

## MAKASSAR CITY GOVERNMENT PERFORMANCE IN HANDLING CASES OF SEXUAL VIOLENCE AGAINST CHILDREN

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**ABSTRACT.** This study aims to find out how the performance of the Regional Technical Implementation Unit for the Protection of Women and Children in handling cases of sexual violence against children in Makassar City, besides that this study will also describe how to handle sexual violence around the world. The research method used is a descriptive method using a qualitative approach with data collection techniques through observation, interviews, and documentation. Data analysis uses miles, huberman, and saldana models consisting of data condensation, data presentation and inference. Performance as a public bureaucracy is supported by human resources from various fields so as to be able to develop programs that support organizational performance that cannot be separated from sops based on security guarantees

**Key words:** performance; handling; child sexual violence; victim; perpetrator

## KINERJA PEMERINTAH KOTA MAKASSAR DALAM MENANGANI KASUS-KASUS PEMBANGKANGAN SEKSUAL TERHADAP ANAK

**ABSTRAK.** Penelitian ini bertujuan untuk mengetahui bagaimana kinerja Unit Pelaksana Teknis Daerah Perlindungan Perempuan dan Anak dalam penanganan kasus kekerasan seksual terhadap anak di Kota Makassar, selain itu penelitian ini juga akan menggambarkan cara penanganan kekerasan seksual di seluruh dunia. Metode penelitian yang digunakan adalah metode deskriptif dengan menggunakan pendekatan kualitatif dengan teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi. Analisis data menggunakan model Miles, Huberman, dan Saldana yang terdiri dari kondensasi data, penyajian data dan penarikan kesimpulan. Kinerja sebagai birokrasi publik didukung oleh sumber daya manusia dari berbagai bidang sehingga mampu mengembangkan program-program yang mendukung kinerja organisasi yang tidak lepas dari SOP berbasis jaminan keamanan.

**Kata kunci:** Kinerja; penanganan; kekerasan seksual anak; korban, pelaku

### INTRODUCTION

Indonesia is the largest archipelago in the world consisting of 17,499 islands with the largest population of about 276 million people. This is a big consideration for the government of the Republic of Indonesia to prosper the Indonesian people by making policies that have a positive and equitable impact on all circles. Policies that do not look at fur between children and the elderly, men and women, or those with physical or perfect deficiencies. All Indonesian people need to be treated fairly by government so that they can fulfill the 1945 Constitution, namely, to be a just, prosperous, and prosperous people.

A government is an organization that works to run a government. In the process, the government through its power manages economic, social, political sector with the aim of prospering the community/people. A government is formed to maintain the order of community life so that it is always orderly and runs reasonably and well. In addition to implementing

the rules, the government also provides services to the community through bodies or institutions that are formed in accordance with the needs of the community.

Public service is here to prioritize the interests of the community to help and facilitate community affairs and provide servants so as to bring satisfaction to the community to the government. The implementation of Public Service is an effort by the government to meet the needs and civil rights of citizens who can be in the form of goods, services, and administrative services.

In public organizations, the assessment of the performance of sangatlah is important, in order to determine how good, the quality of services provided (Niswaty et al., 2015). Organizations engaged in the public sector, will be based on public service standards. The implementation of public services is based on good governance within the framework of public organizations. Public organizations in the current era are not only about organizations

implemented by the government, but also in the nongovernmental sector. An organization in the public sector is an activity entity that is closely related to efforts to produce public goods and services in order to meet the needs and rights of the public. In the process of its implementation, public organizations must have benchmarks and bases in their implementation so that they can be a means of meeting appropriate public needs.

The performance of public bureaucracy can be measured by the presence of indicators, Dwiyanto (2018) Mention several indicators used in the assessment of public bureaucratic performance, namely productivity, service quality, responsiveness, responsibility and accountability. Productivity measures not only efficiency, but also on its effectiveness. Personality of the individual that appears in the form of mental attitudes and contains the meaning of the desires and efforts of the individual who always strives to improve the quality of his life. Quality is an assessment given by customers/the community on the quality of service that has been provided. "image" regarding the good of a public organization is largely determined by public satisfaction or dissatisfaction with the quality of services provided, many negative views formed about public organizations, arises because of public dissatisfaction with the quality of services received from public organizations. Thus, the satisfaction of the community can be a parameter to assess the performance of public organizations. Responsiveness is the ability of an organization to analyze the needs of the community and determine the priority of services and then develop the program needed, as one of the indicators, responsiveness describes the ability of a public organization in carrying out its mission and goals. Responsibility in this case explains the implementation of activities carried out with administrative principles in accordance with organizational policies and applicable rules, both explicit and implicit. Accountability refers to the value of norms that apply in society. Accountability is one of the principles in organizational governance. Accountability becomes very important because it is legitimacy for public organizations and public authorities. The public needs a guarantee to gain trust, and acuity can be used in binding public trust.

The government's role in making policies on justice that is comprehensive for the Indonesian people is very important, especially for the welfare of women and children. Most of the Indonesian people are women and children who are still underage, and many of them are not yet prosperous in terms of economy, education, health, and protection rights.

To make this policy, it is necessary to have an active role from the government in this case the Ministry of Women's Empowerment and Child Protection from the center to the regions.

The Ministry of Women's Empowerment and Child Protection (Kemen PPPA) has drawn up a Plan and Strategy (Renstra) of the Ministry of PPPA for 2020-2024 which refers to the vision and mission of the President and RPJMN in 2020-2024. The 2020-2024 PPPA Ministry of Strategic Plan document is a five-year development planning document in the framework of the implementation of women's empowerment and child protection affairs in accordance with the duties and functions of the Ministry of PPPA. The 2020-2024 Pppa Ministry Of Finance Plan aims to: 1) Provide vision direction, mission, goals, goals, strategies, policy directions, programs and activities for women empowerment development and child protection; 2) Provide benchmarks for the performance of women's empowerment development and child protection during the period 2020-2024; and 3) Provide guidelines in preparing the Work Plan (Renja) of the Ministry of PPPA which is the ministry's annual planning document within the period 2020-2024.

Women have five main rights enshrined in the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), signed in 1979 at a conference held by the Un Commission on the Position of Women. The five main rights of women include: 1) getting equal employment opportunities with men without being discriminated in terms of processes, guarantees, facilities, and wages that must be equal; 2) get health care by getting the opportunity not to die after childbirth; 3) obtain equal rights in the field of education from elementary level to college; 4) obtain the same rights as men in marriage, i.e. there is no compulsion in marriage and based on the consent of both parties; and 5) get equal rights as men in public and political life.

The women's rights listed on CEDAW are not fully realized in real life. There are still many women who are often distinguished in accepting employment opportunities, Health, Education, and public and political livelihoods. What's more, in terms of forced marriage. There are still many women who are forced to marry by their parents for economic reasons, even forced to marry because they are pregnant first. This causes domestic violence which always makes women as victims. Cases like this greatly deprive women of the right to a decent life in society.

In addition to women, children also need to get the same rights without distinction. The child is the most beautiful gift that Almighty God has given to

every parent. However, many of the children in the world, especially in Indonesia, are abandoned by their own parents. Children do not get the protection and attention they deserve from parents, so children are forced to seek protection and attention from other parties and then used to get rupiah coffers. Children deserve a decent life as stated in the Convention on the Right of the Child signed by the Indonesian government on January 26, 1990.

The government regulates the rights of children written in the convention so that each child gets the same right, namely growing up healthy, can get a proper education, protected, and heard his opinion. The 1945 Constitution has stated in Article 28B that every child is entitled to survival, growth and development and is entitled to protection from violence and discrimination. The rights that have been used as the basis of protection for children are a responsibility for parents, families, communities, local and central governments.

The rights that should be owned by the child are not fully obtained perfectly. There are still many children who grow up to be commercial sex workers, do not get proper care and education, are traded (human trafficking) by irresponsible people, even bullying in schools is still common. These cases that deprive children of their rights are very unjustified, even in the Qur'an, it is clearly described in Q.S. Bani Israil verse: 31. (...and do not kill your children for fear of poverty. We will give them sustenance and also to you. Killing them is a great sin).

Women are figures who are often considered not very important in society. Women are always marginalized by a patriarchal socio- cultural (Gotlieb et al., 2019). Women are considered only able to give birth, breastfeed and take care of the kitchen, wells, and mattresses. This conservative thinking about women is very discriminatory (Yamamoto et al., 2019), so that the rights of women who should be equal to men are not obtained fairly.

Crime cases that occur in Makassar City are more common in women and children. The crime rate for women and children in Makassar is very high compared to other cities in South Sulawesi. The form of crime that occurs in women and children is Sexual Violence and Domestic Violence. Sexual violence against children has a major impact on children's physical and psychological. Physically, the changed body shape and bruises due to the violence experienced by the child will make the child feel sick and cover up the pain he is experiencing so that other people do not need to know what he has experienced

From the number of cases in Figure 1, it can be seen that cases of violence are dominated by

violence against children. Violence against children occurs mostly in the form of physical violence and sexual violence. Sexual violence against children is torture and coercion of adults or older through sexual stimulation. Sexual violence usually occurs because of a child's environment that makes them vulnerable to being victims of sexual violence, such as sexual abuse.

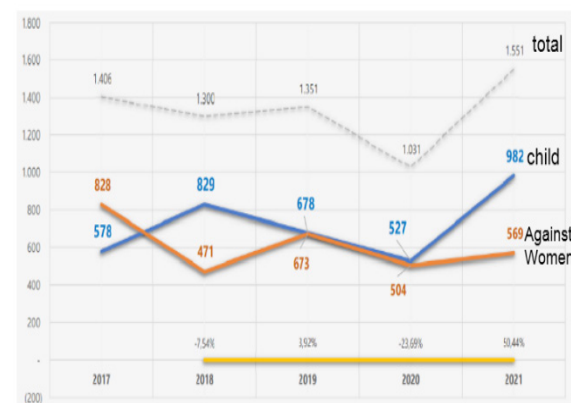


Figure 1. Graph of Violence Against Women and Children 2017-2021 (UPTD PPA Makassar City, 2021.)

Cases of violence against children, especially sexual violence, are serious matters that must be considered and handled carefully by the government (de Klerk et al., 2022) (Velloza et al., 2022). Seeing the many cases of sexual violence that occur to children, the Makassar City Government is committed to improving the quality of life of women and children in various fields and increasing the role of women and child protection in development by stipulating the Makassar Mayor's regulation on the Integrated Service Center for Women and Children (P2TP2A). Makassar City through the Decree of the Mayor of Makassar Number 30 of 2015. However, in 2020 this P2TP2A underwent a change to become the Regional Technical Implementation Unit for the Protection of Women and Children of Makassar City.

The Technical Implementation Unit for the Protection of Women and Children, hereinafter abbreviated as UPT PPA, is a technical implementation unit formed by the city government to provide services for women and children who experience violence, discrimination, special protection, and other problems. The UPT PPA is located under and is responsible to the head of the agency that carries out government affairs in the field of women's empowerment and child protection at the district/city level.

The distribution of the number of cases of violence against women and children according to districts/cities, in 2019 shows that Makassar is the area with the highest number of cases (Dinas Pemberdayaan Perempuan dan Perlindungan Anak Prov. Sulsel, 2021). The high level of crime against children,

especially sexual violence in the city of Makassar, shows the need to improve the performance of UPT PPA Makassar City and other related institutions in handling cases of sexual violence against children. The performance of UPT PPA in handling cases of sexual violence against children is very important in realizing the quality of life and protection for children in all aspects of life.

This study aims to find out how the performance of the Regional Technical Implementation Unit for the Protection of Women and Children in handling cases of sexual violence against children in Makassar City, besides that this study will also describe how to handle sexual violence around the world.

## METHOD

This study uses a descriptive method with a qualitative approach. This research will be carried out at the Technical Implementation Unit for the Regional Women and Children Protection of Makassar City, Jalan Nickel III Number 1, Rappocini District, Makassar City. The sources of data that the author uses in this study consist of two, namely primary data, namely data collected by a researcher directly from the first source or where the object of research is carried out and secondary data (written data sources), namely data obtained through library studies. The focus of the research referred to in this study is the performance of UPT PPA in handling cases of sexual violence against children in Makassar City. The indicators that become the benchmark for the performance of UPT PPA are the performance indicators of public bureaucratic organizations according to Agus Dwiyanto with 5 indicators, namely productivity, service quality, responsiveness, responsibility, and accountability. With data collection techniques through observation, interviews, and documentation. The data analysis technique in this study uses the Miles, Huberman, and Saldana model Miles, Huberman and Saldana (2020) namely condensation data, display data, and conclusion drawing/verification

To enrich the results of the study, the researcher also proceeded with the netnography approach. By collecting 30 articles from different countries. Various research results were analyzed using the Nvivo application to obtain detailed information.

## RESULTS AND DISCUSSION

The Technical Implementation Unit of the Women and Children Protection Area takes into account that every woman and child is entitled to

protection from torture, degrading treatment of human rights and human rights violations. Women and children are considered vulnerable groups in community and family life and often get treatment that violates human rights so that they need help for the fulfillment of their rights.

The Technical Implementation Unit of the Makassar City Women and Children Protection Area in carrying out its duties as intended in Article 4 carries out the functions of community complaint services, victim outreach, case management, temporary shelter, mediation and victim assistance.

The Regional Technical Implementation Unit for the Protection of Women and Children carries out its Main Duties and Functions based on the Decree of the State Minister for Empowerment of State Apparatus Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services. Based on observations made by researchers, UPTD-PPA has a simpler SOP that allows services to be carried out as quickly as possible in accordance with applicable regulations

### Productivity

UPTD PPA in carrying out its duties and functions is supported by competent human resources in their fields, both in the fields of law, psychology, sociologists, and several other scientific competencies. So that assistance to victims and perpetrators can be carried out properly. The availability of adequate human resources greatly supports the productivity of the Makassar City UPTD PPA in providing effective and efficient services for victims, especially victims of cases of sexual violence. The organizational structure of UPTD PPA consists of 5 ASN and 5 Non ASN, 3 daily officers, 12 professionals who are seconded to assist in handling cases, both legal staff and psychologists. In handling cases, the UPTD PPA also prioritizes security for victims, witnesses and perpetrators who are children.

The leadership also always reminds the ranks and other employees to always carry out their duties with full responsibility, dedication, full of discipline and remain friendly, polite and courteous. In the division of tasks, UPTD PPA is based on the tasks and functions that have been regulated by the Office of Women and Children Empowerment. During the Covid-19 Pandemic, the UPTD PPA enforced a Work from Home and Work from Office picket schedule so that the achievement of performance targets was still carried out.

Based on the results of observations made, it was found that, in carrying out the task, the main function of the Regional Technical Implementation



UPTD-PPA Makassar City has several facilities and infrastructure consisting of operational cars, motorbikes and safe houses. The availability of adequate facilities also greatly supports the productivity of staff work so that for cases of violence, especially sexual violence, outreach to victims and perpetrators can be more effective.

This concept measures not only efficiency, but also effectiveness. Individual personality characteristics that appear in the form of mental attitudes and contain the meaning of the desires and efforts of individuals who are always trying to improve the quality of their lives. The existence of competent Human Resources in supporting the Main Duties and Functions of UPTD-PPA is one of the factors so that productivity can be fulfilled. The Technical Implementation Unit for the Protection of Women and Children has the task of protecting women and children, although it mostly handles victims, the UPTD-PPA also provides assistance to perpetrators who are children. Especially in children as perpetrators of sexual violence. Most of the children involved in sexual violence cases commit immoral acts to other children on the basis of curiosity, consensual because they have been in a relationship. However, based on the child protection law, anyone who engages in sexual activities against children should be subject to criminal charges.

Provision of Competent Human Resources in supporting the Basic Tasks and Functions of UPT-PPA. The Technical Implementation Unit for The Protection of Women and Children has the task of protecting Women and Children, although it handles victims more, but UPTD-PPA also provides assistance to perpetrators who have the status of Children. Especially in Anka as a perpetrator of sexual violence. Children involved in cases of sexual violence mostly commit immoral acts to fellow children on the basis of curiosity, consensual because they have been in a relationship. However, under the Child Protection Act, anyone who commits sexual activity against a child should be criminally charged.

The variety of cases and complaints of the community handled by UPTD-PPA is supported by human resources competencies consisting of various fields, both in the fields of law, psychology, sociologists, and several other scientific competencies. So that assistance to victims and perpetrators can be carried out properly.

Human Resources involved in the Women and Children Protection Technical Service Unit are mostly not permanent employees in the realm of the State Civil Apparatus but can carry out tupoksi well without distinguishing between permanent and

contract employees. People are attracted to each other on the basis of similar attitudes towards objects and goals that are relevant in general (Arhas et al., 2022). A group will be productive if its members have good skills, personalities and have the support of management and can improve performance (Niswaty et al., 2021).

Most of the Human Resources involved in the Technical Service Unit for the Protection of Women and Children are not permanent employees in the realm of the State Civil Apparatus but can carry out their main duties and functions without distinguishing between permanent and contract employees. This is in accordance with the theory which states that people are attracted to each other on the basis of similar attitudes towards objects and relevant goals in general. A group will be productive if its members have skills, good personality and have support from management and can improve performance (Jamaluddin et al., 2019)

### Service Quality

The provision of public services is based on good service quality standards, based on the results of interviews with several victims and witnesses who have been handled by UPTD-PPA Makassar, UPTD-PPA Makassar has good service and is considered capable of providing services that are familial and provide a sense of security for victims /witness. Cases of sexual violence handled by the UPTD-PPA are not only children as victims, but also children as perpetrators of sexual violence. UPTD PPA also provides assistance to children in conflict with the law.

Since its formation in 2016, UPTD PPA has continued to improve in providing excellent service to victims of violence. The establishment of a Quick Response Team that serves as a mediator and counselor in handling cases of violence that occurs is one of the efforts to help victims of violence solve problems. Ease of service access is also an aspect that is continuously being developed, namely the availability of 24-hour call center services, information services through the official website and social media such as Instagram and Facebook.

The quality of public services carried out by the Regional Technical Implementation Unit for the Protection of Women and Children has received public recognition as one of the good services in providing protection for victims, witnesses and perpetrators who are still children.

This concept is an assessment given by the customer/community to the quality of service that has been provided. The "image" of the good or bad of a public organization is largely determined by

the satisfaction or dissatisfaction of the community with the quality of services provided. Many negative views are formed about public organizations, arising from public dissatisfaction with the quality of services received from public organizations. Thus, the satisfaction of the community can be a parameter to assess the performance of public organizations. The services provided by UPTD PPA for 24 hours 7 days are very helpful in optimizing services. Updating information services through social networks and official websites makes it easier for the public to access all information and complaints. The presence of assistance from counselors and mediators is also very helpful for victims/perpetrators to feel safe in handling problems supported by the availability of safe houses whose locations are kept secret. Administrative services are also provided maximally in accordance with regular working hours, facilitated by a comfortable waiting room.

Excellent service must be provided in any government agency, especially for victims of sexual abuse. Sexual violence is a criminal offense that is considered a disgrace by the community so that the public is more likely to hide the problem than to have to consult with related parties. (Walker-Descartes et al., 2021) (Jhung et al., 2012). Sexual violence includes adultery, rape, fornication or sexual harassment (Bidarra et al., 2016). Sexual violence is not only limited to physical things, but also includes many other behaviors, so when talking about the problem of sexual violence must touch on the core of violence and coercion. Sexual abuse and child rape are essentially two forms of sexual violence and violations of decency condemned by all parties, but ironically these events continue to occur from time to time and can befall anyone without exception. (de Klerk et al., 2022)

In the handling of children who are in conflict with the law is carried out with procedures that prioritize family rather than handling adults. In the initial stage, it will always be attempted to do diversion, which is a process of solving children's cases outside the judicial process. The purpose of giving diversion so as not to deprive the rights and independence of children. However, diversion cannot be given if the criminal act committed by the child meets two elements, namely the criminal act committed is threatened with severe punishment, namely 7 (seven) years and above and is a repetition of the criminal act.

The availability of good infrastructure is a factor that affects performance (Selanno & Wance, 2021), included make the service quality of UPTD PPA better. This can be seen from the availability

of operational vehicles for outreach or picking up victims, especially victims of sexual violence. Availability of good facilities and infrastructure that can support the smoothness of membership products quickly and accurately.

### Responsiveness

UPTD-PPA Responsiveness Indicators in analyzing community needs and determining the priority of services needed by approaching the community. UPTD PPA is a service forum for the protection of women and children who are victims of violence. To meet the needs of victims of violence, the UPTD PPA Team will conduct an assessment of victims to find out what services are needed.

There are three actions taken by UPTD PPA after conducting the assessment, namely medical action, legal action, and non-litigation action. In addition to conducting assessments, UPTD PPA also participates in developing programs that are in accordance with what the residents need, especially in cases of violence against children. One of them is the Makassar City Government program, namely the "take care of children" program. This program is to maximize the response to residents who are victims of violence. This program aims to deal with problems in children, from prevention to rehabilitation through mentoring. In addition to the "safeguard for children" program, UPTD PPA also collaborates with the community by establishing a residents' shelter which is a coordinated Community Movement at the Village Level to participate in the fulfillment of children's rights, protection, and protection. Prevention and Case Services for women and children who are victims of violence. This proves that the presence of UPTD PPA in responding to community needs is considered good.

Responsiveness is the ability of an organization to analyze community needs and determine service priorities and then develop the required programs. As an indicator, responsiveness describes the ability of a public organization to carry out its mission and goals. UPTD-PPA is an Integrated Service Unit that has the goal of responding quickly in handling cases of violence against women and children. Some violence that is more specific and requires closed handling, such as cases of sexual violence or cases involving children also have SOPs that are more concise so that they can be handled more quickly. To meet the needs of victims/perpetrators of violence, UPTD PPA conducts an assessment to find out what service mechanism is needed by the victim/perpetrator. Not only that, the presence of government programs such as childcare and

shelter for residents is a form of UPTD PPA being present in responding to community needs in efforts to prevent, protect, and handle cases of violence in the community. Responsible administrators must involve the community not only in planning but also implementing programs to achieve community goals (Kahar et al., 2019).

Basically, handling sexual violence is not easy, based on the results of Torazzi's research. (Torazzi et al., 2021) Children and victims of sexual violence ask for help more slowly than adult victims. The majority of perpetrators are well known by victims in both groups. So, it needs careful treatment from related parties.

A clear need to develop and improve responsive prevention and/or treatment both to people experiencing and using violence, and to their families. Because sexual violence not only affects the victim, but also the people around the victim including his extended family.

The response provided by the institution is not only related in administrative services. Short et al., (Short et al., 2019) rather than responding to complex social problems, victims of sexual violence need a comprehensive and fair mental health system response.

Addressing the various forms of violence and structural injustices experienced by many people including women and children, both in social and family environments, and this can happen every day, will of course require an approach to trauma and systemic violence practices that are truly culturally responsive and carried out collectively (Short et al., 2019).

### Responsibility

The fourth performance indicator is responsibility which explains the implementation of activities carried out with administrative principles in accordance with organizational policies and applicable rules, both explicit and implicit. In carrying out its duties and functions, UPTD-PPA has a service SOP that is made based on the vision and mission which then becomes the basis for implementing services to the public.

In carrying out its duties, UPTD PPA also cooperates with relevant agencies concerned with violence against women and children such as the Health Service, Rehabilitation Institutions, Polres, and other related institutions by coordinating and outreach to the community.

Kinerja UPTD-PPA which is technical and direct in contact with the community in handling sexual violence against children, teamwork is the

tip of the horn in the implementation of the Standard Operationona Implementation of tasks. The work team is quick to respond in its coordination very well established and solid so that the performance of uptd PPA becomes good and can meet the goals of the organization.

In its implementation, UPTD-PPA has a ball pick-up service or directly pick up victims at the location or at home. If the victim's circumstances do not allow to remain in the original house, then the UPTD-PPA Team will place in a safe house whose location is kept secret to be able to protect the victim. Coordination and cooperation of the Team in handling victims is very good with direct reflection from the leadership. A team is a unit of two or more people who interact and coordinate on a job and effort to achieve a specific goal. (Kamoche, 2011). Good teamwork is needed to be able to support the process of achieving company goals (Presbitero, 2021)

Responsibility in this case describes the implementation of activities carried out with administrative principles in accordance with organizational policies and applicable rules, both explicit and implicit. To carry out good and targeted public services according to the needs of the community, the UPTD-PPA has operational standards that are made based on administrative principles according to the institutional vision and mission. The SOP that was made later became the basis for implementing services to the public, in this case implementing the protection of women and children.

In carrying out its duties, UPTD PPA also synergizes with relevant agencies such as hospitals, local police, and other related institutions. Synergy as a form of action in response to community. This is in accordance with responsibility as responsiveness, namely the ability to respond and not be indifferent (Presbitero, 2021) (Cechin et al., 2021). responsibility includes awareness of the risks that arise from responding to community needs so as to create a program as a form of service to the community in accordance with applicable standards (Oates et al., 2020) (Pérez & Del Bosque, 2015).

### Accountability

Accountability becomes very important because it is legitimacy for public organizations and public authorities. The public needs a guarantee to gain trust and accountability can be used to bind public trust. The Integrated Service Unit for the Protection of Women and Children (UPTD-PPA) in carrying out its duties provides a security guarantee by including a letter of assignment, identification and several administrative

files based on SOPs to gain trust and accountability which can then be used to bind public trust. UPTD-PPA field officers who alternately based on a predetermined picket schedule will provide services for 24 hours 7 days, also carry out socialization in order to gain legitimacy from the community.

So far, UPTD-PPA has received legitimacy from the community, this can be seen from the increase in reports and clients who come directly to the UPTD-PPA office to get protection. The achievement of targets carried out by UPTD PPA is carried out in the form of an accountability report. This accountability report is carried out regularly every month which contains routine reports on cases of violence that have been handled by UPTD PPA.

The existence and electability of UPTD-PPA can be said to have received public recognition as a reliable institution in handling cases of protecting women and children, both as witnesses, victims and perpetrators who are children.

Accountability refers to the norms prevailing in society. Accountability is one of the principles in organizational governance. Accountability becomes very important because it is legitimacy for public organizations and public authorities. The Integrated Service UPTD-PPA provides a security guarantee by including a letter of assignment, identification and several administrative files based on SOPs to gain trust and accountability which can then be used to bind public trust. UPTD-PPA field officers who take turns based on a predetermined picket schedule will provide services 24 hours 7 days, also carry out socialization. The achievement of the UPTD PPA target is also demonstrated by making regular reports as a form of accountability to the Women and Children Empowerment Office and the public. At the end of the year, UPTD PPA also prepared an annual press report to be published to the public through local media regarding data on cases of violence that occurred and cases successfully handled by UPTD PPA in order to gain legitimacy from the community. As stated by Aucoin & Heintzman (2000): "Public accountability is used to ensure public trust in the government by filling the gaps in understanding between the public and representatives and between the authorities and the government"

In addition to getting legitimacy from the community, UPTD PPA Makassar City also gets legitimacy from the same work unit from various cities in Indonesia. UPTD PPA Makassar City is often a benchmarking location for other UPT PPA Cities in Indonesia. UPTD PPA becomes a pilot project which is a tangible manifestation of the belief that the handling of cases by UPTD PPA is considered successful.

Accountability has been identified as a very important role in all areas of life, from being at the core of business success to the quality of the health care system. According to UNICEF (2015), accountability is essential for the realization of children's rights; It closes the gap between the intention to ensure children's rights are upheld and the enforcement of actual children's rights.

According to Majelis Umum PBB (Majelis Umum PBB, 1989), in terms of child protection, the first mentioned protective responsibility is preventive in nature, and includes social programs for children and their caregivers; Other responsibilities include intervention after violence occurs, such as identification, reporting, referral, investigation, treatment and follow-up, as well as judicial processes.

Tackling child sexual violence is not only the responsibility of the UPTD-PPA, but requires the full role of the government, which is responsible for establishing and implementing policies and legal frameworks that support prevention programs, such as those addressing gender and other injustices. However, in carrying out its responsibilities, the government also needs to be careful in decision making. Based on farmer's research results (Farmer, 2006) Child welfare professionals in legal services often fail to engage with domestic abusers and instead hold abused women accountable for the safety of their children.

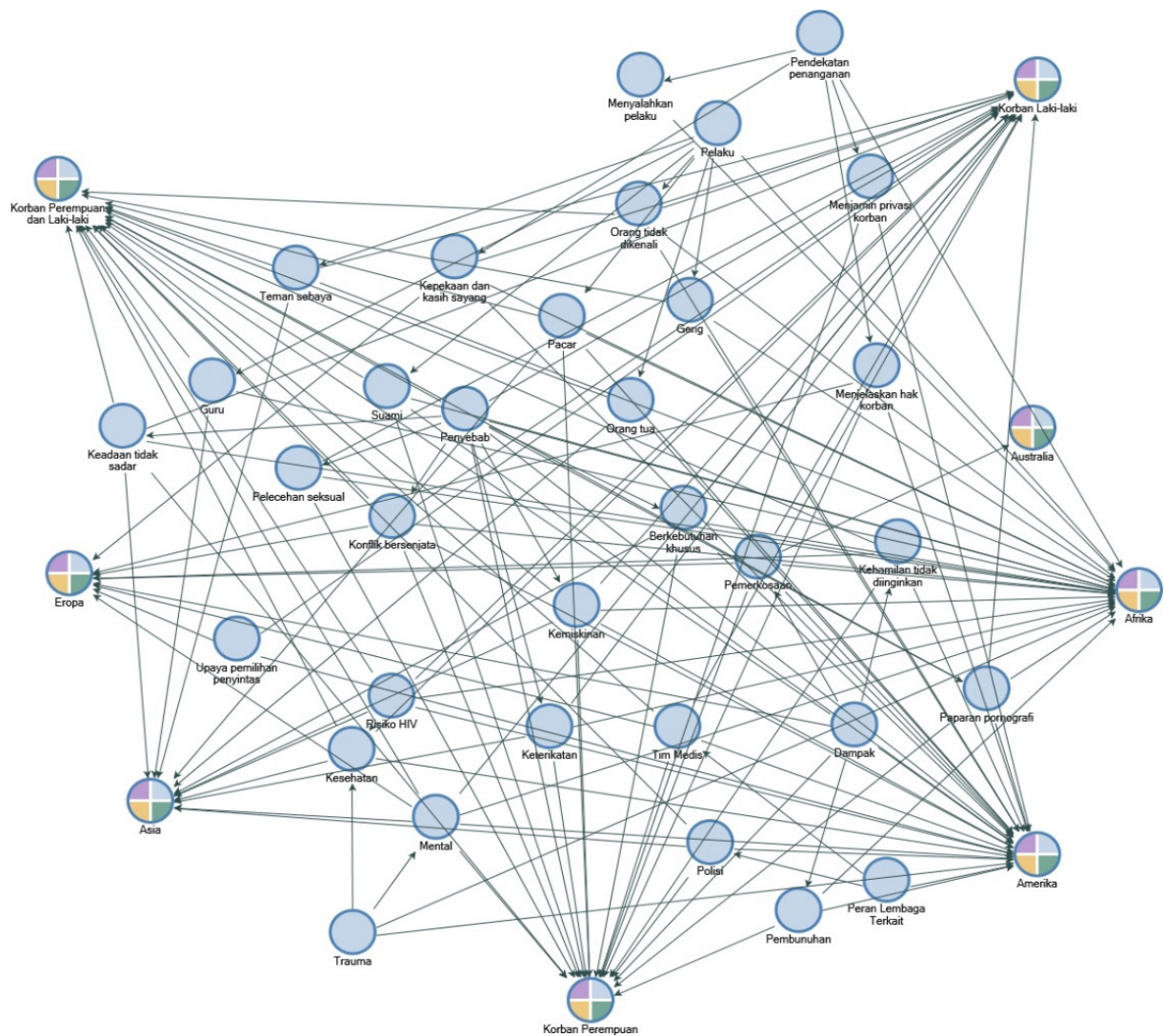
### Cases of Sexual Violence Around the World

Cases of sexual violence are still a widely discussed theme in research. Based on the NVIVO analysis, a network analysis was obtained as follows on figure 2.

Based on several existing manuscripts, it is found that sexual violence that occurs in America occurs due to poverty and gun conflicts, which are commonly carried out by people unknown to the victim, dating partners or husbands of the victims and even carried out by stepfathers, which are capable of causing psychic / mental trauma and have an impact on health that even has a risk of contracting HIV. In addition to health impacts, there are also adverse impacts such as leading to murder, unwanted pregnancy Efforts are carried out with sensitivity and compassion, explaining the rights of victims, and guaranteeing the confidentiality and privacy of victims carried out by the police and medical teams.

The text of articles related to sexual harassment that occurs in Europe focuses a lot on sexual violence in armed conflict. The approach of the handler to the victim is carried out in a way of sensitivity and affection, and explains the rights of the victim. No





**Figure 2. Network Analysis: Sexual Violence in the World**

problems were found in physical health, but the impact was more on mental health. In the manuscript published in Europe, it is also explained that the survivor's recovery efforts are to change addresses, telephone numbers or leave the former residence. Sexual violence leads to rape and unwanted pregnancy.

On the Australian continent, not much data was obtained on sexual violence that corresponded to the study, the fact obtained that sexual violence can lead to rape in Australia.

The texts on the African continent are quite diverse, the causes of occurrence ranging from the fact that the victims are people with special needs, armed conflict, poverty, exposure to pornography, due to relationship attachment, carried out by a husband or girlfriend, in an unconscious state (in a state of intoxication or even drugged) leading to the occurrence of rape, and murder. Other impacts that cause are feelings of depression, health problems, and the risk of exposure to HIV. The approach to handling it is to blame the perpetrator, explain the victim's things, and maintain the victim's privacy.

Furthermore, on the Asian continent, sexual violence can be committed by peers, parents, teachers, girlfriends or husbands. Sexual violence also occurs in people with special needs. The role of relevant agencies, especially the police, is highly expected by victims because the violence is depressing and stressful. For the handling efforts there is no supporting article reference yet.

## CONCLUSION

Performance as a public bureaucracy can be measured by productivity, UPTD-PPA is supported by Human Resources competencies consisting of various fields, including law, psychology, sociology, and several other scientific competencies. So that assistance to victims and perpetrators can be carried out properly. The provision of public services is based on good service quality standards. Responsiveness, UPTD-PPA analyzes community needs and determines service priorities and develops programs that support efforts to protect, prevent, and handle cases of violence against women and

children. Responsibility, UPTD-PPA has SOPs that are made and become the basis for implementing services to the public. accountability, The Integrated Service UPTD-PPA provides a security guarantee by including a letter of assignment, identification and several administrative files based on SOPs to gain trust and accountability which can then be used to bind public trust. UPTD-PPA field officers who take turns based on a predetermined picket schedule will provide services for 24 hours 7 days, also carry out socialization in order to gain legitimacy from the community. Reflecting on the incidence of sexual violence around the world, it is very important the role of relevant institutions to prevent the occurrence of sexual violence, face victims with great care and provide appropriate punishment to the perpetrator

### ACKNOWLEDGMENTS (if any)

In this study, many parties have been involved, from data collection to preparing research reports. Acknowledgments are conveyed to the leadership of the UPTD-PPA Makassar City who has given permission to the researcher to complete this research as the research locus. Also to the leaders of the Postgraduate program who helped the research process run smoothly.

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