

Stakeholder-based governance for managing victims of violence against women and children in East Java

Tata kelola berbasis stakeholder dalam penanganan korban kekerasan terhadap perempuan dan anak di Jawa Timur

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Abstract

The number of domestic violence has increased. Meanwhile, until now it has not been possible to identify the stakeholder groups involved and need to be involved in providing solutions to prevent and manage victims of violence. A stakeholder-based governance system can be considered to manage victims of violence both preventively, curatively and rehabilitatively. The purpose of this study is to describe stakeholder-based governance to deal with victims of violence against women and children. This research was conducted at the East Java Integrated Service Center for the Protection of Women and Children (P2T-PPA) which has owned and implemented stakeholder-based governance. Data were collected through Focus Group Discussion (FGD) activities with qualitative data analysis methods. The FGDs involved representatives from each stakeholder in the management of victims of violence against women. The results showed that the stakeholder-based governance system is able to overcome various barriers to communication, coordination, and synergy in dealing with victims more quickly, accurately, and comprehensively. This study concludes that stakeholder-based governance for women and children is the best approach because it is able to integrate all related parties, especially if it is supported by early detection technology to treat victims' trauma conditions in a curative and rehabilitative manner.

Keywords: governance and stakeholders; integrated service center; violence against women and children

Abstract

Jumlah kekerasan domestik mengalami peningkatan. Sementara hingga kini belum dapat diketahui kelompok stakeholder yang terlibat dan perlu dilibatkan dalam memberikan solusi mencegah dan mengelola korban kekerasan. Sistem tata kelola berbasis pemangku kepentingan (stakeholders-based governance) dapat dipertimbangkan untuk mengelola korban kekerasan baik secara preventif, kuratif maupun rehabilitatif. Tujuan penelitian ini adalah mendeskripsikan tata kelola berbasis stakeholder untuk menangani korban kekerasan terhadap perempuan dan anak. Penelitian ini dilakukan di Pusat Pelayanan Terpadu Perlindungan Perempuan dan Anak (P2T-PPA) Jawa Timur yang telah memiliki dan menerapkan tata kelola berbasis stakeholder. Data dikumpulkan melalui Focus Group Discussion (FGD) dengan metode analisis data secara kualitatif. FGD melibatkan para wakil dari setiap pemangku kepentingan dalam pengelolaan korban kekerasan terhadap perempuan. Hasil penelitian menunjukkan sistem tata kelola berbasis pemangku kepentingan mampu mengatasi berbagai hambatan komunikasi, koordinasi, dan sinergi dalam menangani korban secara lebih cepat, akurat, dan komprehensif. Studi ini menyimpulkan bahwa tata kelola berbasis pemangku kepentingan terhadap perempuan dan anak merupakan pendekatan terbaik karena mampu mengintegrasikan semua pihak terkait, terlebih jika didukung teknologi deteksi dini untuk mengatasi kondisi trauma korban secara kuratif dan rehabilitatif.

Kata kunci: tata kelola dan pemangku kepentingan; pusat layanan terpadu; kekerasan terhadap perempuan dan anak

Introduction

The number of cases of violence against women and children in the world is increasing, even on the European continent (Butler et al. 2022). During the COVID-19 pandemic, acts of domestic violence increased in various countries around the world (Pearson et al. 2021). Studies in Bangladesh, for example, show that

during the pandemic and even after the current pandemic, cases of domestic violence experienced by wives and children increased (Hossain et al. 2021). The increase in domestic violence during the pandemic has also occurred in other parts of the continent. Cases of violence in South Africa, for example, show an increasing trend (Mahlangu et al. 2022). Meanwhile, cases of violence against women and children in Indonesia have also increased (Arief 2017, Aibak 2023, Suryanti & Muttaqin 2023).

Acts of violence in the family cause mental health problems experienced by the victims (Sutton et al. 2021, Glowacz et al. 2022). Mental health disorders are biological, psychological and social illnesses that hinder an individual's abilities and function in their environment (Manwell et al. 2015). The health of victims of violence tends to decline and they are unable to excel in education (Manwell et al. 2015). This condition has an impact on the inability to meet economic needs fairly (Sabir & Aziz 2018). The government must be able to formulate solutions to overcome various problems while alleviating the suffering of victims of domestic violence (Hamby 2009).

The mental health, educational, social and economic problems that befall victims of domestic violence require effective solutions so that worse problems can be avoided (Dabaghi et al. 2023). The solution considers various complex factors that trigger domestic violence, namely communication bias, hostility, and conflict or differences in behavior (Hamby 2009). Solutions also look at the socio-cultural and legal factors that foster the seeds of violence in the family (Deshpande 2019). Socio-cultural factors are very effective in triggering domestic violence (Akbariy et al. 2022). Meanwhile, weak law enforcement is a factor that cannot be ignored in understanding the emergence of violence in the family (Harper et al. 2021). The complexity of the factors that cause violence against women and children is an incentive for the government to prepare solutions that involve the wider community, namely stakeholders (Jansen & Kalas 2020).

Social problems can be overcome by involving various community groups as stakeholders (Prem 2020). Group involvement to find the best solution through dialogue to understand each party's interests and expectations (Wong et al. 2021). In active dialogue between stakeholders, various root causes and alternative solutions that can be developed can be identified (Yang et al. 2022). Each stakeholder can also provide the best short and long term oriented ideas (Jansen & Kalas 2020). Likewise, controlling acts of violence can be carried out preventively, curative or rehabilitative by managing victims more humanely (Sacchetti & Borzaga 2021).

Involving various stakeholders is the best approach in managing victims both before and after violence occurs (Palladino 2022). The government must be able to integrate all parties who have different views and even interests (Palladino 2022). This is because the government's capacity is very limited in reaching all communities that are vulnerable to violence (McDonnell 2023). With the active involvement of all stakeholders, the government can reach a wider area to all communities (Singer-Brodowski et al. 2020). Apart from that, the government can also consider the role of technology to be used to prevent potential violence against women and children in the household (Bansal et al. 2024).

Stakeholder-based governance is a joint activity to bring about change that is democratic, transparent, accountable, and mutual respect as important values (Grosser 2016, Haugen 2020, Forsyth & Springate-Baginski 2021, Jastram & Berbery 2023). Change is a shared desire that has social value and is democratic in nature by considering the active involvement of stakeholders in an innovative way (Bacq & Aguilera 2022, Bennett 2023). Stakeholder-based governance that prioritizes innovation is believed to be able to address various social problems in an accountable manner (Bandini et al. 2023). Stakeholder-based governance is one solution to overcome various social problems, including reducing victims of violence against women (Ranganathan et al. 2022). Likewise, a stakeholder-based approach can be relied upon to protect children from the threat of violence (Şahin Mencütek et al. 2021).

However, until now it is not yet known which stakeholder groups are involved and need to be involved in handling violence (Tracy et al. 2023). The problem of violence with complex determinant factors requires identification of groups that can be relied upon in handling victims of violence (Jansen & Kalas 2020). Each group has different functions and responsibilities as well as ideas and expectations regarding the management of victims of violence, whether preventive, curative or rehabilitative (Bridoux & Stoelhorst 2022, Raftery et al. 2023). Identification of stakeholders is expected to make it easier for the

government to coordinate, integrate and synchronize in preparing social protection plans and handling actions for victims (Raftery et al. 2023). The stakeholder-based management system for victims of violence against women and children is expected to be able to unite all functions and responsibilities of each party involved (Kuupiel et al. 2023, Lima & Guedes 2024).

Apart from the functions and responsibilities that still need to be identified, the role of each stakeholder is also unknown (Ali et al. 2020). As a result of roles that have not been identified, the contribution of each party has not been optimal in handling victims of violence against women and children (Hadush et al. 2023). In addition, there are often the same plans and actions carried out by two or more of the same parties, resulting in overlapping roles (Buffarini et al. 2021, Reinecke & Donaghey 2022). Overlapping roles fuel resource inefficiencies and reduce the effectiveness of managing victims of violence (Guaita-Fernández et al. 2024). Therefore, identification of the role of each party involved needs to be identified to support harmonious actions between stakeholders in managing victims of violence (Manwell et al. 2015, Arief 2017, He et al. 2022).

The problem is that the government does not yet know the action patterns of each stakeholder that can be coordinated in managing victims of violence (Singer-Brodowski et al. 2020). Patterns of action in managing victims of violence are actions carried out by each party in order to achieve goals more effectively (He et al. 2022). Success in managing victims of violence is very dependent on the unified, simultaneous action of each party (Singer-Brodowski et al. 2020). Unity of action is the main element in governance which leads to failure in achieving the stated goals (Sacchetti & Borzaga 2021).

Apart from functions, roles and actions, the efficiency and effectiveness of achieving goals is also influenced by the use of technology (Pearson et al. 2021, Guaita-Fernández et al. 2024). However, there are no recommendations for technology that can be adopted to intervene to prevent acts of violence against women and children in the family more effectively (Sheppard et al. 2024). The government needs to review the management of victims of violence based on technology, especially when used for preventive measures (Guaita-Fernández et al. 2024). Technology can also be used to manage victims curative and rehabilitative (Manwell et al. 2015). Therefore, stakeholders who specifically have functions, responsibilities and roles related to the use of technology can be considered as an option to be involved in the governance of victims of violence (Pearson et al. 2021). The aim is that technology can strengthen all parties in managing victims of violence both preventively, curative and rehabilitative (Bansal et al. 2024).

The increase in the number of cases of violence against women and children in the family is due to low control over community behavior. The aim of social control is to overcome or prevent deviant behavior in people's lives. Social control is carried out by directing individuals and groups within an entity to behave according to social norms. Apart from preventing deviant behavior, preventive social control also aims to reduce the risk and impact of deviant behavior. Social control carried out by members of an entity can also prevent disruption to stability in community life.

Based on this description, this research is directed at developing recommendations or solutions based on best practices in managing victims of violence (Tracy et al. 2023). The best solution according to needs is by involving the community to manage victims of violence using a stakeholder-based governance approach (Lopes dos Santos et al. 2021, Wetterberg et al. 2023). The aim of this research is to describe stakeholder-based governance in managing victims of violence against women and children.

Research Method

This research is qualitative research using descriptive research with a cross sectional design. Descriptive research describes conditions or problems obtained through field observations for all areas of study (Pramila-Savukoski et al. 2023). Meanwhile, a cross-sectional design is used to study the dynamics of the correlation between risk factors and effects through an observational approach or data collection at a certain time (Octavia et al. 2023). The population of this research are stakeholders involved or involved by the Integrated Service Center for the Protection of Women and Children in handling victims of violence against women and children in East Java. There were four informants, selected based on representatives from each interest group.

Data was obtained through centralized group discussions (FGD). FGD is a form of semi-structured interview focused on the topic of domestic violence and guided by a moderator. The FGD was held according to the agreement, namely related to the theme of handling victims of female violence against children. The FGD process begins with questions from the moderator followed by responses and discussion between participants to express opinions freely. Schematically, the data analysis process uses the Miles and Huberman interactive data analysis model. First, data condensation involves selecting, focusing, simplifying, abstracting, and transforming data that approximates the entirety of field notes, interviews, and empirical documents. Second, data presentation, namely the process of displaying data in a form that is easy to understand, such as tables, graphs and diagrams. Third, drawing conclusions is verified periodically during the research process (Miles et al. 2014). With that, data is presented with the aim of collecting information that is organized into a concise and easily accessible form so that it makes it easier to see what is happening and to draw conclusions.

Results and Discussion

The informants in this research are the core power for managing victims of domestic violence. Informants include elements of the leadership of institutions that have special functions in the protection of women and children. Apart from leadership elements, informants also come from police representatives who have the task of serving and protecting the community from various criminal threats. Table 1 shows a list of key informants.

Table 1.
List of Interviewees

Institution	Interviewees
Integrated Service Center for the Protection of Women and Children (P2T-PPA)	1. Head of P2T-PPA 2. Public Relation
Women and Children Empowerment Agency	Head of Institutional Strengthening Division Women's and Children's Rights
East Java Regional Police	Deputy Chief Executive of the Integrated Service Center Daily

Source: Primary data

Meanwhile, stakeholders in the management of victims of violence by P2T-PPA can be classified based on their protection functions in the fields of economics, law, education, as well as handling health and mental problems. In Table 2, a list of stakeholders who have functions in each area of violence victim governance is presented.

In Table 2, it appears that the existence of each stakeholder is dominated by functions oriented towards curative and rehabilitative actions. Meanwhile, functions oriented towards promotive and preventive actions are limited to being carried out only by the police, academics and the mass media. One exception is stakeholders from the center of government, namely the Ministry of Women's Empowerment and Child Protection (KemenP3A). KemenP3A is categorized as an institution that functions in handling policies for sharpening, coordinating and synchronizing government programs. This ministry has a long history of empowering women in Indonesia. This includes providing protection for women and children as vulnerable groups of society from various acts of violence.

Management of victims of violence against women and children involves community groups in work networks who work voluntarily. Even as volunteers, these various community groups have an important function in victim management. They accompany victims so that cases of violence can be handled effectively through collaboration. In the study by Akbary et al. (2022) highlighting the importance of community groups in changing attitudes and reducing domestic violence. Karnaji (2017) and Nurchahyati & Legowo (2022) also emphasized that society plays a central role in suppressing violence against mothers and children. Therefore, Darmini (2021) said that there is a need for steps such as law enforcement, the role of community groups, and education about recognizing body organs in early childhood to prevent sexual violence against children.

Table 2.
List of Stakeholders

No	Stakeholders	Field	Function	Orientation
1.	The Ministry of Women's Empowerment and Child Protection	Policy	Strengthen governance capacity for victims	--
2.	Regional Health Insurance		Helping with maintenance costs	Kuratif
3.	Indonesian Worker Placement Service Center	Economy	Provide job information	Rehabilitative
4.	Private companies		Providing funds and jobs	Rehabilitative
5.	Prosecutor's Office (State and High)		Prosecution	Rehabilitative
6.	Courts (State and High)	Law	Deciding matters	Rehabilitative
7.	Police		Maintaining security and order, law enforcement, protection and community services	Preventive and Rehabilitative
8.	Legal aid	Education	Providing legal assistance	Rehabilitative
9.	Academics		Education, Research and service	Promotional
10.	Mass media		Information Dissemination	Promotional and Preventive
11.	Hospitals and Community Health Centers		Handling the health of victims	Curative
12.	psychologist	Health	Caring for the victim's mental health	Curative
13.	Special Institute for Child Development		Helps child development	Curative
14.	Non-governmental organization		Empowering victims	Rehabilitative
15.	Social Welfare Organizing Institution		Providing assistance to victims	Rehabilitative
16.	Community Organizations	Social	Providing social services	Rehabilitative
17.	Surabaya Children's Crisis Center		Crisis management for victims	Rehabilitative
18.	Indonesian Women's Coalition		Helps reintegrate into society	Rehabilitative

Source: Primary data

This community group, which works voluntarily and collaboratively, has a crucial role in accompanying victims and enabling effective handling of cases of violence. In fact, through the active involvement of community groups, efforts to prevent and handle violence against mothers and children can be improved significantly. This is further supported by the results of an interview with the Head of P2T-PPA, Integrated Service Center for the Protection of Women and Children (P2T-PPA).

"When the victim experiences helplessness or interference from other parties which makes the case complicated, the East Java Province UPT PPA will monitor and evaluate the handling of the case based on reports from the public or victims. "Apart from that, the East Java Province UPT PPA will collaborate with regional institutions to follow up on handling cases submitted by victims." (Interview by Integrated Service Center for the Protection of Women and Children – P2T-PPA).

The following is a statement from Public Relations, Integrated Service Center for the Protection of Women and Children (P2T-PPA).

“Providing comprehensive services to victims of violence through community complaint services, victim assistance, case referrals, protection in safe houses, case handling, physical health rehabilitation, psychological rehabilitation and assistance, as well as legal assistance. “Apart from that, the East Java Province UPT PPA hopes that in the future there will be collaboration and advocacy with related institutions in districts/cities that might respond to the handling of cases complained about by victims.” (Interview by Public Relations, Integrated Service Center for the Protection of Women and Children – P2T-PPA).

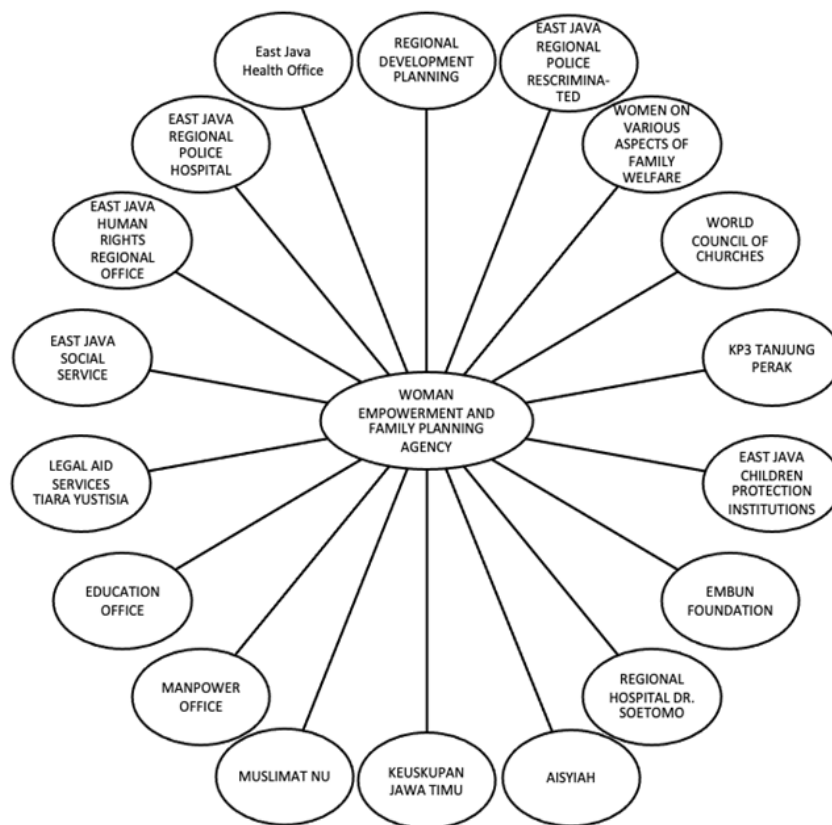


Figure 1.

P2T-PPA networking

Source: The author processed data from the Head of the East Java P2T PPA Service in an FGD dealing with acts of violence against women and children

In handling cases of violence, the East Java Province UPT PPA will monitor and evaluate cases involving victims who experience helplessness or interference from other parties. They also provide comprehensive services to victims through various services such as public complaints, assistance, protection in safe houses, physical and psychological health rehabilitation, and legal assistance. Apart from that, the East Java Province UPT PPA hopes to collaborate and advocate with related institutions in districts/cities to respond to cases complained by victims.

Collaboration is built in the form of a stakeholder network which includes broader elements than the stakeholders in Table 2. Apart from adding government elements, there are also private sectors and other community organizations. Figure 1 shows the East Java P2T-PPA network as an embodiment of stakeholder-based governance in handling victims of violence against women and children.

In Figure 1, it can be seen that there is an increase in the number of stakeholders involved in managing victims of violence against women and children. The additional role is in the religious sector to strengthen the spiritual dimension of victims of violence. Stakeholders in the religious sector are Muslimat Nahdhatul Ulama for the Islamic religion and the East Java Diocese for the Catholic religion. Apart from religion, other stakeholders are also involved in the field of human rights, represented by the Human Rights Office in East Java.

Stakeholder analysis

At the district/city level, P2T-PPA involves networking as is done at the provincial level. By involving the community, the district/city government forms service institutions according to the needs of victims. These institutions have different roles in dealing with victims of violence specifically, namely in the legal field. Study Irawan & Puspitasari (2022) and Yesyca et al. (2018) explained that the government plays a role in overcoming violence against mothers and children through assistance services for victims of violence, namely the assistance of legal entities. Study Haryono et al. (2020) shows that the government, P2TP2A, and the Ministry of Women's Empowerment and Child Protection have an important role in creating policies to reduce violence against women and child victims of violence. Puspitasari & Rodiyah (2022) that the main stakeholders in implementing policies to protect women and children victims of violence are the community, women and children victims of violence.

Based on the results of interviews by the Head of the Institutional Strengthening of Women's and Children's Rights and the Deputy Head of Daily Executive of the Integrated Service Center regarding having an important role in involving district/city governments to form service institutions according to the needs of victims of violence.

"Involving the community, district/city governments can form service institutions according to the needs of victims of violence. The main role in implementing policies to protect women and children victims of violence is the community." (Interview by Head of Institutional Strengthening of Women's and Children's Rights).

Next is the statement from the Deputy Chief Executive of the Integrated Service Center Daily.

"Problems that often occur in violence, such as domestic violence (KDRT), sexual violence, violence against children which leads to abandonment of children, struggles over child custody which begin with arguments between husband and wife which lead to divorce, child neglect, and violence against women and children of non-marital couples who have children, require the role of the community and district/city government to form institutions that are able to provide services in accordance with handling victims." (Interview by Deputy Chief Executive of the Integrated Service Center Daily).

From the interviews above, it can be seen that the involvement of the community and district/city government in establishing service institutions that suit the needs of victims of violence shows an important effort in handling cases of violence. These institutions have a special role in dealing with victims of violence, especially in the legal aspect, providing the protection and assistance needed. Frequent problems related to violence, such as domestic violence, sexual violence, child neglect, divorce, and violence against women and children from non-marital couples, emphasize the need for active involvement of the community and district/city governments in establishing institutions that can provide protection and comprehensive treatment for victims. Thus, collaboration between various parties is the key to dealing with the problem of violence more effectively. The main stakeholders in implementing policies to protect women and children victims of violence are the community and women's leadership.

From the legal sector, there are community groups whose role is to fulfill victims' rights, which are represented by the Private Legal Aid Institute (LBH), namely Tiara Yustisia and the Child Crisis Center. Meanwhile, the role of reintegration assistance involves the East Java Indonesian Women's Coalition (KPI) and for psychiatric treatment of victims in society involves a private institution, namely Savy Amira. Stakeholder networks play a role in strengthening the capacity of institutions to achieve effective governance for victims.

Because it was proven to be effective, the treatment of victims of violence by P2T-PPA developed and was implemented in several districts/cities. Volunteerism among P2T-PPA staff and stakeholder involvement can be replicated considering that each district/city is also encouraged by the Ministry of P3A to form community groups.

Several districts/cities that have implemented the concept of management for handling victims of violence against women and children are Sidoarjo District, Tulungagung District, and Trenggalek District. In the city of Surabaya, a P3A Task Force was formed at the sub-district level with the role of accompanying victims of cases reported by the community to P2T-PPA.

Stakeholder involvement

The activities of each stakeholder have been regulated by following the flow of governance towards victims of violence. In Figure 2 you can see the stakeholder-based flow of governance for handling victims of violence developed by P2T-PPA.

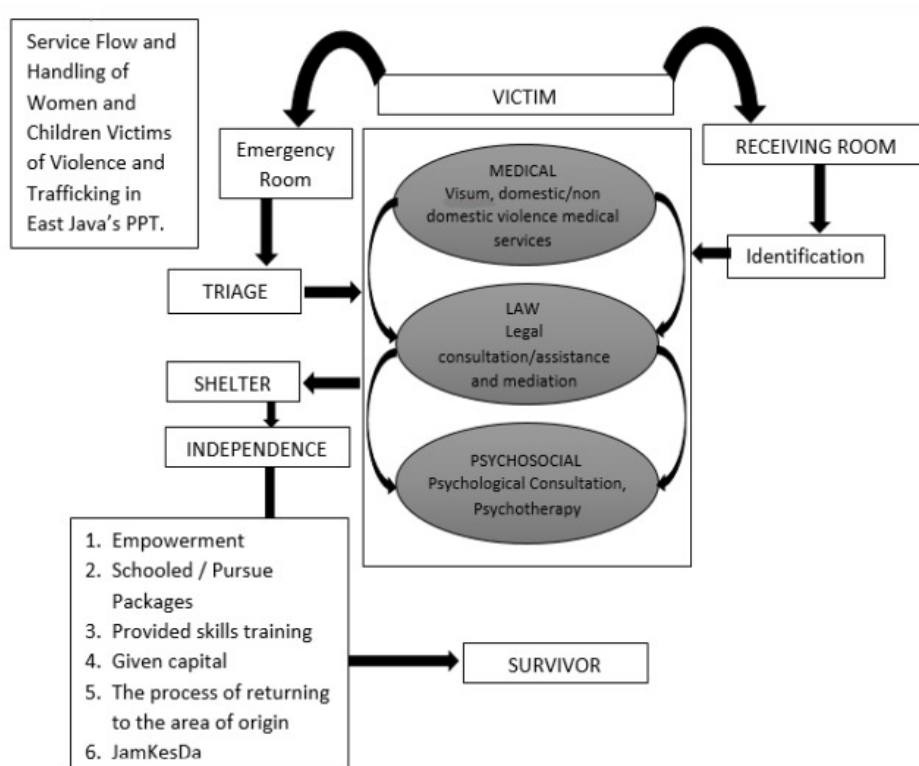


Figure 2.

Flow of governance for victims of violence by P2T-PPA

Source: The author processed data from the Head of the East Java P2T PPA Service in an FGD dealing with acts of violence against women and children

With stakeholder-based governance for victims of violence against women and children; all functions, activities and roles of each party can be integrated more optimally. Stakeholder-based management of domestic violence victims' functions better because all problems experienced by victims can be handled in an integrated manner. This is further supported by the results of an interview with the Head of P2T-PPA, Integrated Service Center for the Protection of Women and Children (P2T-PPA), "Effective collaboration between stakeholders is important to help victims of violence against women and children achieve security and balance in their lives." The following is a statement from Public Relations, Integrated Service Center for the Protection of Women and Children (P2T-PPA).

"Stakeholders who have functions, activities and roles in the technology sector have not been able to find the right innovation to handle this issue. However, it is known that technological developments are appropriate to be useful in treating victims of violence. "It is hoped that in the future the government and regional governments can innovate to utilize gender-responsive technology."

Based on the results of the interview, it was stated that to deal with victims of violence, technology can be used. It is hoped that in the future the central government can synergize with regional governments

to innovate to utilize gender-responsive technology. However, it should be noted that stakeholders who have functions, activities and roles in the technology sector cannot yet be found in the network. As is known, technological developments can be used to manage victims of violence both preventively, curatively and rehabilitatively. Collaboration between stakeholders is needed so that women and children are protected from various forms of violence. In the United States, technology has been developed to minimize violence against women and children in the form of small clip-on devices that are easy to use. The way it works is very simple, just by pressing the clip-on for a few moments, it will emit an alarm while sending a message via cellphone regarding the victim’s location to emergency contacts.

There is also technology in the form of applications to anticipate violence. Victims can send automatic texts to certain predetermined parties if they are in a dangerous situation. Various applications can also be developed so that victims can report and document the violence they experience. Not just sharing information, with this application victims can hold perpetrators accountable. Next is the statement from the Deputy Chief Executive of the Integrated Service Center Daily.

“We are more concerned with protecting victims. That’s why with the precision pruning program, we synergize with related agencies to protect victims. “The program was also created in one application which is connected directly to Command center 110 and WA reported the Surabaya Police Chief as the recipient.”

Based on the results of the interviews above, it shows that there is stakeholder involvement in working together and collaborating with related agencies in protecting victims of violence. This program innovation was also created in one application which was connected directly to Command Center 110 and WA reported the Surabaya Police Chief as the recipient. It is hoped that with the presence of Command Center 110, people will be braver to complain about the violence they are experiencing.

For more specific management of victims of violence, an application is needed that is easy to use so that women and children are protected from potential acts of violence. Therefore, there needs to be involvement of other stakeholders who have not been included in the network for managing victims of violence. The stakeholder that needs to be involved is the Communication and Information Service which has a special function to support each government work unit through developing and creating technology that is relevant for public services, including victim care.

Stakeholders involved in handling violence against women and children in a promotive, preventive, curative and rehabilitative manner. The functions, activities and roles of each stakeholder must be identified so that there is no overlap between parties. Each carries out their duties according to their capacity and responsibility. Handling of victims of violence against women and children is carried out transparently to ensure justice. Raftery et al. (2023) explained that government leadership as a policy maker plays a key role in bringing together various institutions/sectors to work together to restore violence against women. Study Elista & Rahman (2020) explained that to strengthen commitment between stakeholders (private sector) in providing funds for programs, reducing the number of violence through digital economy training, promoting a fair gender mindset, as well as conducting outreach to increase awareness of the issue of violence against women and children. Government leadership is critical in bringing together various institutions/sectors to work together for redress against violence against women. Each party must be identified so that there is no overlap between parties in handling this issue so that handling of victims of violence against women and children is carried out transparently to ensure justice.

The functions, activities and roles of each stakeholder in managing victims of violence against women and children tend to be curative and rehabilitative. Even though socialization is promotive and preventive activities will be much more useful. With promotional activities, the public can know and be aware of the impact of acts of violence which are very detrimental to the survival of the victims. Therefore, the community can be involved to play an active role in preventing cases of violence. Meanwhile, the role of mass media is very important in reducing the spike in cases of violence. The mass media plays a role in providing information to the public as well as reporting the emergence of a case so that victims can be helped as quickly as possible while the perpetrators are immediately prosecuted.

Kuupiel et al. (2023) revealed that strategies to reduce the impact of violence can be carried out by disseminating information to the general public or non-scientific communities through various media such as mass media, research, infographics, online, blogs, radio and webinars. Gufran et al. (2021) revealed that the presence of mass media can also have a positive influence as an effort to sort out the issue of violence against women and children, and provide education to the public. Mass media plays an important role in overcoming child protection challenges in the digital era with great potential to shape public opinion and awareness (Susilo 2017). Therefore, the role of the media must be more proactive and responsive to the issue of child violence, in line with strengthening regulatory capacity (Kemenkumham.go.id 2023). Mass media in the future can also have a crucial role in suppressing the spike in cases of violence by providing information to the public regarding reporting cases that arise. This can certainly help increase public awareness and speed up responses to cases of violence in Indonesia and the regions.

Apart from active involvement of the community and supported by the role of mass media, stakeholder-based governance in handling victims of violence also needs to be supported by technology. Technology can be relied on in its role as a tool to promote and prevent cases of violence. As a promotional tool, technology can be used to disseminate detailed information to the public about acts of violence and their negative impacts. Technology is also used for preventive purposes by providing accurate information about the potential for violent acts to occur in society. The use of technology is recommended by the government to promote and prevent acts of domestic violence. Study Bansal et al. (2024) also stated that the use of technology has a very positive influence in preventing violence against women and children in low and middle income countries. The same thing was also conveyed by Su et al. (2022) that technology has great potential in solving the mental health problems of victims of domestic violence.

The best method for treating victims is to integrate social and technological approaches. Stakeholder-based governance is a comprehensive effort in handling victims of violence against women and children, both promotive, preventive, curative and rehabilitative. Wide coverage by involving various interest groups accompanied by the use of technology is believed to be able to reduce the number of cases of violence against women and children.

The pattern of action of each stakeholder in managing victims of violence against women and children tends to be curative in nature and has been regulated by the P2T-PPA institution. Arrangement of actions through a clear and easy to implement flow of treatment for each victim of violence. Strengthening coordination and collaboration is a way to avoid overlapping functions, activities and roles through a holistic and integrated flow of governance for handling victims.

Conclusion

Stakeholder-based governance for victims of violence against women and children appears in joint but integrated action through the functions, activities and roles of each party. With stakeholder-based governance, the main focus for handling victims is oriented towards curative (healing) and rehabilitative (recovery) so that victims can return to living a normal life. To prevent similar cases from recurring, the government needs to be oriented towards promotive and preventive actions. A more integrative approach needs to be taken by considering a more preventive approach through the use of early detection technology. Doctors, psychiatrists, psychologists, the community and law enforcement officers (police) are the main stakeholders in dealing with the traumatized conditions of victims of violence against women and children in a curative and rehabilitative manner. Meanwhile, institutions related to technology development are stakeholders that need to be considered in creating appropriate technology for treating victims.

This research provides an overview of the functions, activities and roles of each stakeholder involved in dealing with victims of violence against women and children in a holistic and integrated manner. The results of this research are very relevant to efforts to increase control over deviant behavior in society which can trigger acts of violence in the family. Integration of a social approach (stakeholder-based governance) for curative action with a technology-based approach to detect potential cases of violence so that they can be prevented early and reduce the number of cases of violence against women and children. This research is expected to have an impact on the development of stakeholder-based governance theory by adding elements of appropriate technology in detecting the emergence of cases of

violence early on. Research also has an impact on practice in treating victims of domestic violence with a more integrated approach. However, there were no uncracked tusks, which means that this research has limitations. What weakens this research is that it was only carried out in one area and was located at one institution but had networks with various stakeholders.

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