering services.

The author uses four characteristics according to Palinkas (2012) used in the collaboration process on coordination. The four characteristics are focus, formality, frequency, and function with the following explanation:

- 1) Focus

Focus refers to whether the goals are set to implement a wide range of innovative programs (broad focus) or very specific practices (narrow focus). P2TP2A DKI Jakarta together with its partners basically have a specific focus, i.e. providing services to women and children victims of violence. On the other hand, P2TP2A of DKI Jakarta Province and its partners also paid attention to the innovation of services to women and children victims of violence, such as efforts to integrate call center Jakarta Siaga 112 and dissemination of 12 post complaints. The narrow broad focus, which is focusing on innovative program, also contributes to achieve the narrow focus. Because the main goal of the service innovation is to broaden the access for society in reporting cases. It means that if people have intention to report the cases, thus the awareness of people about the services for victims of violence increases and the more society will be taken care.

2) Formality

Coordination formalities refers in two types of communication, namely formal communication and informal communication. Van de Ven & Ferry, 1980; Van de Ven & Walker, 1984 in Welsh, 2012 state that the quality of communication in the clarity and ease of sending and receiving messages between agencies involved in dyadic relationships. Coordination of services to women and children uses two types of communication, both formal and informal. The type of communication used depends on the level of urgency of

the communication needs. For example, safe house procurement requires intensive formal communication through coordination meetings. On the other hand, reports of victims of violence in need of rapid/informal communication, usually through media such as telephone or group of whatsapp messenger.

3) Frequency

The frequency of coordination depends on the number of needs of each organization leading to greater coordination. Interagency coordination often develops as response to perceived resource needs. Resources may include valuable transactions between agencies, whether tangible or intangible. Tangible resources include money, office space, and physical equipment, client or customer referrals, and joint problem-solving activities among agencies. Intangible resources include consultation or technical assistance, public visibility, good name, and prestige that can be granted or accepted by one institution with another (Van de Ven & Ferry, 1980; Van de Ven & Walker, 1984 in Welsh, 2012).

The frequency of coordination in the service to women and child victims of violence can be said to be quite intense because of the needs of each institution to the resources owned by other institutions. Required resources include tangible resources in the form of client referrals and joint problem-solving activities among agencies, as well as intangible resources in the form of consultations or technical assistance. Interview with Drs. Hendri SJ explains

the frequent coordination of joint problem solving among agencies, in the quotation below:

“Kalo kita, kemaren-kemaren ini, apa, implementasi dari janji pak gubernur tentang rumah aman, kemaren kita cukup sering rapat ya yang dikoordinasikan oleh Biro Kesos Provinsi DKI Jakarta, terus dengan pertemuan baik tentang evaluasi pelaksanaan kegiatan maupun hal-hal yang lain terkait program korban kekerasan terhadap perempuan dan anak. Sering.” (Interview with Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, at Social Department of DKI Jakarta January 29th 2018).

“These days recently, according to the implementation of the promise of the governor about safe house, we often held meetings that coordinated by the Bureau of Social Welfare of DKI Jakarta Province, and continued with a meeting on the evaluation of the implementation of activities and other matters related to the victims of violence against women and children program. It’s quite often.” (Interview with Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, at Social Department of DKI Jakarta January 29th 2018).

4) Function

Each actor must be aware of its function to achieve effectiveness in coordination and create strong relationships between organizations. The effectiveness of perceived relationships is defined as the extent to which parties perceive each of them to execute its commitments to others and the extent to which each judge the relationship is useful, productive, and rewarding. Two levels of awareness that are important in coordination are agency awareness and personal understanding. Institutional awareness is the extent to which members of one agency know the services and goals of others, and vice versa.

Personal understanding refers to how long and how well the members of each institution know each other personally (Van de Ven & Ferry, 1980; Van de Ven & Walker, 1984 in Welsh, 2012).

Awareness among agencies regarding services to women and child victims of violence has emerged in P2TP2A DKI Jakarta Province, PPA Unit of Polda Metro Jaya, Social Department of DKI Jakarta, and *Panti Sosial Perlindungan Bhakti Kasih*. The authors' interview results show that each of them has understood the function of other institutions as partners, and can explain it well, including in the context of personal understanding among members in other institutions. It can be seen on the interview quote with Drs.

Hendri SJ and Betty Ratnasari, SH., below:

“Selama ini penanganan kekerasan terhadap perempuan dan anak sudah berkoordinasi dengan pertama, P2TP2A, terus yang kedua Unit PPA yang di Polda Metro, kemudian kemaren launching tentang layanan integrasi 112 ya, jadi Pemprov DKI itu punya layanan terintegrasi yang disebut Jakarta Siaga 112, ada beberapa permasalahan apabila dialami oleh warga ibukota itu langsung bisa telpon ke 112, dihubungkan dengan SKPD terkait.” (Interview with Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, at Social Department of DKI Jakarta January 29th 2018).

“So far, the handling of violence against women and children has been coordinated with the first, P2TP2A, and the second unit of PPA in Polda Metro, then recently we launched the integration service 112, so the city has an integrated service called Jakarta Siaga 112, if there are some problems experienced by the citizens of the city, they can directly call 112, it's connected with SKPD related.” (Interview with Drs. Hendri SJ as the Head of Section for Rehabilitation of Vagrant and Victims of Violence of Social Department of DKI Jakarta, at Social Department of DKI Jakarta January 29th 2018).

“Persepsi dari APH (Aparat Penegak Hukum) yang masih kurang responsif, itu kan jadi hambatan tuh. Terus juga persepsi dari itu sendiri, personil Pemda, seperti Bu Krisni (Penganalisa Rencana Program Kegiatan, Bidang Kesejahteraan Rakyat Badan Perencanaan Pembangunan Daerah Provinsi DKI Jakarta) yang persepsinya masih banyak salahnya.” (Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).

“The perception of APH (Law Enforcement Apparatus) that is still less responsive, create an obstacle. Furthermore, the perception of the local government personnel itself, like Mrs. Krisni (Activity Program Plan Analyst of Society Welfare Division of the Regional Development Planning Agency of DKI Jakarta Province) whose perception is still much wrong.” (Interview with Paralegal of P2TP2A DKI Jakarta Province, Betty Ratnasari, SH., at P2TP2A DKI Jakarta office on February 1st 2018).

Awareness in coordinating services is based on the multi-dimensional needs of victims of violence. Thus, the services provided must also involve many parties. Multi-dimensional service activities in development administration can achieve modernity. Modernity is meant from the fulfillment of a multi-dimensional nature is the involvement of aspects of life in a service, namely economic aspects, socio-cultural, and security.

e. Outcome

According to Boyne (2006), outcome relates to accountability, honesty, and participation. The author in this study used community participation as a measure to assess outcomes. Such participation is the extent to which the public has an awareness

of the importance of protecting women and children, being educated and able to continue the information gained regarding the service of women and child victims of violence to other communities as a form of participation in disseminating information and building awareness of the importance of handling for women and children victims of violence. This was stated by drg. Silvia, MAP on the interview quote below”

“Tidak menutup kemungkinan PKK yang sudah kita berikan sosialisasi atau edukasi, kita berharap mereka juga bisa men-TOT (transfer informasi) kan, ya, mereka bisa menyampaikan minimal ke lingkungannya tentang kekerasan terhadap perempuan dan anak, kalo mereka melihat, apa yang harus mereka lakukan. Terus kalo mereka mendengar, atau mereka mengalami, ya, tindakan atau respon apa yang harus mereka perbuat gitu. Jadi jangan melihat kekerasan terus mereka diem aja, atau takut. Nah itu apa yang kita upayakan supaya, PKK ini kan juga menjadi mitra ya, mitra kita untuk bisa menyampaikan kembali kepada masyarakat.” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

“We don’t close the possibility of PKK (community organizations for Family Welfare Movement) we have given socialization or education, we hope they can also TOT (transfer of information) right, they can convey at least to the environment about violence against women and children, if they see, what they should do. Then if they hear, or they experience, what action or response they should do so. So, they don’t keep quiet or afraid if they see the violence action. Well that’s what we strive for, PKK is also our partners to be able to deliver information back to the community” (Interview with drg. Silvia, MAP as Head of UPT P2TP2A DKI Jakarta Province in UPT P2TP2A DKI Jakarta office on February 2nd 2018)

One of the service users of P2TP2A of DKI Jakarta Province, Mr. 'JM' also admitted that his awareness about the phenomenon of violence against women and children increased after receiving services from P2TP2A DKI Jakarta Province. In addition to being educated about the psychological state of a child experiencing

violence, he is also involved in several activities concerning protection and child among local, provincial and national governments. This is stated in the following interview quotes:

“Jadi mungkin kita, saya nih sebagai orangtua jadi lebih tau dan lebih peka terhadap anak, satu. Intinya mungkin pelayanan P2TP2A banyak belajar ya tentang anak trauma gimana, ngatasinnya gimana, ya itu lah, banyak belajar banyak ilmu dari P2TP2A itu. Ya alhamdulillah kemaren saya juga, saya lagi ikut semacam kampanye untuk tindak kekerasan untuk anak. Kemaren saya alhamdulillah diundang ke rapat kerja bareng anggota DPR komisi 8 tentang undang-undang perempuan.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

“So maybe we, as parents become more aware and more sensitive to children, that’s the first. The point is, we learn a lot from P2TP2A service about the child trauma, on how to handle it, there’s so much to learn from P2TP2A. Alhamdulillah recently I also participate in such campaign for violence for children. Yesterday alhamdulillah I was invited to a meeting with members of the House of Representatives in Commission 8 on the law of women.” (Interview with Mr. ‘JM’ as the father of child victim of violence at Mr. ‘JM’s House on February 7th 2018).

The same thing goes to Mrs. ‘MW’ dan Mrs. ‘S’ that they have intention to spread information rearding violence against women and children and P2TP2A to their surroundings. Therefore, their statements explain that the outcome of the services provided by P2TP2A of DKI Jakarta Province to the public can increase public awareness about violence against women and children and encourage someone to transfer information about services to women and child victims of violence. This is inline with Safta (2010) that counseling can create awareness of violence against women and children.

However, in general, some of the less effective things in service to women and child victims of violence are less promotive-preventive services. Services still focus on curative activities, although normatively preventive efforts such as socialization have been conducted but are not optimal. The service in P2TP2A of DKI Jakarta Province still does not involve the role of men in the prevention of violence, campaigns that still use information based on general awareness raising, and still use a one-way instructional message that determines how people should think and what to do. In fact, according to Michau (2014) the principle for effective efforts in preventing violence against women and girls, some of them are working across ecological models characterized by integrated and coordinated efforts involving women and men in various sectors and at various levels, an evidence-proof information approach characterized by campaigns based on information-based communication, and encourages personal and collective critical thinking through a participatory process that facilitates critical thinking and reflection.

2. Supporting factors and barriers to the service performance for women and children in the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) of DKI Jakarta Province

a. Supporting Factors to The Service Performance for Women and Children

1) Service Accessibility

Service innovation that focuses on the extension of access consisting of twelve complaint posts integrated with the Child-Friendly Integrated Public Space (RPTRA)

and flats, as well as the Jakarta Siaga 112 call center is, of course, a driving factor for service performance, because innovations are made to give solutions towards the existing problems. The previous problem is the problem of access to reach the services that can only be obtained through direct arrival to P2TP2A DKI Jakarta Province located in Pulo Gadung, East Jakarta. This centralized service makes it difficult for people who are located in areas far from Pulo Gadung, East Jakarta. Another problem is the complaint hotline that used to be only by phone number 0813-176-176-22. This number is too long and hard to remember in an emergency situation. Therefore, innovation is the key to pushing the service to be better and indirectly can improve the quality of public services. This is in line with Mulyadi's (2016) opinion that the characteristics of high quality public services are one of them driven by innovation and quality.

2) Women and Children Protection Policy

Regulation of the Provincial Governor of DKI Jakarta Number 120 of 2017 on the Honorarium of Experts and Service Personnel at the Technical Implementation Unit of Integrated Service of the Empowerment for Women and Children shows that the governor's commitment to the protection of women and children is very strong. In addition to the quantity and competence of human resources in P2TP2A DKI Jakarta Province has been regulated through the policy, budgeting and protection programs for women and children are continuously improved. According to Mulyadi (2016), the characteristics of quality public services such as leaders/officials are fully involved in

service quality improvement program. The leader's intervention in this regard is through governor regulations governing the protection of women and children. the existence of the Provincial Regulation of DKI Jakarta Number 8 Year 2011 on the Protection of Women and Children from Violence has encouraged the coordination between institutions in providing services to women and children victims of violence.

Teamwork through coordination mechanisms by Mulyadi (2016) needs to be a daily work culture. Communication becomes an important element in realizing good coordination. Service coordination is intended to reduce duplication of effort, facilitate access to information, placement, and services, and establish mechanisms to ensure accountability (Glissen & Hemmelgarn, 1998). The formal and informal communication used by the P2TP2A of DKI Jakarta Province together with the partners in the coordination mechanism provides a good benefit. Because it makes it easier for service providers to immediately process the service of an emergency case. Thus, people can access direct services without being burdened with rigid procedures.

b. Barriers to The Service Performance for Women and Children

1) Lack of Public Awareness on Violence Against Women and Children

Lack of public awareness of the phenomenon of violence against women, awareness to report the case, and awareness to seek help on the case that happened one of them caused by the lack of comprehensive socialization efforts about how important protection for women and children and the existence of P2TP2A as a service agency that handles cases of acts of violence against women and children. It is proven by the

number of people who still do not know about P2TP2A. Most of society are more familiar with the police force as an agency to report acts of violence against women and children than P2TP2A. Lack of public knowledge about P2TP2A will have an impact on the number of cases of unreported violence.

Sawrikar & Katz (2017) argue that one of the obstacles for a person to seek professional help is a lack of awareness of service, lack of feeling worthy of life and a feeling of wanting to forget, social norms, and patriarchy. This shows how big the impact of socialization to the community to build awareness to report cases of violence. Because the more people do not know, people will tend to be silent. Whereas actual cases of violence against women and children occur very much in number compared with reported cases. Moreover, the stigma that exist in society that domestic violent is a shame, still occurring among society. Therefore, socialization to increase public awareness of violence against women and children is utterly needed.

Based on the publication of the Ministry of Women, Family and Community Development Malaysia for ASEAN, Cambodia and Philippines have focused on socialization not only to women but also Boys and Men such as "Good Man Campaign" and "Men Opposed to VAW Everywhere". Both socialization programs emphasize the importance of men's role in preventing gender-based violence and building a thorough awareness to all actors both women and men through various media such as television, printed media and online social media. Not only that, the Cambodian government also has a Young People's Toolkit (YPT) program which is a youth

awareness-raising program for both women and men aged 12-25 that focuses on participatory methods and concepts around gender equality. The program also cooperates with 125 junior high schools in six provinces in Cambodia as part of the Life Skill Program.

Examples of implementation of socialization involving men's roles in Cambodia and the Philippines demonstrate an overall awareness-raising effort. Therefore, it can also be a reference for the government of DKI Jakarta to apply it in order to create an optimal prevention acts of violence because of awareness of the community is built up thoroughly.

2) Limited Service Hours

P2TP2A of DKI Jakarta' service still has not reached women and child victims of violence outside working hours (08.00-15.00 WIB). This is an obstacle to the performance of P2TP2A services of DKI Jakarta Province, especially in terms of coordination of service with partners. According to Suharto (2005: 126-127), the accessibility indicator that sees whether the service is still in the reach of the community in need, becomes an indicator of the performance of the services of a public organization. So, it can be said that the accessibility of service P2TP2A DKI Jakarta Province has not reached the optimal category

3) Lack of Budgetary Resource

Another factor that is an obstacle to service for women and children victims of violence is the limited budget obtained to P2TP2A DKI Jakarta Province. Limited budgets have an impact on service facilities that are less than optimal, such as fuel for Protection Car/Motorbike. Protection Car/Motorbikes that should be able to operate well to serve the community, becomes obstructed. In addition, other facilities for employees such as office equipment in the form of computers in P2TP2A DKI Jakarta Province which is still not sufficient also have an impact on the quality of public services. As Mulyadi (2016) argues that to improve the quality of public services, facilities and infrastructure in public services must be adequately provided by service providers.

Whereas in addition to facilities, funding also becomes important in supporting the change of social norms that affect the change of the individual level, also at the community level (Michau, 2014). This is a form of preventive action to violence against women and children. Therefore, budgetary resources should also be gender responsive in understanding violent acts against women and children that require not only curative but massive preventative services. Law Number 25 Year 2009 on Public Service article 15 states that public service providers are obliged to provide facilities, infrastructure, and/or public service facilities that support the creation of an adequate service climate. The optimal service climate will build public trust in public services. Therefore, public service becomes something that should be given optimally.

CHAPTER V

CONCLUSION

A. Conclusion

P2TP2A DKI Jakarta Province as service provider of women and children victims of violence has provided a good service performance. Service performance has done based on normative rules and adapted to empirical problems. Based on the research problems, the researcher concludes two important points below:

1. Service performance for women and children victims of violence by P2TP2A DKI Jakarta Province has achieved the indicator of Relevance & Effectiveness because the service itself has achieved its formal purpose which is to serve clients based on the Minimum Service Standards of Integrated Service for Women and Children Victims of Violence contained in the Regulation of the Minister of Women Empowerment and Child Protection Republic of Indonesia No. 01 of 2010 on Minimum Service Standards of Integrated Services for Women and Children Victims of Violence. The availability of services to women and children victims of violence that is accessible by the community has reflected the quality of service. However, the service hour is still limited to work hour, therefore, the indicator of Availability is suboptimally achieved. The indicator of responsiveness is positively achieved because the coordination between organizations in providing services for women and children victims of

violence has gone well. The indicator of accessibility of services provided by P2TP2A of DKI Jakarta Province as service providers has also suboptimally achieved because indeed the service is accessible but it does not provide an ease by a technological approach to the service. Community participation as the outcome of the services provided by P2TP2A DKI Jakarta Province can not be categorized as optimal. This is caused by less optimal preventive efforts in the form of socialization of prevention of violence against women and child victims of violence. Thus, the indicator of Outcome that is measured by community participation is suboptimally achieved.

2. The supporting factors of service performance for women and children are service accessibility and women and child protection policy. The service becomes more accessible through service innovation *Jakarta Siaga 112* and complaint posts compared to the condition in early 2017 when people have to memorize series of phone number or directly come to P2TP2A central office to do a report. The local government regulations that regulate the competence of the service provider and mandate the protection to women and children somehow became supporting factor for stakeholders to take an action toward women and children protection. Meanwhile, the barriers of the service are lack of public awareness on violence against women and children, limited service hours, and lack of budgetary

resources. However, government as public service provider must improve the quality of public service, facilities, and infrastructure in public service.

B. Suggestion & Recommendation

Based on the results and research findings, the author provides some important inputs for P2TP2A DKI Jakarta Province in order to provide more optimal services to women and children victims of violence. The points are:

1. P2TP2A DKI Jakarta should focus more on preventive-promotive efforts involving school-aged children from 12 to 25 years old who are integrated with junior high schools, senior high schools, and universities, and involve men to broaden public awareness of violence against women and children and education about the existence of service institutions related to violence against women and children. This needs to be done so that socialization activities become more effective, given that community awareness across gender, sector, and level is an important key to the prevention of violence against women and children.
2. The service to women and children victims of violence should begin to use information technology or online media in terms of prevention, violence reporting, counseling, and case update in the legal process until termination. Technology-based violence prevention such as VetoViolence (www.vetoviolence.org), i.e. an online resource for education, training, and

tools for violent practitioners and other communities interested in learning more about violence prevention (Kress, 2012). Technology-based reporting system of violence against women and children such as self-report input or panic button/emergency button in critical situations. This could be an application on Android/Apple' iOS. It will be more inclusive if the apps contains of the entire type of service, e.g. conseling schedule, case handling progress, sex education to create awareness, etc.

3. Counseling services for women and children should focus on before and after gender-based violence occur. This becomes important in order to maintain the psychological condition of victims of violence in good condition. Counseling services should also start using information technology, because accessible online counseling services through websites or social media are now becoming very important. California, the United States, is already using PreventConnect (<http://preventconnect.org/>), i.e. a website dedicated to the prevention of sexual violence and domestic violence that can bring violent practitioners together with people in need of help, and exchange ideas based on empirical experience through tweets, posts, podcasts, webinars and online dialogue (Kress, 2012).
4. Service time of P2TP2A of DKI Jakarta Province should be able to reach 24-hour service at least for clinical psychologist. In addition to the

unexpected arrival time of victims of violence during their arrival, it can also facilitate coordination of services with the police who wish to refer services to victims who report to the police outside working hours. Thus, victims of violence can be handled quickly from a psychological point of view

5. The government of DKI Jakarta should be more gender responsive to cases of violence. Budgeting for promotive-preventive and curative services should be optimized to reduce cases of violence and improve excellent service for victims of violence. This must be realized by the provincial government to create a city that is friendly to women and children as promised in the campaign of the Governor and the vice governor, Anies-Sandi.
6. Innovation of services to women and children victims of violence should use a grassroot or participatory approach. Thus, the services will be effective because it is in line with the needs of the community. In addition, the use of the Quadruple Helix Innovation System (QHIS) model to create service innovation is also needed so that service to women and child victims of violence is more measurable, effective, collaborative, and reliable because it has been assessed based on the involvement of government, private, community and academic perspectives.

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