

Addressing Violence Against Women and Children Through the 'Lapor Pak 129' Innovation

Mengatasi Kekerasan Terhadap Perempuan dan Anak Melalui Inovasi 'Lapor Pak 129'

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Abstract

This study aims to elucidate the service innovations implemented by the Office of Women's Empowerment and Child Protection and Population of the East Java Provincial Government to provide protection against violence towards women through the LAPOR PAK 129 innovation. The number of complaints of violence against women and children is quite high. Therefore, the Office of Women's Empowerment and Child Protection and Population of East Java Province developed this innovation to address the issue. It serves not only as a platform for receiving complaints of violence against children and women but also provides health services, social rehabilitation services, legal aid and enforcement services, as well as repatriation and social reintegration services. This study employs a qualitative method. Data collection techniques include interviews, observations, and document studies. This study applies interactive data analysis. The results of the "LAPOR PAK 129" innovation by DP3AK East Java aim to provide protection and services to women and children from violence through a toll-free telephone service and updated complaint procedures. This innovation encompasses non-discriminatory policies, active participation of children in recovery, and a new governance system, thereby enhancing the ease, convenience, and effectiveness of services.

Keywords: innovation, service, violence, women and children.

Abstrak

Penelitian ini bertujuan menjelaskan inovasi pelayanan yang dijalankan oleh Dinas Pemberdayaan Perempuan dan Perlindungan Anak dan Kependudukan (DP3AK) Pemerintah Provinsi Jawa Timur dalam memberikan perlindungan terhadap kekerasan perempuan melalui inovasi LAPOR PAK 129. Pengaduan kekerasan Perempuan dan anak cukup tinggi. Oleh karena itu, Dinas Pemberdayaan Perempuan dan Perlindungan Anak dan Kependudukan Provinsi Jawa Timur membuat inovasi untuk menangani permasalahan tersebut. Tidak hanya sebagai tempat dalam menerima pengaduan



kekerasan terhadap anak dan Perempuan saja, tetapi memberikan layanan kesehatan, layanan rehabilitasi sosial, layanan bantuan dan penegak hukum, hingga layanan pemulangan dan reintegrasi sosial. Penelitian ini menggunakan metode kualitatif. Teknik pengumpulan data dilakukan dengan cara wawancara, observasi dan studi dokumentasi. Penelitian ini menerapkan analisis data interaktif. Hasil penelitian Inovasi "LAPOR PAK 129" oleh DP3AK Jawa Timur bertujuan untuk memberikan perlindungan dan pelayanan kepada perempuan dan anak dari kekerasan melalui layanan telepon bebas pulsa dan pembaruan prosedur pengaduan. Inovasi ini mencakup kebijakan nondiskriminasi, partisipasi aktif anak dalam pemulihan, serta sistem tata kelola baru, sehingga meningkatkan kemudahan, kenyamanan, dan efektivitas pelayanan.

Kata kunci: inovasi, pelayanan, kekerasan, perempuan dan anak.

Introduction

Originating from the women's empowerment section within the Secretariat of East Java Province and the Community Empowerment Agency of East Java Province, it has now evolved into the Department of Women's Empowerment, Child Protection, and Population of East Java Province (DP3AK). Based on Law No. 25 of 2009, which regulates public services to provide legal certainty in the relationship between the community and its organizers in public services, DP3AK has initiated a public service innovation aimed at protecting women and children from various forms of violence and crime. This initiative arises from the growing recognition that threats of violence against women and children can no longer be ignored.

Violence is an issue that continues to develop in many countries, both developed and developing. The violence experienced by women and children can be regarded as a form of human rights violation. The protection of human rights is safeguarded by laws, including the Indonesian Human Rights Law, the Law on the Elimination of Domestic Violence, and the Law on Child Protection. Cases of violence against women and children are increasingly viewed as complex problems that require serious attention. Within family environments, violence constitutes the largest proportion of cases affecting children aged 3-6 years. Approximately 80% of violence against children is perpetrated by their families, 10% occurs within educational environments, and the remaining incidents involve strangers.

Discussions about women and children as victims of violence are not new. Numerous studies have convincingly demonstrated that violence against women can occur throughout their life cycle. This is evident from the phase of life before birth, such as sex-selective abortion, torture during pregnancy, and forced pregnancy; the infancy phase, including infanticide, physical-emotional abuse, and differential treatment of female children; the childhood phase, involving early marriage, sexual abuse, and child prostitution; the adolescent phase, including dating violence, rape, prostitution and trafficking of women, sexual harassment, and sexual abuse; and the reproductive age phase, encompassing sexual abuse, marital rape, murder, and psychological abuse (Suhra, 2019).

Indonesia is a country that guarantees the rights of every child to live, grow, and develop, as well as to receive protection from violence. Child protection is non-negotiable, and severe penalties are imposed on perpetrators of child violence. The international community has also committed to establishing regulations related to child protection. On Children's Day, it is emphasized that protecting children requires special attention to ensure their basic rights are fulfilled and they are shielded from various threats of violence. Children who become victims of violence experience both physical and psychological trauma (Masruroh, Annisaa, & Zainuri, 2023). Those who have suffered violence in the past may potentially become perpetrators of violence as adults. Therefore, victims of violence need special attention and treatment that also involves their families.

Generally, it is important to be aware that perpetrators of violence against women and children are often individuals who are close to or acquainted with the victims. With the increasing threats of violence against women and children, particularly in East Java province, SIMFONI data from 2022 reported 164 cases of sexual violence against women, constituting approximately 20.2 percent of the 811 reported cases of violence against women in East Java. Additionally, the number of sexual violence cases against children in 2022 reached 602 cases, or 51.85 percent of the total 1,161 cases of violence against children. Therefore, the East Java Provincial Office of Women's Empowerment, Child Protection, and Population Control needs to innovate services to prevent and

address violence against women and children. This response aligns with the increasing number of violence cases against women and children in districts and cities across East Java.

The rising number of violence cases is concerning, but these figures do not fully reflect the actual number of cases in the community, as many instances of violence go unreported, akin to the iceberg phenomenon. Besides the increasing number of cases, another issue that needs attention is the role of the government in providing services to violence victims. Incidents of violence directly impact the lives of victims if they do not receive proper treatment. Therefore, violence victims must receive immediate, efficient, and effective services (Irianto et al., 2021).

The media generally play a crucial role in constructing the narrative of violent acts. However, they often focus on commercial news, resulting in many cases going unreported, particularly those involving violence against children, which are deemed unimportant and rarely followed up. The media should represent the social realities of violence occurring in communities and raise public awareness about addressing such issues. By doing so, the media can serve as a tool to formulate policies related to handling violence against women and children.

There is a need to improve the quality of public services to build public trust in the government. The government has made various efforts, such as improving service regulations to speed up and simplify processes and enhancing the capacity of service personnel. Innovations in public service, including technology utilization, integrated services, community-based services, capacity building of human resources, and ensuring transparency and accountability, have been highlighted. These concrete steps can be implemented by the government to enhance the quality and accessibility of public services to the community.

Innovating services for victims of violence against women and children is crucial for providing effective support and counseling. Strategies such as remote service delivery during crises, like the COVID-19 pandemic, have underscored the importance of online capacities and service innovations (Pfitzner et al., 2022). Collaborative governance and delivery services have been proposed as models to assist victims, emphasizing the need for responsive service systems (Agustini, 2024). Additionally,

involving stakeholders, including the community and service institutions, plays a significant role in implementing policies to protect victims (Rodiyah, 2024).

Efforts to protect women and children from violence have been initiated through various programs and initiatives. For instance, the Dependency Court Intervention Program for Family Violence in Florida aimed to provide support through domestic violence advocates in juvenile court (Maze et al., 2003). Furthermore, the government has taken steps to protect women victims of psychological violence within households (Muryatini, 2023). In response to the increasing number of partner violence victims, collaborative programs have been designed to address their needs (Macy et al., 2013).

The social impact of violence against women and children is profound, leading to abandonment, ostracization, job loss, stigma, and other negative consequences. Victims require understanding, protection, and support from companions who can help them navigate these challenges (Mutmainnah & Mawarti, 2022). Understanding the root causes of violence is essential for developing effective interventions and support systems (Awang et al., 2022).

The government and public service organizations have made fundamental changes in governance, design, and delivery of public services (Ferlie, Hartley, & Martin, 2003). Policies related to violence protection must be implemented through collaboration with various stakeholders, as protection should not only occur after violence has taken place but also through preventive measures by the government. Therefore, addressing cases of violence, particularly in East Java Province, still requires a strong commitment to be effectively implemented.

Researchers have identified a clear evidence gap in previous studies regarding service innovations for the protection against violence towards women and children, especially in East Java Province. Previous studies have discussed various aspects of protection against violence: (1) legal and policy protection against violence towards women and children (Masruroh et al., 2023; Muryatini, 2023), (2) social impacts of violence on victims and recovery efforts (Awang et al., 2022; Mutmainnah & Mawarti, 2022), and (3) the role of media in the social construction of violence (Irianto et al., 2021; Rodiyah, 2024). However, previous research has not addressed the contradictory

findings related to public service innovations for protecting women and children. Researchers have identified evidence gaps in prior studies, particularly concerning the effectiveness of the LAPOR PAK 129 service innovation implemented by DP3AK in the East Java Provincial Government to protect women from violence. The novelty of this research lies in an in-depth analysis of the LAPOR PAK 129 innovation and its impact on unreported violence cases. The question posed is: How does the DP3AK of the East Java Provincial Government provide protection against violence towards women through the LAPOR PAK 129 innovation? This study aims to explain the service innovations implemented by DP3AK of the East Java Provincial Government in providing protection against violence towards women through the LAPOR PAK 129 innovation.

Public Service Innovation

Innovation represents a transition in principles, processes, and management practices from old organizational forms, significantly influencing performance (West & Farr, 1989). In governmental organizations, innovation is demanded due to the increasing public pressure for improved performance to address societal issues through programs and services. Suwarno (2008) explains the principles of innovation as follows: (a) Relative Advantage, meaning an innovation must have superior and additional value compared to previous innovations; (b) Compatibility, meaning the innovation should be compatible with the one it replaces; (c) Complexity, meaning the new innovation may be more complex than the previous one; (d) Trialability, meaning the innovation can only be accepted if it has been tested and proven to have advantages over the old one; (e) Observability, meaning the innovation must be observable in terms of how it works and produces better outcomes.

Public service innovation is a breakthrough in service types, involving original creative ideas or adaptations/modifications that provide direct or indirect benefits to the community (Atthahara, 2018). Examples of public service innovations include: (a) Utilization of Technology: The use of technology in public services can enhance efficiency and effectiveness. For instance, mobile applications for public services such as tax payments and permit applications; (b) Integrated Services: Integrated services

like one-stop services can simplify various types of licensing processes in one place, saving time and costs; (c) Community-Based Services: Community-based services, such as local waste management, can increase community participation and create more sustainable solutions; (d) Capacity Building: Enhancing human resource capacities through training and education can improve the quality of public services; (e) Transparency and Accountability: Increasing transparency and accountability in public services can boost public trust and prevent corruption. In developing or creating innovations, especially in public sector organizations, there are always supporting and inhibiting factors. In providing public services, several inhibiting and supporting factors are evaluated by the public based on their experiences, including:

Table 1. Factors Supporting and Hindering Public Service Innovation

Supporting Factors	Hindering Factors
Awareness of public servants	Reluctance to terminate failing programs
Regulations in public service implementation	Overreliance on high performers
Organizational factors in public service implementation	Available technology hindered by culture and organizational restructuring
Skills and capabilities	Lack of rewards or incentives
Facilities and infrastructure	Inability to cope with risks and changes

Innovation encompasses more than just products or the mere use of technology in the public sector. It includes a variety of types and kinds such as products, services, processes, methods, strategies, policies, and system innovations. As stated by Muluk (2008:44), the typology of innovation is as follows: (a) Service product innovation arises from changes in the form and design of products or services; (b) Service process innovation originates from the continuous quality renewal movement, referring to a combination of organizational, procedural, and policy changes required for innovation; (c) Service method innovation involves new ways of interacting with customers or new methods of providing services; (d) Policy innovation refers to new visions, missions,

goals, and strategies, along with their rationale based on current realities; (e) System innovation encompasses new, updated ways of interacting with other actors, indicating changes in governance. The success indicator for this innovation is the stakeholders' perception of ease, comfort, and speed in dealing with the organization.

Factors Triggering Violence

The Office of Women's Empowerment, Child Protection, and Population of East Java Province revealed several factors that trigger the prevalence of violence against women and children. Firstly, early marriage is one of the causes of violence. Young couples still need guidance both in preparing for marriage and in raising the children born from these marriages. Secondly, the low level of knowledge in handling household problems. Thirdly, economic hardship greatly influences acts of violence against women and children. The forms of violence by husbands towards wives and children can be verbal (uttering hurtful words) or non-verbal such as physical abuse. Fourthly, failure in socializing with the community. Fifthly, a lack of religious understanding.

Meanwhile, Aina Rumiati Azis (2013) revealed factors causing violence against women, namely (1) a patriarchal culture that positions men as superior and women as inferior, (2) a misunderstanding of religious teachings that assumes men can dominate women, and (3) the imitation by boys of fathers who are prone to violence, leading the children to mimic their fathers' actions. Among the various factors discussed above, the most dominant factor is patriarchal culture. This culture influences the legal culture of society. In this regard, the media has an important role and can remain neutral concerning the reality of gender mainstreaming, which is often trapped in the social and cultural constructions of a patriarchal society.

Research Methods

This study employs a qualitative method. Moleong (2006) defines qualitative research as a study that utilizes a natural setting, aimed at interpreting phenomena as they occur, and involves various applicable methods. The research location is at the Office of Women's Empowerment, Child Protection, and Population of East Java Province, located at Jalan Jagir Wonokromo No.358, Sidosermo, Kec. Wonocolo,

Surabaya. The primary data sources in this research are victims of violence who have experienced direct abuse, as well as their families. Additionally, secondary sources, such as research journals, articles, and institutional books, are used as supporting data in the development of innovations. Data collection methods include interviews, observations, and documentation.

This study applies interactive data analysis as developed by Miles and Huberman, which includes several key components: data reduction, data display, data condensation, and conclusion drawing/verification (Miles, Huberman, & Saldana, 2014). After these stages, the collected data is condensed and refined to reach a conclusion. This process involves evaluating data from initial collection to presentation, identifying patterns, and providing explanations. Efforts to address violence victims by DP3AK through "LAPOR PAK 129" include various other innovation typologies. Policy innovation is manifested in a new vision and strategy focused on non-discrimination and the confidentiality of victim information, involving children in the recovery process according to their age and maturity. Additionally, system innovation is evident in new governance in interactions with other actors, such as related agencies and the community, to create a broader and more effective protection network. The indicators of success for this innovation are the ease and comfort felt by stakeholders, as well as increased responsiveness in handling violence cases.

Results And Discussion

Innovation Service LAPOR PAK 129

With the rise in violence against women and children recently, the East Java Provincial Office for Women's Empowerment, Child Protection, and Population Control (DP3AK) is urging all residents of East Java to work together to prevent violence against women and children around them. DP3AK has developed an innovative service that has now entered the top 45 public service innovation systems. This innovation is known as the "LAPOR PAK 129" service.

The "LAPOR PAK 129" service is designed for women and children who are victims of violence. This service implements Law No. 12 of 2021 on the prevention and

handling of sexual violence (PPKS) with a one-stop service approach. “LAPOR PAK 129” offers child protection services via a toll-free local telephone (landline/office phone) for children in need of protection, in emergency situations, or in need of counseling services. The aim of this innovation is to protect children's rights and ensure access to quality services that support the proper development of children. The best practice of the “LAPOR PAK 129” innovation is its swift and thorough response. It is responsive in handling complaints and thorough in the recovery and empowerment of victims, both women and children, ensuring women are economically empowered and children receive their entitled rights.

DP3AK East Java also ensures comprehensive support for women who have recovered to prevent them from returning to their past situations. Women are economically empowered, and children are placed in environments that guarantee their rights are fulfilled. Therefore, DP3AK's efforts do not stop at complaints but extend to their resolution. The reporting procedure for victims of violence against women and children includes: First, the victim arrives at the Integrated Service and is registered by the officer. Second, the victim fills out a complaint form regarding the violence they experienced. Third, counseling is provided to identify needs and investigate the case. Fourth, shelter, social rehabilitation services, and safe houses are available for victims of violence. Fifth, coordination with other institutions is conducted as a step towards law enforcement. In this process, victims of violence are classified according to the type of violence they experienced to determine the necessary handling for each victim.

The protection services for victims of violence against women and children are network-based, involving a combination of various government institutions, law enforcement agencies, and organizations concerned with women's and children's issues. The service innovation “LAPOR PAK 129” is a referral service for victims of violence between districts/cities within East Java Province and between provinces when districts/cities are unable to handle cases independently. This service encompasses five frameworks: Complaint Services, Health Services, Social Rehabilitation Services, Legal Aid and Law Enforcement Services, and Repatriation and Social Reintegration Services.

This innovation offers several advantages over previous services, such as 24-hour complaint services, proactive response to viral cases, and a maximum response time of 10 minutes. Complaints can also be made by directly visiting the DP3AK East Java office, using the Sapa 129 platform, WhatsApp, and social media.

DP3AK East Java collaborates with entities that support the protection of women and children, including East Java Regional Police, social services, women's organizations, and universities. Managing the handling of violence against women and children is highly recommended to involve multiple stakeholders who have different interests, roles, functions, and contributions (Boyko et al., 2017). Involving stakeholders encourages institutions to develop the capability to uncover the root causes of violence, which have been prevalent and challenging to identify.

To prevent and address cases of violence against women and children, DP3AK East Java needs to develop initiatives and involve various parties capable of protecting the rights of children and women. After involving stakeholders in efforts to prevent and handle cases of violence against women and children, the use of technology can also be a supporting factor in making services more effective and efficient. This digital technology can take the form of an application that can be easily downloaded and accessed by the public. The community can use it as a reporting tool in case of violence in their environment and will immediately receive assistance without fear.

The "LAPOR PAK 129" service innovation implemented by DP3AK East Java can be categorized into several types of innovation. First, in terms of product service innovation, "LAPOR PAK 129" introduces a toll-free telephone service that allows children and women to access assistance directly in emergency situations. Second, from the aspect of process service innovation, this service involves quality updates through the reorganization of complaint handling procedures and the provision of counseling, ensuring responsiveness and effectiveness in dealing with cases of violence. Third, service method innovation is evident from the new way of interacting with the community, namely providing direct and easy access through a toll-free telephone for complaints and counseling.

Conclusion

The innovation "LAPOR PAK 129" by the Office of Women's Empowerment, Child Protection, and Population of East Java Province (DP3AK) represents an evolution of existing services. This innovation aims to provide protection and services to women and children from violence. The "LAPOR PAK 129" initiative combines various typologies of public service innovations. It introduces a toll-free emergency telephone service, reflecting service product innovation. Updates in complaint handling and counseling procedures demonstrate process and method service innovations. Non-discrimination policies, confidentiality of victim information, and active participation of children in the recovery process illustrate policy innovations. Furthermore, new governance in interactions with related agencies and the community showcases system innovation. As a result, this initiative enhances ease, comfort, and effectiveness in protecting children and women from violence.

Violence against women and children is recognized as a complex violation of Human Rights, especially those occurring within the family environment. To address violence, public service innovations such as "LAPOR PAK 129" have been developed, providing access for reporting, counseling, rehabilitation, and case handling coordination. Factors triggering violence, such as early marriage, low economic status, patriarchal culture, and misinterpretations of religion, are identified as primary causes. Collaboration with various stakeholders, including government agencies, police, social organizations, and universities, is crucial in addressing violence against women and children. Technology also plays a role in enhancing the effectiveness of public services in these cases. To prevent and manage cases of violence, it is essential for DP3AK East Java to continue developing service innovations, involving all relevant parties, and effectively utilizing technology.

Suggestions

In response to the increasing issue of violence against women and children, one innovative solution that can be implemented is the development of technology-based programs, such as mobile applications. These applications would enable victims or those detecting violence to report incidents easily and quickly. This approach would

support the reporting process, provide counseling services, and ensure effective coordination for comprehensive case management. To enhance the effectiveness of the "LAPOR PAK 129" innovation in protecting women and children from violence, the following recommendations are suggested: (a) Collaboration with Stakeholders: Strengthen cooperation with government agencies, police, social organizations, and universities to form a more comprehensive protection network. This will ensure more effective handling of violence cases through inter-agency synergy; (b) Utilization of Technology: Optimize the use of information technology by developing mobile applications and online platforms that facilitate the public in reporting violence cases, obtaining information, and accessing counseling services in real-time; (c) Education and Public Campaigns: Conduct massive educational campaigns to raise public awareness about the rights of women and children and how to report violence. This can be done through social media, seminars, and outreach programs in schools and local communities.

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