

# *Domestic Violence in Garut District*

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**Abstract**—Domestic violence cases always target the women as its victims. Based on obtained data, reported domestic violence cases in women and children protection (PPA) unit, Garut District Police, Garut regent reached up to 17 cases in 2015 and increased to 19 cases in 2016. The increasing cases become a challenge that have to be faced by PPA Unit, Garut District Police to improve its service to be more responsive towards the public reports. Based on the explanation mentioned, the writer interested in conducting research about “Domestic Violence in Garut District”. The research method used qualitative supported by quantitative data. The research population is 19 peoples who are the domestic violence victims who report to PPA unit, Garut District Police. Sampling technique used on this research was census. The research findings showed that constitution number 23, 2004 regarding domestic violence eradication in optimizing the service of PPA Unit, Garut District Police was runs well generally. The condition can be seen from the availability of most factors as a term to implement the constitution. Besides that, the public feedback towards the given service was considered well. It indicates that service optimization has already been seen but it still needs to be improved. This research contribution is for the policy makers so that they can intensify the progressive implementation.

**Keywords**—*Violence; Policy; Service.*

## I. INTRODUCTION

Women are the citizens who have strategic role that can succeed the national development. This strategic role can be applied within the family, education, economy, and environmental preservation. Women’s strategic role cannot be applied effectively if the women possess neither physical health nor psychological health. Women tend to have more unstable psychological state than men do. Thus, women have the deep sensitivity and trauma when they experience disturbing incident, which endangers them. That is why women need to get special attention and protection so that they are able to work in various fields without experiencing discrimination.

Problems that can easily occur in everyday life, especially in the smallest scope, the family, is violence problem that target the women as its object. Violence against the women keeps happening and increasing both in quantity and in quality. One of its triggers is an unbalance gender relation between men and women. As an example, when there is a domestic violence case, women usually become its victim. It is very rare for men who become the victim in domestic violence case.

In order to anticipate and prevent the violence against the women, Indonesian government has given human rights guarantee for all women by imposing the constitution number 23, 2004 regarding domestic violence eradication. One of the implementation of that policy is applied through legal entity that serves public regarding women and children cases; in Indonesian national police, there is a unit that deals with women and children protection (from now on will be known as PPA).

Based on domestic violence case observation result that occurs in Garut regent, it is increasing in each year. During 2015, there were 17 reported cases on PPA Unit, criminal detective unit of Garut District Police. Meanwhile, in 2016, it increased to 19 cases. The increasing of case numbers is a challenge for PPA Unit at Garut District Police to improve its service by being more responsive towards the public complaint or report.

Based on the issue stated above, the writer is interested in finding out more about the domestic violence in Garut District.

### A. Identification of Problems

1. How is the implementation of constitution number 23, 2004 regarding domestic violence eradication in optimizing the service of PPA unit towards domestic violence victim in Garut District Police?
2. What kind of obstacles that are faced, that can make the implementation of constitution number 23, 2004 regarding domestic violence eradication in optimizing the service of PPA Unit towards domestic violence victim in Garut District Police is still not conducted optimally?
3. How is the victims’ feedback towards the service of PPA unit in Garut District Police?

### B. The Purpose of the Research

1. To find out how the implementation of constitution number 23, 2004 regarding domestic violence eradication in optimizing the service of PPA unit towards domestic violence victim in Garut District Police is conducted.
2. To find out what kind of obstacles that are faced, that can make the implementation of constitution number 23, 2004 regarding domestic violence eradication in improving the service of PPA Unit towards domestic violence victim in Garut District Police is still not conducted optimally are.

3. To find out how the victims' feedback towards the service of PPA unit in Garut District Police are.

## II. LITERATURE REVIEW

One of the efforts for widening the access of public service, the government compiled various political acts in the form of political decisions that shapes public policies. A certain formulated policy is neither an easy nor a simple matter; it is influenced by various factors. The making of state policy is a process that related to articulating and defining an issue, formulating all possibilities of problem solving in the form of political demand, distributing the demand into politics system, giving punishment or legitimation from the chosen act direction, validating and implementing it, monitoring, and reviewing.

Van Meter and Van Horn (quoted in Winarno, 2008:146-146) defined the implementation of public policies as preceded actions and decisions. These actions included the efforts that are made to change the decisions become operational actions in a certain duration or in order to continue the actions to achieve minor or major change that are decided by policy decisions, carried by public organization that are directed in order to achieve certain determined purposes.

Based on George C. Edward III theory (quoted in Subarsono, 2011 : 90-92), in order to implement the policy, it is influenced by four factors. They are:

1. Communication

The success of policy implementation requires the implementer has to know what action that needs to be done. What has become the purpose and the goals of the policy should be transmitted to a targeted group so it can reduce implementation distortion. If the purpose and the goals of a particular policy are not clear or even unknown by the targeted group, there will be possibility of resistance from the targeted group.

2. Resource

Even though the content of the policy has been communicated clearly and consistently, if the implementer lack of resources to conduct it, the implementation cannot run effectively. The resources can be in the form of human resource, which is the implementer's competence, and funding resource. Resources are important part for implementing the policy effectively. Without the resources, policy is only by names or idea in a piece of paper or document.

3. Disposition

Disposition is a nature and characteristics that are embedded in an implementer such as honesty, commitment, and democratic. If an implementer possesses a good disposition, he/she can run the policy well, just like what the policy makers want. When an implementer has different characteristics or perspective with the policy makers, the policy implementation process will become ineffective.

4. Bureaucratic structure

Organizational structure that main task is to implement the policy has a significant influence towards policy implementation. One of the important structural aspects is standard operating procedure (SOP). SOP is guideline for every implementer in taking action. The organizational structure that is too long has a tendency to weaken the supervision and causing the red tape, a complicated and complex bureaucratic. This will cause organizational activities become inflexible.

One of the public policies in the form of constitution is the policy regarding to the eradication of domestic violence (KDRT), constitution number 23, 2004 is a government policy in order to protect women as an important element in national development. Women and children protection unit (PPA) is a legal entity, which has main function giving its service to every complaint and report that related to women and children as violence victims or any other cases where women and children are the offender.

The main job description of PPA unit is to hold a crime investigation towards women and children that includes:

1. Human trafficking
2. People smuggling
3. Violence (generally or domestically)
4. Ethics (rape, harassment, perversion)
5. Vice (gambling and prostitution)
6. Illegal adoption
7. Pornography and porno action
8. Money laundering from the mentioned offences above
9. Provide children protection (as victim or suspect)
10. Provide Victim protection, witness, family, friends, and any other cases where the offender are women and children.

PPA unit located in Garut District Police expected to be a legal entity that is able to implement government policy regarding the eradication of domestic violence in Garut Regent actively.

In order to implement the policy, it is needed an efficient and effective management so that PPA unit can give an excellent service in achieving the goal that has been set and in accordance with the main job and its function.

Based on concepts and theories that the writer explained, it is very clear that PPA unit is one of the government agencies, as a product of public policy that gives its services to the public through the implementation of management functions.

The implementation of management functions carried to achieve the organizational goals, one of them is achieving the excellent quality service. Valerie Zeitthaml (2006) up until now, the contribution that near to the accuracy of quality measurement in rating service is to measure the consumers' perception towards service quality as follow:

1. *Tangible* : facility physically, equipments, and personnel appearance
2. *Reliability* : the ability to realize what has been promised by service providers
3. *Responsivness* : there is a will to help the customers with a fast service

4. *Assurance* : the comprehension, personnel's' attitude and their skills to form trust and faith towards customers.
5. *Empathy* : able to feel what customers feel.

Based on explanation above, the variables in this research can be determined as follow:

#### A. Independent variable

The independent variable is the variable that causes the change or that causes the dependent variable, the independent variable is denoted by X (variable X). The independent variable in this research is the policy implementation.

#### B. Dependent variable

The dependent variable is the variable that is influenced or that becomes the result of the independent variable and denoted by Y (Y variable). The dependent variable in this research is service.

To explain the operational of those variables, it can be seen on variable operationalization table below.

TABLE 1. VARIABLE OPERATIONALIZATION

Variable	Dimension	Indicator
The Policy Implementation (X) George C. Edward III theory (quoted in Subarsono, 2011 : 90-92),	1. Communication	a) Spoken material b) Question delivering method in investigation
	2. Resources	a) Personnel number b) Material/ Infrastructure support
	3. Disposition	a) Personnel attitude b) Character/ habit
	4. Bureaucratic structure	a) implication b) coordination
Public Service (Y) (Zeithaml 2006)	1. <i>Tangible</i>	a) Personnel appearance b) equipment c) room interior
	2. <i>Reliability</i>	a) the right procedure b) schedule accuracy
	3. <i>Responsiveness</i>	a) Quick response b) Complete service
	4. <i>Assurance</i>	a) Safety assurance b) Personnel's skills
	5. <i>Empathy</i>	a) Consideration b) Special attention

### III. RESEARCH METHODOLOGY

The method used in this research is a survey descriptive method to examine the data and describe the condition of service implementation towards the target, when the research conducted at PPA unit in Garut District Police. The population on this research is the victims of domestic violence who reported their case to the PPA unit, Garut District Police with the total number of 19 people with census as sampling technique.

The data collecting technique that writer used in this research as follow: Observation, Interview, and

Questionnaire; data collecting technique by distributing list of questions to the respondents, questions that related to the issue that has been discussed on Identification of problem section that were PPA unit service, obstacles in giving the service, and public feedback regarding to PPA unit service.

The data that writer used is qualitative and quantitative data. Qualitative data analyzed verbally and quantitative data will be tabulated descriptive statistically.

### IV. THE RESEARCH FINDINGS

#### A. The Implementation Of Constitution Number 23, 2004 Regarding Domestic Violence Eradication In Optimizing The Service Of Women And Children Protection Unit, Garut Resort Police

The writer conducted the research on factors that influence policy implementation. In accordance with George C. Edward III theory (quoted in Subarsono, 2011 : 90-92), in order to implement the policy, there are factors that influence it. They are:

##### a) Communication

For the success of implementation of a policy, it requires that the implementer knows what to be done regarding to the content of the policy. That is why the communication among the superior, the personnel, and the public who conduct the policy should run smoothly.

From the interview result with PPA unit chief, obtained that the communication between the superior and the personnel runs smoothly enough. The superior is open enough in taking some advice or complaint from the subordinate. This is an important matters to avoid perception differences regarding a particular instruction or order in giving service to the public. To communicate with the public, one thing that should be considered is the discussion material should be in accordance with the public background. To comprehend more about the communication between the personnel and public, it can be seen in the table below.

TABEL 2 RESPONDENTS FEEDBACK TOWARDS PERSONNEL WHO GIVE AN EXPLANATION ABOUT MATERIAL OR QUESTION THAT IS HARD TO UNDERSTAND

No	Alternative Answer	Fi	%
1	Often	14	73,7
2	Sometimes	5	26,3
3	Never	-	0
	Σf	19	100

Based on respondents answer, it can be concluded that the communication between PPA unit personnel with the victim runs well.

Besides material in communication between the personnel and public, question material delivery should be considered so that the victim does not feel stress or anxious during the investigation. This can be achieved by using polite language. On the table below shown respondents' feedback regarding the use of polite language when asking questions to the victim:

TABLE 3. RESPONDENTS' FEEDBACK REGARDING THE USE OF POLITE LANGUAGE WHEN ASKING QUESTIONS TO THE RESPONDENTS

No	Alternative Answers	Fi	%
1	Often	17	89,5
2	Sometimes	2	10,5
3	Never	-	0
	∑f	19	100

Based on the respondents' answers, it can be concluded that the questioning that conducted by the personnel of PPA unit to the victims runs well.

b) Resource

In implementing a certain policy, it is needed sufficient human resource and supported by other resources such as facilities and infrastructure to assure that the policy implementation goes smoothly. On the table below shown the respondents' feedback regarding to the personnel availability in PPA unit who give service:

TABLE 4. THE RESPONDENTS' FEEDBACK REGARDING THE NUMBER OF PERSONNEL WHO GIVE SERVICE TO THE VICTIMS

No	Alternative Answers	Fi	%
1	Adequate	9	47,4
2	Not adequate enough	10	52,6
3	Inadequate	-	0
	∑f	19	100

Based on the respondents' answers, it can be concluded that the personnel availability in PPA unit who give service to the victims are not quite adequate.

Besides the number of personnel who give service, it is needed the facility and infrastructure availability to support policy implementation to be conducted smoothly. On the table below, shown respondents' feedback regarding to the facility and infrastructure availability that PPA unit, Garut District Police has:

TABLE 5 RESPONDENTS' FEEDBACK REGARDING TO THE FACILITY AND INFRASTRUCTURE AVAILABILITY IN PPA UNIT, GARUT DISTRICT POLICE

No	Alternative Answers	Fi	%
1	Adequate	7	36,8
2	Not adequate enough	9	47,4
3	Inadequate	3	15,8
	∑f	19	100

Based on respondents' statement on the table above, the facility and infrastructure availability in PPA unit, Garut District Police is inadequate. Thus, based on respondents' answer, it can be concluded that the facility and infrastructure availability in PPA unit, Garut District Police is not quite adequate.

c) Disposition

Disposition is a nature and characteristics that are embedded in an implementer. Implementer or personnel who give service to the public should have commitment or support towards the policies that issued by the government. Based on the interview result with the unit chief of PPA, Garut District Police, it is obtained an information that all this time the personnel attitude support all kinds of policies that have been issued by the superior or the government. It

is one of their main job to show their loyalty towards the institution.

Implementers commitment should be able to realize on service. Bad character or habit such as stalling time in giving service, burdened the public by reimbursing the cost of investigation. On the table below, shown the respondents' feedback regarding to the negative character or habit that mentioned earlier:

TABLE 6 RESPONDENTS' FEEDBACK REGARDING TO THE PERSONNEL HABIT WHO STALL TIME IN GIVING SERVICE TO THE VICTIM

No	Alternative Answers	Fi	%
1	Never	15	79
2	Sometimes	4	21
3	Often	-	0
	∑f	19	100

Based on respondents' statement on the table above, they often found that the most of the personnel of PPA unit, Garut District Police do not have the habit of stalling time in giving service to the domestic violence victim.

TABLE 7 RESPONDENTS' FEEDBACK REGARDING PERSONNEL HABIT WHO ASK SOME MONEY FOR INVESTIGATION COST TO THE VICTIM

No	Alternative Answers	Fi	%
1	Never	19	100
2	Sometimes	-	0
3	Often	-	0
	∑f	19	100

Based on the table above, it can be discovered that the personnel of PPA unit, Garut District Police never ask illegal levies to the victim when giving the victim service.

d) Bureaucratic structure

Organizational structure on a certain institution that main job is to implement the policy, has an important role. With organizational structure, it can describe a clear work division within organization. PPA unit, Garut District Police has a short structure. The chief of the PPA unit, Garut District Police thinks that this is not an important matter. The most important thing is that the personnel quality within the structure. The complex organizational structure is actually can weaken the supervision and causing inflexible organizational activities.

One of the aspects of organizational structure is a work division. Conducting it should be based on standard operating procedure (SOP). SOP becomes a guideline for each personnel to act. Besides that, coordination between institution is needed in order to solve any case or to do treatment towards victim or perpetrator. PPA unit, Garut District Police is always coordinating with other government agencies such as with the state prosecutor office, district court, child protection commission, hospital/public health center, and others.

*B. Obstacles That Are Faced In Implementing Constitution Number 23, 2004 Regarding Domestic Violence Eradication In PPA Unit, Garut District Police*

Based on research findings, it is still founded several problems that become obstacles for PPA unit, Garut District Police as an institution that has the role as an implementer. They are:

1. The number of the personnel is still lacking
2. Limited financial support
3. Facilities and infrastructure that are still lacking
4. The lack of socialization regarding constitution number 23, 2004
5. Public legal awareness is still lacking

The efforts that are being done to overcome these obstacles are:

1. Human resource quality improvement in PPA unit, Garut District Police by providing law books or any other rules related to the service assignment towards the public. Besides that, PPA unit personnel participate in law education and training.
2. Conducting supervision and saving in budget utilization accountably in order to minimize all kind of deviations such as fictitious budget report.
3. While maintaining the existing facilities and infrastructure, the personnel also use their own facilities for service interest.
4. Conducting socialization to the public regarding the rules or legal matters especially the ones that related to children and women. Socializing the supported programs by the chief of police about the service of Indonesian national police Mensosialisasikan which is fast, accurate, and transparent (quick wins) as an effort to gain public "trust building" towards Indonesian national police.

#### V. CONCLUSSION

Based on the explanation and research findings, the writer is able to conclude that the implementation of constitution number 23, 2004 regarding domestic violence eradication through PPA unit, Garut District Police, has been running well in general. The condition can be seen from the availability of most factors as a term to implement the condition. although the implementation of constitution number 23, 2004 regarding domestic violence eradication has been running well in general, based on the data that were analyzed by the writer, there are several factors that

support the policy implementation are unavailable. Those factors are:

- a. The number of the personnel is still lacking;
- b. The financial support and facilities and infrastructures to support the investigation is limited and they cause investigation deviation;
- c. The low public legal awareness causes many domestic violence cases that are not reported to the authority;
- d. The supervision from the superior is still lacking.

To overcome those problems above, PPA unit, Garut District Police takes measure as follow:

- a. Improving the quality of PPA unit personnel through education and training that related to their task.
- b. Supervising budget utilization, facilities, and infrastructure that are used for service needs.
- c. Socializing public regarding Indonesian national police programs to increase their legal awareness.

Meanwhile, public feedback towards service quality of PPA unit, Garut District Police can be considered quite well. This can be concluded from analyzed data that came from the respondents' answers' on given questionnaire.

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