

Performance of regional women's empowerment and child protection services in serving victims of sexual violence in North Sulawesi province

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Article Info	ABSTRACT
Keywords: UPTD PPA performance, Service, Violence	This research was motivated by the less than optimal performance of the Regional Women's Empowerment and Child Protection Service at the Regional Technical Implementation Unit for Women and Child Protection (UPTD PPA) in serving victims of sexual violence in North Sulawesi province. This research aims to determine and analyze the performance carried out by the Regional Women's Empowerment and Child Protection Service at the Regional Technical Implementation Unit for Women and Child Protection (UPTD PPA). This research uses descriptive qualitative methods. The data sources used are primary data and secondary data. Data collection techniques through observation, interviews and documentation. Data analysis method using data reduction, data presentation and drawing conclusions. The results of this research indicate that the performance of the Regional Women's Empowerment and Child Protection Service at the Regional Technical Implementation Unit for Women and Child Protection (UPTD PPA) in serving victims of sexual violence in North Sulawesi province has not been fully implemented optimally, such as productivity is still less than optimal, resource support is good that human resources and financial resources as well as existing facilities and infrastructure are inadequate, then the Responsibility indicator has not yet provided the services that society needs as seen from the fulfillment of victims' rights through services from organizations that have not been obtained comprehensively, then the accountability indicator is also lacking. maximum according to the research results, the activities carried out by the agency have not reached the target, then the responsiveness indicator is quite good by building an online reporting application, and finally the service quality indicator is still not optimal, as can be seen from not all victims' rights being fulfilled comprehensively.
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INTRODUCTION

Regional government which carries out one of the service functions in Province North Sulawesi namely Women's Empowerment and Child Protection Service. and one of the services provided by the state based on the mandate of law is to provide protection to people who experience acts of violence, especially women and children, therefore the

UPTD for Women and Children Protection was formed which technically provides protection and guarantees the rights of victims of violence.

UPTD has a very important role as a regional government work unit with standardization of services including community complaints, victim outreach, case management, temporary shelter, mediation and victim assistance. these standards become a regional reference for providing services for victims who experience acts of violence. The Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) has the responsibility to provide comprehensive services for victims of sexual violence. The UPTD for the Protection of Women and Children was formed in order to provide services to women and children who are victims of violence as well as a form of government concern in bringing services closer to the community.

The phenomenon of violence against women and children occurs regardless of place or conditions, various forms of violence can be experienced by every victim, whether in the household or educational environment in various regions of Indonesia. The information that researchers obtained was accessed on May 30, 2023 (Kemen PPPA: RI Emergency Child Sexual Violence, 9,588 Cases During 2022 (cnnindonesia.com)) The Ministry of Women's and Children's Empowerment stated that Indonesia has an emergency regarding sexual violence against children, and noted that the number of violence cases was 9,588 cases throughout 2022.

The performance shown by the UPTD for the Protection of Women and Children regarding outreach, case handling, is hampered by the capacity of Human Resources such as victim assistants, clinical psychologists, legal counselors, social workers, spiritual companions and computer operators needed to manage cases digitally and electronically to operate services on page [https:// jasappa.sulutprov.go.id](https://jasappa.sulutprov.go.id), in this case the UPTD for the Protection of Women and Children does not yet have adequate functional position qualifications according to the positions required as regulated in the regulations of the Minister of Women's Empowerment and Child Protection.

The next problem that affects the performance of the provincial UPTD PPA is that not all regencies/cities have formed UPTD PPA. Of the 15 (fifteen) regencies/cities, only 5 (five) regencies/cities have formed UPTD PPA, so that the provincial UPTD for Protection of Women and Children becomes the reference UPTD if there are cases of violence against women and children in the regions with effective, efficient, service forms. quickly and close to the community. Organizations that deal with sexual violence in North Sulawesi Province are still not doing their best in handling problems that have occurred.

To achieve this aim, researchers must seek information to achieve the aim of: To analyze the performance of the Women's Empowerment and Child Protection Service at the Regional Technical Implementation Unit for Women and Child Protection (UPTD PPA) in serving victims of sexual violence in North Sulawesi Province; Identifying and analyzing supporting and inhibiting factors for the performance of UPTD PPA in serving victims of sexual violence in North Sulawesi Province; Understand and analyze efforts to overcome factors inhibiting the performance of UPTD PPA in serving victims of sexual violence in North Sulawesi Province.

METHOD

Research that uses descriptive methods, by looking at suitability to the problem being taken, is that descriptive comes from the English term which means to describe, which means to explain or describe something, for example circumstances, conditions, situations, events, activities and so on. In general, data sources in qualitative research are grouped into 3 (three) classifications: Person, Place and Paper

After describing the data sources in a qualitative study, the way to obtain the data can be obtained through 2 (two) main sources, namely primary data and secondary data. In this research, the researcher used a purposive sampling technique (purposeful sampling). Through this technique, the researcher chose certain individuals because these informants were the ones who knew best and mastered the problems that occurred related to the performance of the UPTD PPA in fulfilling services for victims of criminal sexual violence.

In qualitative government research methods, data is collected using interview techniques, observation, documentation, focused discussions (focus group discussions) and refined with triangulation. Apart from interviews and observations, information can also be obtained through facts stored in the form of letters, notes, diaries, photo archives, meeting results, souvenirs, activity journals and so on. Data in the form of documents like this can be used to dig up information that happened in the past.

After the data has been collected, the next step in government research is to analyze the data obtained based on the results of observations and interviews so that it can be arranged systematically. Data analysis in qualitative government research is dominated by the model proposed by Miles and Huberman. Activities in qualitative data analysis are carried out interactively and continue continuously until completion, so that the data is saturated in several stages, namely: Data Reduction (data reduction), Data Display (data presentation), Conclusion Drawing/Verification (drawing conclusions)

RESEARCH RESULTS AND DISCUSSION

Performance of the Regional Women's Empowerment and Child Protection Service in Serving Victims of Sexual Violence in North Sulawesi Province

Productivity

The philosophy and spirit of productivity has existed since the beginning of human civilization. The meaning contained in productivity is the will and effort of humans to always improve the quality of life and livelihood in all fields.g.In general, productivity means the comparison between the work results/goals to be achieved (output) and the overall resources used (input).

Service Input and Service Output

Furthermore, based on the results of interviews, observations and documentation carried out by researchers in the field, the researchers analyzed that regarding the indicators of service productivity provided by the organization, seen from service input and service output, from the regional government side, namely the North Sulawesi Province Women's Empowerment and Child Protection Service, it was not optimal so that not yet realizing the form of service that is appropriate to what the beneficiaries (victims) should

receive, shortages and limitations of the resources they have, be it human resources that are still lacking, low availability of financial resources, or inadequate infrastructure to support services to victims of sexual violence.

Responsibility

Public service organizations are said to be performing well if responsibility indicators are taken into account in the process of providing services to the public as service users. Responsibility explains whether a public service organization carries out its activities in accordance with correct administrative principles or in accordance with the organization's policies. The performance responsibility of the Women's and Children's Empowerment Service through the UPTD for the Protection of Women and Children in North Sulawesi Province needs to be considered because as a public service organization, the level of satisfaction of the beneficiaries, in this case the victims who come to report to the UPTD for the Protection of Women and Children, must be in accordance with what is stated in legislation and what should be the rights and obligations that are part of the victims' rights.

Organizational Policy

Based on primary data through interviews with informants, it shows that one-stop integrated services require adequate budget and resource support, while based on the results of observations, researchers analyze that the supporting infrastructure to fulfill one-stop integrated services cannot yet be implemented because budget support and facilities are inadequate. Thus, the researchers concluded that the indicators of responsibility were not good, because they had not realized what the victims' rights were.

Referring to Dwiyanto's theory regarding organizational performance, it will be said to be good if one of the indicators, namely responsibility, runs well in government organizations by paying attention to whether it is in accordance with the correct principles in implementing the service. In this case, the reality of the policies adopted by the organization, which can be seen from the fulfillment of services in accordance with the mandate of the regulations, cannot yet be implemented by the regional government, showing that regional support in efforts to provide protection for victims of violence against women and children has not shown what the community should get through inadequate service.

Accountability

Good governance is governance that can be held accountable for the results of its work. One form of good governance is paying attention to the public service sector, public service is a real form of state care for the community. Government public services are said to perform well if the public's interests in receiving services by the state are accepted and served in accordance with what the public needs and in accordance with the regulations, values and norms that apply in society. According to Dwiyanto, the values and norms that develop in society are service transparency, principles of justice, guarantees of law enforcement, human rights, and service orientation that is developed towards the service user community.

Consistency of Public Organizations

Based on the results of interviews, it shows that the efforts made by the Women's Empowerment and Child Protection Service through advocacy/socialization activities to prevent violence against children have been carried out even though they are limited in terms of budget to carry out advocacy and socialization activities consistently. Next, the author searches for and analyzes documentation data related to the budget in the field of fulfilling children's rights from documents Source: Women's Empowerment and Child Protection Service, 2023

Provinces with national figures below 65.56% are regions with low achievement of the Fulfillment of Children's Rights Index, and North Sulawesi Province is one of the provinces which nationally is still below the average standard for achievement of the Fulfillment of Children's Rights Index in 2021 based on provinces in Indonesia only reached 64.25%. Then in 2022 it will be at 57.21%. This can be seen from the increase in cases of violence against women and children as well as the fulfillment of victims' rights which have not been handled optimally.

Responsiveness

The presence of public service organizations to meet needs and ensure public order both administratively and in accordance with statutory regulations. To meet these needs, organizations must be able to recognize the needs of the community as service users, in this way the function of the presence of public organizations in state life is truly held to respond to community needs through the government. Dwiyanto said that responsiveness is an organization's ability to recognize community needs, set service agendas and priorities and develop public service programs in accordance with community needs and aspirations.

Organizational Ability to Recognize Community Needs

From the results of interviews with informants and researchers' observations regarding the responsiveness of organizations in public services to the community as service users, researchers analyzed that the information provided by the Women's Empowerment and Child Protection Service was not only carried out directly, but also utilized social media, as well as digitalization-based reporting. can be used by the public, in general it is the right thing to do, nowadays people are already using social media to obtain information.

The innovation carried out by the Women's Empowerment and Child Protection Service by utilizing digitalization has been effective in providing information regarding government institutions that deal with victims of sexual violence, but in its application it can be said that digital reporting supporting services is not completely good, this can be seen from the results Interviews with the families of victims who came to report showed that the response from the department regarding digital reporting had not received quick feedback from the organization, a high level of commitment was needed so that this application could be developed so that it could be used well.

Service quality

Service quality is a very important issue for public sector organizations. The performance of public service organizations can be seen from the quality of services provided and how the public responds as service users. Public services are said to be of quality, if the service can be well received by the public, and can be accessed and gain high trust from the public through satisfaction with the services received.

Community Satisfaction

From the results of interviews and documentation conducted during the research, researchers analyzed that the quality of services provided by the organization was still less than optimal, the state of the budget, office facilities and the absence of functional positions for clinical psychologists, legal analysts and social workers were the shortcomings and limitations of the organization to support performance in To provide services to the community, adequate resource support is needed, especially services for victims of violence organized by the UPTD for the Protection of Women and Children are full of empathy, therefore human resources who are competent in their fields are needed so that victims get satisfaction in the services provided by the organization. .

Apart from that, regarding the quality of services provided by the UPTD for the Protection of Women and Children, it has been regulated in the regulations of the Minister of Women's Empowerment and Child Protection, the service standards for the UPTD for the Protection of Women and Children consist of 2 (two) main components, the first is the service delivery process, and the The two components of service management, the first component regulates the rights of beneficiaries to obtain information regarding requirements, systems, service mechanisms, procedures, service periods, costs, service products and means for submitting complaints and suggestions.

Supporting Factors and Inhibiting Factors for the Performance of the Women's Empowerment and Child Protection Service in Sexual Violence Services in North Sulawesi Province

Supporting factors

In the research conducted by the author, supporting factors in improving the performance of women's empowerment and child protection services were also examined. The supporting factors that are the focus for analysis are: program clarity, gender and community mainstreaming. Through the analysis carried out by researchers, the factors above can be identified as supporting organizations in improving service performance to the community, especially victims of violence against women and children.

Program Clarity

From the results of interviews with local government elements and through documentation carried out by researchers in the field, it can be concluded that in carrying out the duties and functions of the Women's Empowerment and Child Protection Service, apart from being based on statutory regulations, it also refers to programs and activities that have been agreed in work agreement, and to achieve the goals set out in the performance agreement, adequate resource support is needed to execute these programs and activities as well as the support of policy makers in realizing these goals.

Gender Mainstreaming

Based on the results of interviews and according to data that the author obtained from documentation studies that the author obtained from the department's Strategic Plan and looking at the Government Agency Performance Report for the Regional Women's Empowerment and Child Protection Service (LKJIP-DPP-PAD 2022), that in carrying out responsibilities as a driving force for the program mainstreaming gender, the Women's

Empowerment and Child Protection Service has developed a gender data system application to assist regional development organizations in analyzing data on gender issues in each program and activity.

However, based on a data documentation study that the author obtained through the Government Agency Performance Report for the Regional Women's Empowerment and Child Protection Service (LKJIP-DPP-PAD 2022), it shows that one of the service performance indicators was not achieved due to low budget support resulting in the development of applications and training, socialization and advocacy. Gender mainstreaming has not yet been implemented. This is of course an inhibiting factor for gender mainstreaming strategy programs in regional organizations in North Sulawesi Province. For this reason, a committee is needed from each head of the OPD and it is also hoped that there will be application development and carrying out training related to gender mainstreaming.

Public

From the results of interviews and analysis as well as documentation results in the field, it can be concluded that the efforts made by the government to involve the community in supporting the government to overcome and educate the community regarding the problem of sexual violence that occurs, namely the existence of programs and activities that involve stakeholders including community leaders, and religious leaders, as well as activities to increase the capacity of village government officials from the Ministry of Village Government Development, Ministry of Home Affairs, which includes material for handling cases of violence. Therefore, there is a form of government presence as a public institution to become a tool for the service needs of the community.

Obstacle factor

Based on the research carried out, the factors that hinder the performance of the Women's Empowerment and Child Protection Service in providing sexual violence services in North Sulawesi Province were also analyzed. The factors that hinder organizations in providing these services are the focus for analysis, such as: limited number of officers, low budget, lack of facilities and infrastructure, and local government policies.

Limited Number and Quality of Apparatus

Based on the results of the interviews and documentation presented, it can be concluded that the problem of the availability of apparatus resources at the UPTD for the Protection of Women and Children at the Women's and Children's Empowerment Service of North Sulawesi Province is still an obstacle in implementing the duties and functions of the services provided by the organization. In this way, the hope is to improve the quality of service to the community, one of which is by paying attention to competent, quality resources and in accordance with their profession so that they can carry out their duties optimally and the services provided can realize the services that should be received by the community.

Low Budget

Referring to the results of the interview, it is interpreted that budget resources play an important role in the smooth running of government, in which there are organizational

units formed by the government to serve the community, as is the importance of budget strength, so with an adequate budget organizational units can carry out services well which are supported by facilities and infrastructure to answer service needs and to motivate members of the organization to perform better, and this must be provided by the government as the policy holder and authority. Therefore, the conclusion that the author can draw is that with a budget allocation that is still low and limited, the implementation of organizational wheels including carrying out organizational programs and activities, developing and improving the quality and competence of apparatus, as well as fulfilling the facilities needed to support the smooth running of tasks is hampered. and not optimal.

Lack of Facilities and Infrastructure

From the statement submitted, it shows that inadequate facilities have a big impact on the implementation of duties and service activities, then based on the results of observations by researchers at the UPTD Office for the Protection of Women and Children and based on data triangulation in the office inventory report document, it shows that the existing facilities and infrastructure are indeed not yet supported in terms of numbers and quantity, both for the implementation of tasks and to support collaboration between the UPTD for the Protection of Women and Children and the Law Enforcement Officials (APH).

Furthermore, based on the results of interviews, documentation and observations carried out, the author concludes that the inadequate availability of advice and infrastructure to support services, apart from being an obstacle to the service process for victims, also influences the process of providing integrated services for victims, which should be able to be done in one place, however Due to limited resources, victims have to go here and there to handle the case.

Local Government Policy

Based on the research results obtained through interviews with informants, after being reviewed and analyzed, it can be concluded that the need for regulations issued by regions to assist government organizations and other service providing institutions in providing services to victims of sexual violence still requires seriousness and attention from regional governments. , so that the process of providing services to victims can run in accordance with the references from the central government, namely Law Number 12 of 2022 concerning Crimes of Sexual Violence so that regions can provide a comprehensive form of service for beneficiaries.

Efforts to Overcome Factors Inhibiting the Performance of the Women's Empowerment and Child Protection Service in Sexual Violence Services in North Sulawesi Province

Direct Effort

UPTD for the Protection of Women and Children as a technical institution that provides protection to victims experiencing internal problems that have a big impact on service performance, therefore the government as a stakeholder has a responsibility to the community to make efforts, solve problems and find solutions, Poerwadarminta explained that the efforts is an effort to convey a purpose, to make an effort towards something so that it can be more efficient and successful in accordance with the aims, objectives and functions and benefits of the thing being implemented.

Improving the quality of human resources

Every organization, both private and non-private sectors, requires resources humans as managers and managerial leaders. Responsibility for work will be more effective and precise if public administrators are placed according to their profession so that in carrying out their duties and responsibilities they will be more professional in their work. Another thing that is needed to make the role of HR more efficient and productive is increasing the capacity of public administrators. The achievement of organizational goals is largely determined by the performance of the resources within it. Wasistiono and Simangunsong said that the availability of human resources (HR) for officials who are professionals in their fields is needed because of the consideration that government affairs handed over to the regions are already very technical in nature.

To support the performance of the Women's and Children's Empowerment Service through the UPTD for the Protection of Women and Children as a technical UPTD for handling victims of criminal cases of sexual violence, efforts have been made to improve service performance by requesting additional employees through staff assignments to the BKD and to increase competency through case management technical guidance activities. violence for companions of victims of violence. Through these activities it is hoped that human resources will be more qualified and professional in carrying out their duties and service functions to the community.

Budget Increase

Organizations that receive adequate budget support can implement programs and activities consistently in the process of achieving their goals, whereas organizations with inadequate budget support can hinder the implementation of the organization's programs and activities in realizing the wishes it wants to achieve.

Based on the results of interviews with informants in and from the results of documentation through data that researchers obtained regarding case handling and services, it can be concluded that the budget is a very important resource and influences the implementation of the organization for the Women's and Children's Empowerment Service, especially the fulfillment of services for victims of violence organized by the UPTD for Women's Protection and Child Protection.

Improvement of Facilities and Infrastructure

Facilities and infrastructure are tools to support the success of a process carried out in public services, where if these two things are not available then all activities carried out will not be able to achieve the expected results according to the plan. Apart from that, the support of adequate facilities and infrastructure can motivate members of the organization to perform optimally. Regarding facilities and infrastructure, the Women's Empowerment and Child Protection Service through the UPTD for the Protection of Women and Children as a technical UPTD really needs support from adequate facilities and infrastructure in its efforts. provide comprehensive services to victims of violence.

Based on information obtained through interviews, researchers analyzed that the UPTD for the Protection of Women and Children as a technical institution that handles cases of violence has responded to directions from the Head of Service to strengthen the

case report data, so that it can be used as input for the leadership, so that in the future this can be done. repaired and it is hoped that improvements in facilities and infrastructure at the UPTD for the Protection of Women and Children can be immediately accommodated to support the process of providing services to victims of sexual violence in North Sulawesi Province.

Making Regional Regulations

Based on several opinions, after being reviewed and analyzed, it can be concluded that the region has not yet fully realized good service to the community because the need for regulations issued by the regional government has not yet been issued, even the non-governmental organization, namely Swara Parampuang, which since 2016 has proposed to government to immediately revise its regional regulations, this is where regional governments are needed to be serious about addressing this, the government as the one who has the authority and budget has a role in issuing policies both in the form of legal products and programs and activities by the regions.

Indirect Efforts

Coordination between Relevant Technical Institutions

One of the working partners of the North Sulawesi Provincial Government in handling cases of violence against women and children is the Law Enforcement Officials (APH), coordination and collaboration with law enforcement needs to be carried out, in cases of criminal acts of sexual violence, the public is more aware of reporting cases of violence that occur naturally to the police, thus collaboration and building strong partnerships is needed so that in handling it there can be harmonization between institutions that handle the problem of violence against women and children.

From the statement by the head of the UPTD for the Protection of Women and Children, it shows that apart from partnering with law enforcement officials (APH), the Women's Empowerment and Child Protection Service needs to also try to immediately partner or collaborate with health service providers or related agencies so that in the process of providing services for victims of violence, victims receive medical services provided by the government because the law regulates victims' rights regarding health examination services by the state.

CONCLUSION

The performance of the Regional Women's Empowerment and Child Protection Service in Services for Victims of Sexual Violence in North Sulawesi Province is reviewed from the theory of Public Service Bureaucratic Performance (Agus Dwiyanto, 2006) on the Productivity indicator which is still less than optimal, resource support both human resources and financial resources as well as The existing facilities and infrastructure are not adequate, then the Responsibility indicator is not good enough, the organization cannot provide integrated and one-stop services, then the accountability indicator is also less than optimal according to the research results, the activities carried out by the agency have not reached the target, then the indicator Responsiveness is quite good by building digital reporting applications, and finally the service quality indicators are still not optimal, as can

be seen from the fact that not all victims' rights can be fulfilled comprehensively. The supporting factors for the performance of the Women's Empowerment and Child Protection Service in Services for Victims of Sexual Violence in North Sulawesi Province are: Clarity of the program prepared and implemented based on the performance agreement of the Gender Mainstreaming Service, Community, by collaborating with the community, the government will receive support so that in its efforts to overcome the problem of violence against women can be handled appropriately and effectively. Meanwhile, the factors inhibiting organizational performance in serving victims of sexual violence in North Sulawesi Province are: The limited number of officers in the UPTD for the Protection of Women and Children, both in terms of quality and quantity, has an impact on the implementation of duties and responsibilities for services to the community (victims). The low budget of the Empowerment Service Women and Child Protection, Lack of facilities and infrastructure to support sexual violence services. If you look at the data, victims who report are dominated by direct complaint reports, therefore it is necessary to improve facilities and infrastructure to provide comprehensive services for victims of sexual violence. There is no local government policy in the form of regulations or rules regarding protection for victims of sexual violence. Efforts have been made to overcome factors inhibiting the performance of the Women's Empowerment and Child Protection Service in serving victims of sexual violence in North Sulawesi Province, namely: additional human resources, increased budget for the Women's and Child Protection UPTD, increased facilities and infrastructure needed to support the services provided by UPTD for the Protection of Women and Children, hopes to increase service support facilities by strengthening data on cases of violence that occurred in North Sulawesi Province and utilizing social media to inform government activities so that they attract the attention of leaders and the community.

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Indonesia Nomor 4 tahun 2018 tentang Pedoman Pembentukan Unit Pelaksana
Teknis Daerah Perlindungan Perempuan dan Anak;
Peraturan Menteri Negara Pemberdayaan Perempuan Republic Indonesia Nomor 2 Tahun
2008 Tentang Pedoman Pelaksanaan Perlindungan Perempuan
Peraturan Menteri Pemberdayaan Perempuan dan Perlindungan Anak Republik Indonesia
Nomor 2 Tahun 2022 Tentang Standar Layanan Perlindungan Perempuan Dan Anak;