

Evaluation Program of The Integrated Service Center for The Empowerment of Women and Children Tangerang City in Tackling Cases of Violence Against Women and Children in Tangerang City

Vincy Selfami Sausan S Meliala ¹

hitmeup.vincy@gmail.com

Department of Public Administration, Universitas Sultan Ageng Tirtayasa, Serang, Indonesia

Yeni Widyastuti²

Department of Public Administration, Universitas Sultan Ageng Tirtayasa, Serang, Indonesia

yeni.widyastuti@untirta.ac.id

Agus Sjafari ³

Department of Public Administration, Universitas Sultan Ageng Tirtayasa, Serang, Indonesia

agus.sjafari@untirta.ac.id

ABSTRACT

Sexual violence is the form of violence most often experienced by children, but physical violence is more common among women (SIMFONI PPA 2022). SIMFONI PPA data (2023) shows that Tangerang City is ranked third highest in Banten Province with a total of 789 cases of violence against women and children during 2017 - 2023. To assist DP3AP2KB's work in tackling violence against women and children, the government formed P2TP2A with an outreach program and assistance to victims of violence. The purpose of this research is to determine the evaluation of the Tangerang City Women's and Children's Empowerment Integrated Service Center program in tackling violence against women and children in Tangerang City. Researchers use program evaluation theory according to William N Dunn, namely Effectiveness, Efficiency, Adequacy, Equity, Responsiveness and Accuracy. The research method used is descriptive qualitative. The data collection techniques used were documentation, observation and interviews. The results of the research show that the process of implementing the program implemented by P2TP2A Tangerang City is not optimal because cases of violence against women and children continue to occur and increase every year, the implementation of the assistance program for victims of violence is not yet efficient because the process is slow, cases of sexual abuse on the street have not been able to be resolved because it is difficult to find perpetrators of violence, and there are still people who do not know information about violence against women and children and the outreach activities held by P2TP2A Tangerang City.

Keywords: *Evaluation Program, Violence, Women, Children*

INTRODUCTION

Violence is the intentional use of physical force or other types of force, including threats, acts of violence that result in bodily injury, trauma, developmental disabilities, denial of rights, and even death. There are different types of violence, including sexual, non-verbal, and verbal abuse. Every person has innate values that must be respected, and every person is entitled to legal rights from birth. (UNICEF, 2005). Acts of violence can result in death, lifelong disability, physical and psychological harm, and even cessation of growth and development. The Women's Integrated Service Center (P2TP2) was first formed, and in 2007 it was changed to the Women's and Children's Empowerment Integrated Service Center (P2TP2A). The 2008 Government Work Plan (RKP) also states that P2TP2A will be established by local governments, communities and the private sector to empower women and protect them from discrimination such as domestic violence, human trafficking and violence against women and children. As an integrated activity center, the Tangerang City Women's and Children's Empowerment Integrated Service Center (P2TP2A) provides information, psychological, legal, advocacy and social rehabilitation services to women and children victims of violence.

Table 1. Disaggregated Data on the Number of Cases of Violence Against Women and Children in Banten Province Per Regency / City

NO.	DISTRICT/CITY	YEAR							AMOUNT
		2017	2018	2019	2020	2021	2022	2023	
1	SERANG CITY	53	34	46	40	55	81	55	364
2	CILEGON CITY	186	164	126	83	189	156	133	1037
3	TANGERANG CITY	37	14	97	63	136	234	208	789
4	SOUTH TANGERANG CITY	51	31	49	168	150	230	237	916
5	SERANG REGENCY	40	108	83	9	152	143	86	621
6	PANDEGLANG REGENCY	34	25	26	42	30	47	86	290
7	LEBAK DISTRICT	31	25	62	46	83	149	129	525
8	TANGERANG REGENCY	41	29	47	21	34	91	92	355

(Source: PPA SIMFONI, 2023)

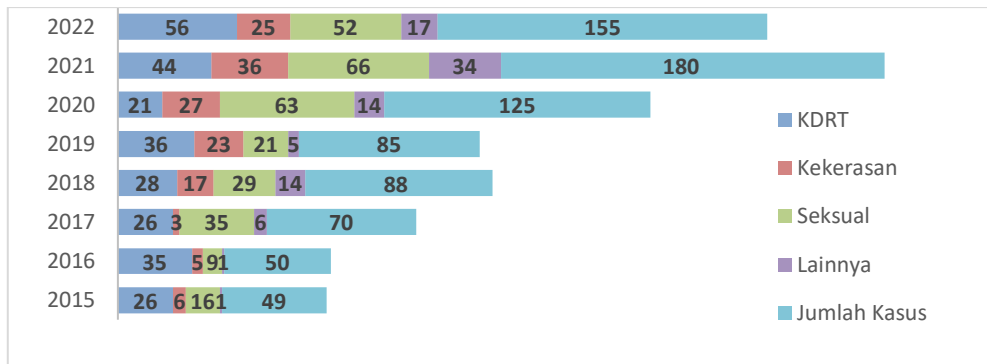
Based on disaggregated data from Simfoni PPA on the number of cases of violence against women and children in Banten Province during 2017 - 2023 above, Tangerang City is ranked third highest in Banten Province with a total of 789 cases of violence against

women and children. P2TP2A Tangerang City is an integrated service center under the auspices of DP3AP2KB Tangerang City and is a volunteer from the technical implementation unit (UPT). This can be one component that can influence public trust and influence how victims are served. Currently P2TP2A has volunteers, but if it is changed to UPT, P2TP2A will have human resources with more integrity. *Second*, it is difficult to identify individuals who commit violence that has nothing to do with oneself.

Many cases of violence against women and children, especially cases involving sexual harassment, have not been fully resolved because it is difficult to catch the perpetrators, most of whom are still at large. Certain individuals who commit acts of violence against women and children have no relationship with the victims; rather, they are not family members. P2TP2A Tangerang City admitted that it had difficulty resolving a number of cases, including the breast robbery case which was starting to get out of control. This is due to the difficulty of identifying perpetrators of harassment. *Third*, data on reports of violence against women and children is likely to increase due to repeated reporting. In this case, as usually happens when reporting cases of domestic violence, the victim's husband intends to seek a peaceful resolution with the perpetrator. Because, the husband needs to earn a living due to financial limitations.

Apart from that, divorce also carries a stigma because it is considered a shame to the family for several reasons. However, there may be a reporting pattern that causes an increase in the number of reports of violence against women and children each year. The emergency area for violence against women and children includes Tangerang City. Levels of violence against women and children increased by 30–40% during the pandemic. In addition to verbal harassment, sexual harassment is also a result of violence in this context, with a 40% increase in reported cases between January and September 2021. Researchers from the Tangerang City Center for Integrated Services for the Empowerment of Women and Children have collected data indicating an annual increase in incidents of violence against women and children in Tangerang City.

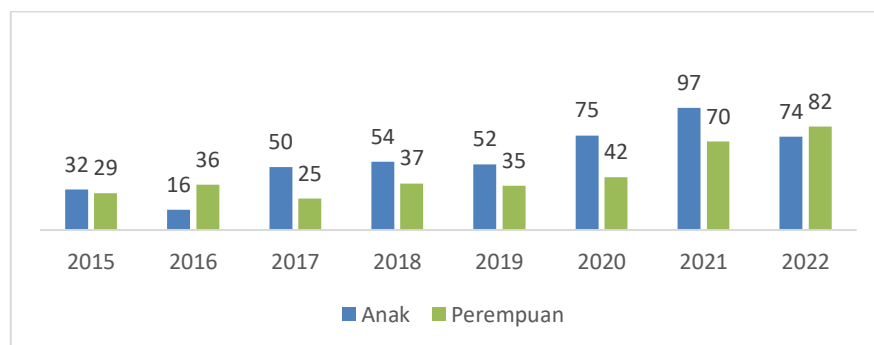
**Figure 1. Cumulative Data on Violence Cases Against Women and Children for in
Tangerang City**



Source: P2TP2A Tangerang City, 2022

Fourth, the lack of capacity to handle cases of violence against children, which causes the title of Child Friendly City to fail to be achieved because the number of child victims continues to increase and the handling of some cases is slow. Last year 2019, The Ministry of Women's Empowerment and Child Protection (KPP-PA) of the Republic of Indonesia awarded the first place National Level Child Friendly City award to the Tangerang City government. Tangerang City has repeatedly been the best Child Friendly City in the entire country in 2017 and 2018. However, this award cannot compensate for the fact that victims of child violence are increasing.

**Figure 2. Cumulative Data on the Number of Victims of Violence Against Women
and Children in Tangerang City**



Source: P2TP2A Tangerang City, 2022

Based on the data and problems that occurred, the main focus of this research was to find out how successful the Tangerang City Women's and Children's Empowerment Integrated Service Center program was in dealing with cases of violence against women and children in Tangerang City. This research uses William N Dunn's program evaluation model which is considered relevant to the problems existing in the implementation of the Tangerang City Women's and Children's Empowerment Integrated Service Center Program to tackle violence against women and children in Tangerang City.

LITERATURE REVIEW

Program evaluation is a technique for examining the scope and depth of services required, as well as whether the services are usable, whether there is enough information available to discover what is not needed, and the extent to which the services are being provided as planned and are actually meeting needs. reasonable costs. (Posavac, 2016). According to Julianlara (2005), public services are all actions carried out by public service providers to meet the needs of service recipients and implement legal requirements. Officials employed by central and regional governments are service providers in this case.

The success of a program can be assessed through several elements according to Willian N Dunn (Agustino, 2016), including: Effectiveness, is an alternative action that can achieve results as expected, or achieve the goals of implementing an action, related to technical aspects, and measured by the program or service; Efficiency, namely the amount of effort required to produce a certain achievement effectively. Efficiency is also an equation of economic rationality. The relationship between effectiveness and effort is usually seen from the costs required; Adequacy, which relates to how far the level of effectiveness can meet needs or goals. The adequacy in question usually emphasizes the link between alternative policies or programs or services and the expected results; Equity, which relates to the distribution of policies or programs aimed at different groups in society. Equity indicators can be assessed and supported by how much benefit is obtained or provided or has been obtained from the implementation of a program. These benefits must be distributed evenly to all groups or users of services or programs.

Responsiveness, namely the preference or benefit of a policy or program towards satisfying the needs of community groups. Responsiveness is an important variable in evaluating a program or policy because it is closely related to other variables such as effectiveness, efficiency, and adequacy. Equality is still not successful if it does not respond to the actual needs of the groups that should benefit from the existence of the policy or program. Accuracy, which is related to substantive rationality. The appropriateness of a program or policy does not only concern one individual or one group, but two or more. Accuracy looks at the price or value of a program's objectives and the strong assumptions underlying the program's objectives.

METHODS

This research was conducted qualitatively because this research requires in-depth information with the aim of understanding how the integrated service center for empowering women and children in Tangerang City is evaluated in overcoming violence against women and children in Tangerang City. This research uses descriptive research in order to describe the success of the integrated service center for empowering women and children in Tangerang City in overcoming violence against women and children in Tangerang City. The methods used to obtain data include; 1) Interviews are conducted to obtain information by asking participants. Photos, recording equipment and notes are tools used in interviews. 2) Observation, namely by conducting non-participant observation. The researcher observes directly but is not directly involved in the activities of the people being observed, 3) Documentation is one type of data collected for this research, materials that are relevant to the problem being investigated, ensuring that the data is collected accurately without the need for estimates .

The aim of this research data collection method is to collect accurate materials, data, facts and information. A researcher's effort to make data easier to understand and interpret by readers is by organizing it into relevant groups or what is called data analysis. Researchers in this study used interactive model data analysis techniques (Miles Huberman & Saldana, 2014), namely: 1) Data condensation (*Data Condensation*) namely the process of selecting, simplifying, narrowing, abstracting, and transforming data that includes all parts of written field notes, papers, interview transcripts, and empirical material is known as data condensation; 2) Data Presentation (*Data Display*) i.e. organizing information, unifying, and concluding are the tasks involved in presenting data; 3) Drawing conclusions (*Conclusions Drawing*) starts from the beginning of the data collection process, includes seeking understanding that challenges patterns, observing the consistency of explanations and causal chains, and finally collecting all the data that has been collected.

RESULT AND DISCUSSION

The program run by P2TP2A in Tangerang City has not achieved effective success, because the number of cases of violence against women and children continues to increase. This is influenced by the high level of public awareness about reporting, low economic level, strong patriarchal culture and the lack of a prosperous family. However, to carry out the program in accordance with P2TP2A's function, namely assistance to victims of violence and socialization, P2TP2A continues to carry out it in order to achieve the desired results or goals, namely reducing cases of violence against women and children.

Some cases are difficult to handle, usually in domestic violence cases the involvement of the victim's or perpetrator's family so that peace occurs and gives rise to new reports in the future which results in an increase in the number of violence. Then it is difficult to find perpetrators of violence who are not family members, for example sexual abuse on the street. Victims with severe trauma are also usually difficult to ask for information. Another obstacle that also results in the program not being able to achieve efficiency is because the process of implementing the mentoring program tends to be slow. This is influenced by reports or complaints that continue to increase every year as well as the limited number of officers handling the program. However, the costs of implementing the program are carried out efficiently because of the government budget and cooperation with other related agencies.

The efforts made by P2TP2A to make this program effective and efficient are by continuing to provide psychological assistance in the form of counseling and mediation for healing trauma to victims of violence, especially women and children. P2TP2A also formed an outreach program called PUSPAGA, which is a family learning center for anti-violence education for families. Then carry out routine outreach to schools and organizations such as the PKK. The placement of task forces in each sub-district was also carried out to make things easier for victims and the community. The P2TP2A program has not been able to reduce the number of cases of violence, especially against women and children. However, P2TP2A carries out various outreach activities as an effort to reduce the number of cases of violence against women and children so that the P2TP2A program can achieve the desired goals. The achievement obtained by P2TP2A is success in handling several cases through a mentoring program for victims of violence, especially women and children. P2TP2A has also succeeded in raising awareness among the public and victims to have the courage to report if acts of violence occur in their surroundings. Meeting the needs of the community and victims is carried out through receiving complaints services for cases of violence, providing assistance to victims of violence, and placing victims in safe homes or being sent home.

P2TP2A also provides volunteers to carry out various processes of assistance programs for victims of violence and socialization. Volunteers from P2TP2A are also considered friendly and provide good service so that they can meet the satisfaction of P2TP2A service users. During the program implementation process, the community was also provided with sufficient facilities to support the implementation of the P2TP2A program. Create a child-friendly space program for safe play areas for children to create a sense of security and avoid violence in the environment around children. P2TP2A also provides education through outreach programs to create an anti-violence movement and create prosperous families. P2TP2A provides comprehensive and equitable services by handling victims of violence through assistance programs for victims of violence and also carrying out outreach. Through the results of interviews, researchers also found that there are still people who do not know about the socialization program held by P2TP2A Tangerang City. Many cases of violence are not published for privacy reasons. Some

people also do not know about the widespread cases of violence, especially against women and children. During the process of assisting victims of violence, P2TP2A explains the process transparently.

P2TP2A has not been able to resolve several cases of violence, especially against women and children on the streets because it is difficult to find unknown perpetrators. However, P2TP2A succeeded in implementing a mentoring program for victims of violence, especially women and children, from the beginning of submitting a report or complaint to the end, namely the return of the victim. P2TP2A in handling and reducing cases of violence against women and children in Tangerang City found that the program for assisting victims of violence cases had not been able to reduce cases of violence against women and children, so P2TP2A formed socialization in the form of PUSPAGA (Prosperous Family Learning Center) as a form of effort to prevent cases of violence towards women and other children. People are starting to become aware and have the courage to report incidents of violence experienced by themselves and those in the surrounding environment. This trust was built from comprehensive outreach carried out by P2TP2A. However, slow service can also affect public trust in P2TP2A Tangerang City.

The program created by P2TP2A is appropriate, but it still needs to be evaluated regarding the socialization program carried out so that cases of violence can be reduced and not happen again. Then the program implementation process carried out by P2TP2A Tangerang City in handling cases of violence against women and children is in accordance with the Regional Regulation of the Mayor of Tangerang Number 2 of 2015 concerning child protection which explains the function of P2TP2A to help implement programs from DP3AP2KB Tangerang City. The implementation of the assistance program for victims of violence is carried out in accordance with the SOP, starting from incoming complaints or reports, providing counseling or medical assistance, providing legal assistance, mediation, to repatriating victims of violence. Accuracy can also be assessed through the strategies used in implementing mentoring programs for victims of violence against women and children as well as socialization programs.

The strategy carried out by P2TP2A Tangerang City is to create and implement a program to assist victims of violence and socialization. The socialization programs created by P2TP2A Tangerang City include PUSPAGA (Prosperous Family Learning Center), creating a Family Planning Center, creating a child-friendly playroom, and regularly holding outreach in schools and organizations such as PKK and so on. In implementing the assistance program for victims of violence, especially women and children, P2TP2A provides assistance from psychologists, medical personnel and legal aid agencies.

P2TP2A Tangerang City is a technical implementation unit of DP3AP2KB which is tasked with providing services to victims of violence, especially women and children and the community through implementing a violence victim assistance program to handle cases of violence against women and those in Tangerang City and outreach to prevent

cases of violence against women and children in the City. Tangerang. Based on the explanation in the research results above, P2TP2A Tangerang City has not been optimal in implementing programs to handle cases of violence against women and children in Tangerang City.

CONCLUSION

Based on the research results and field findings that researchers obtained regarding the evaluation of the Tangerang City Women's and Children's Empowerment Integrated Service Center program in dealing with cases of violence against women and children, researchers can conclude that the program implementation process implemented by P2TP2A Tangerang City is still not optimal. This is characterized by cases of violence against women and children which continue to occur and increase every year. The implementation of the assistance program for victims of violence is also not efficient because the process is too slow. Several cases of sexual abuse on the street have also not been resolved due to difficulties in finding the perpetrators of the violence. There are still people who do not know information about violence against women and children in Tangerang City. There are also some people who do not know about the socialization activities held by P2TP2A Tangerang City. P2TP2A Tangerang City is a technical implementation unit of DP3AP2KB which is tasked with providing services to the community and victims of violence, especially women and children. If during the implementation of the program there is still an increase in the number of women and children being abused and cases of violence cannot be resolved then the implementation of the Tangerang City P2TP2A program has not been carried out optimally.

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