

**JLPH:**
**Journal of Law, Politic
and Humanities**

<https://dinastires.org/JLPH> dinasti.info@gmail.com +62 811 7404 455

E-ISSN: 2962-2816
P-ISSN: 2747-1985

DOI: <https://doi.org/10.38035/jlph.v5i3>
<https://creativecommons.org/licenses/by/4.0/>

Problematics of Domestic Violence Case Handling of PPA Unit of Pangkalpinang Police: Analysis of Case Arrears

Dewi Lestari¹, Enny Agustina².

¹Fakultas Hukum, Universitas Pertiba, Bangka Belitung, Indonesia, dewiduos70@gmail.com.

²Fakultas Hukum, Universitas Pertiba, Bangka Belitung, Indonesia, ennyagustinadua@yahoo.com.

Corresponding Author: dewiduos70@gmail.com¹

Abstract: This research examines the problems in handling Domestic Violence (KDRT) cases at the Women and Children Protection Unit (PPA) of the Pangkalpinang City Police, with a focus on the backlog of cases that occurred during the 2021-2023 period. This study aims to identify the factors causing the backlog of KDRT cases and analyze its implications for the performance of the PPA Unit. The research method used is empirical legal research with a qualitative approach, through in-depth interviews, document studies, and observations. The results show that the backlog of cases is caused by three main factors: the uncooperative behavior of victims, limitations in tracing perpetrators, and institutional resource constraints. The implications of the case backlog include a decrease in the effectiveness of case handling, psychological pressure on personnel, a decrease in public trust, and obstacles in inter-agency coordination. This study produces theoretical propositions in the form of "Integrated KDRT Case Management Theory" and "Integrated Case Management and Resource Optimization Theory" as solutions to address the problem of the KDRT case backlog.

Keyword: Domestic Violence, Case Backlog, PPA Unit, Polresta Pangkalpinang.

INTRODUCTION

Domestic violence is a serious problem that requires comprehensive handling from law enforcement officials. Law Number 23 Year 2004 on the Elimination of Domestic Violence in Indonesia regulates the protection of victims of domestic violence. Despite having a clear legal framework, the implementation of law enforcement against domestic violence cases still faces various challenges, one of which is the backlog of cases at the police level (Karini, 2023).

The phenomenon of domestic violence case arrears in the Women and Child Protection Unit (PPA) of the Pangkalpinang Police Station reflects the complexity of handling domestic violence cases in Indonesia. The statistical data reveals an alarming trend, demonstrating a significant increase in the number of case arrears from year to year. In 2021, of the nine cases handled, two were still in the investigation stage. In 2022, out of 17 reported cases, one remained unresolved or under investigation. This condition worsened in 2023, with 18 out of 37 cases still under investigation.

Legal issues that arise in this context are not only related to aspects of law enforcement but also to the effectiveness of the criminal justice system in providing protection to victims of domestic violence. The backlog of cases reflects the gap between the ideals of law enforcement, as mandated in the PKDRT Law, and the reality on the ground. This has implications for delaying justice for victims and potentially reducing public confidence in the criminal justice system (Flora et al., 2024).

Previous research conducted by Rahmat & Fatkhuri (2024) research revealed that complicated bureaucracy is often an obstacle that hinders access to legal aid services, especially for the poor. In addition, minimal budget allocations are also an obstacle that results in limited service capacity, especially for vulnerable groups such as victims of domestic violence. In line with these findings, Ibrahim, Seran, & Ginung Pratidina (2019) research concluded that the implementation of the empowerment program at P2TP2A Bogor City has been carried out in stages and covers various aspects of empowerment. However, the limited number of counselors, lack of cooperation from victims, and the lack of facilities and infrastructure are challenges that hinder the effectiveness of the program. Therefore, the recommended solutions include increasing the number of counselors, improving facilities, and involving victims more intensively through a more empathetic approach and adequate psychological support.

Based on the results of interviews with the Kanit and investigators of the PPA Unit of Pangkalpinang Police, three main obstacles were identified that contributed to case arrears. First, the uncooperativeness of the complainant after reconciliation with the reported party. This phenomenon reflects a gap in understanding between formal and material legal aspects, where the complainant often considers personal peace to automatically stop the legal process. The complainant's ignorance of the formal procedures for resolving cases in the police also exacerbates this situation.

The second obstacle relates to reported perpetrators who flee without a traceable trail. This situation shows the limitations in the system of monitoring and tracking domestic violence suspects. The absence of information and clues about the whereabouts of the reported party not only hampers the legal process but also potentially endangers the victim because there is no guarantee that the perpetrator will not repeat his actions.

The third factor contributing to case arrears is the institutional factor of limited resources, both in terms of personnel and technology. The imbalance between the number of incoming cases and the capacity of the PPA Unit results in the prioritization of case handling which has the potential to sacrifice the principle of justice (Suarni Norawati, Hutasoit, SH, & Ir Zamhir Basem, 2024). The absence of adequate tracking technology tools further complicates efforts to resolve cases, especially in cases where the reported party has fled.

Mutiara & Syofiaty Lubis (2024) research shows that the rules for taking action against perpetrators of domestic violence are regulated in Law No. 23 of 2004. However, the socialization and implementation of this regulation in the field is still not optimal. Komnas Perempuan plays an important role in monitoring, recording, and advocating for the protection of the rights of victims of domestic violence through various collaborations, training, and extensive campaigns. These efforts aim to raise public awareness of the dangers of domestic violence and encourage victims to report the violence they experience. In alignment with these findings, Tanditasik, Samboteng, & Aripin (2024) research concluded that local government strategies that combine an integrated approach with the support of local wisdom have succeeded in increasing the effectiveness of handling cases of violence. The culture-based approach, particularly by involving traditional leaders, has been shown to increase community acceptance and provide more positive outcomes for victims. This is a good example of how to increase social support and reduce cases of violence in the community.

The complexity of the problem of domestic violence case arrears in the PPA Unit of Pangkalpinang Polresta reflects a systemic problem that requires in-depth study. This research not only aims to identify the factors causing case arrears, but also to analyze their implications

for the institutional performance of the PPA Unit. A comprehensive understanding of this problem is expected to make a significant contribution to optimizing the handling of domestic violence cases and fulfilling victims' rights to justice.

METHOD

This research employs an empirical legal research method and a qualitative approach to investigate the handling of domestic violence cases in the PPA Unit of the Pangkalpinang Police, with a particular focus on the issue of case arrears during the 2021-2023 period. The research focuses on two primary issues: determining the factors that lead to domestic violence case handling arrears and assessing the impact of these case arrears on the performance of the PPA Unit of the Pangkalpinang Police. This study aims to identify and analyze the factors that cause domestic violence case handling arrears and analyze the implications for the performance of the PPA Unit in resolving domestic violence cases.

Data collection was conducted through three main techniques: first, in-depth interviews with key informants, namely the PPA Unit Chief and investigators of the PPA Unit of Pangkalpinang Police, to obtain detailed information about the obstacles faced in handling cases; second, documentation study of statistical data on domestic violence case handling for the 2021-2023 period and other related documents; and third, direct observation of the case handling process in the PPA Unit to understand the dynamics and technical constraints that occur in the field.

Data analysis was carried out descriptively and qualitatively through three stages: data reduction to sort out information relevant to the research focus, data presentation in the form of narrative descriptions and tables to facilitate interpretation, and conclusion drawing, which was carried out gradually and continuously throughout the research process. To ensure data validity, source triangulation was conducted by comparing data from various informants and method triangulation by confirming findings from the various data collection techniques used (Handoko, Wijaya, & Lestari, 2024).

RESULTS AND DISCUSSION

Factors That Cause Arrears in Handling Domestic Violence Cases in the PPA Unit of The Pangkalpinang Polresta for the Period 2021-2023

Based on the results of interviews and data obtained from the PPA Unit Investigator of the Pangkalpinang Polresta regarding the handling of domestic violence cases in the PPA Unit of the Pangkalpinang City Police Criminal Unit for the period 2021 to 2023 as follows:

Table 1. Data on the handling of domestic violence cases at the Pangkalpinang Police Station for the period 2021 to 2023.

No	Year	Total Case	Case Handling Complete	Case Handling not Completed/investigative stage	Case Complete %	Case Handling not Completed/investigative stage %
1	2021	9	6	2	78%	22%
2	2022	17	14	1	94%	6%
3	2023	37	19	18	51%	49%

Source: PPA Unit Data of Pangkalpinang Polresta

From the table above, there was a significant increase in the number of domestic violence cases from 2021 to 2023. In 2021, out of 9 cases reported 7 cases were successfully resolved and 2 cases were still under investigation. The year 2022 showed an increase with 17 cases, of which 16 cases were resolved and 1 case was under investigation. A drastic increase occurred in 2023 with a total of 37 cases, but only 19 cases could be resolved while 18 cases were still under investigation. This data indicates a serious challenge in resolving domestic violence cases at Pangkalpinang Police Station.

The phenomenon of domestic violence case arrears in the PPA Unit of the Pangkalpinang Police for the 2021-2023 period is a complex problem that is influenced by various interrelated factors. Based on the results of research conducted through in-depth analysis of data and interviews with relevant parties, three main factors were identified that contributed significantly to the occurrence of case arrears, namely:

1. Reporter factor (victim)

The first factor that causes case delays is the uncooperative attitude of the reporter after making a report. This aligns with Mendelsohn's (cited in Ferguson & Turvey, 2009) victim typology theory, which suggests that victims may participate in case resolution. This non cooperation manifests in several forms: disappearing and not being able to be contacted, not continuing the legal process after reconciling with the perpetrator, and not officially withdrawing the report. This phenomenon can be explained through the "Cycle of Violence Theory" proposed by Lenore Walker (1979), where victims of domestic violence are often trapped in a cycle of violence that includes the tension, violence, and honeymoon phases. The "honeymoon" phase is often the reason for victims to stop the legal process.

Secondly, the complainant's lack of understanding of legal procedures poses a significant obstacle, as they fail to grasp the intricacy of the legal procedures that follow after reporting. This includes a lack of knowledge about the obligation to attend the follow-up examination process, the significance of providing additional information, and the formal procedures for revoking reports, as outlined in Soerjono Soekanto's theory of legal effectiveness. This theory posits that public legal awareness is a crucial factor that influences law enforcement (Salsabilah, 2023). In addition, the PPA Unit itself admits that there are limitations in conducting socialization and education to inform the public about the procedures for handling domestic violence cases.

2. Reporting factor (perpetrator)

First, the unclear whereabouts of the reported party who fled became a serious obstacle in the settlement of the case. This is related to the theory of law enforcement put forward by Lawrence M. Friedman on legal structure, where the effectiveness of law enforcement is highly dependent on the ability of law enforcement officials to track and arrest perpetrators (Irianto, 2022).

The second issue pertains to the limitations of tracking technology. The absence of adequate technological equipment to track the whereabouts of perpetrators reflects a gap in law enforcement infrastructure. Satjipto Rahardjo's theory of modernizing law enforcement explains this (Fauzi et al., 2023).

3. Institutional Factors

The limited personnel of the PPA Unit is not proportional to the caseload handled. This has resulted in a backlog of cases, selection of priorities for handling based on the level of clarity of the perpetrator, and limitations in conducting comprehensive investigations (Prasetyani, 2023). Referring to workload theory in organizational management states that performance effectiveness is strongly influenced by the balance between workload and available resources.

Based on this analysis, the "Integrated Domestic Violence Case Management Theory" can be proposed, which emphasizes the importance of a sustainable victim assistance system, the use of technology in tracking perpetrators, and effective institutional resource management. To overcome this problem, it is necessary to strengthen the victim assistance system through the establishment of special units and legal education programs, modernize the tracking system with technology investment and cooperation with cyber units, and strengthen institutional capacity through additional personnel and the development of case handling SOPs.

The implications of domestic violence case arrears on the performance of the PPA Unit of Pangkalpinang Police in resolving domestic violence cases.

Statistical data from the PPA Unit of Pangkalpinang Police shows a significant upward trend in domestic violence cases from 2021 to 2023, accompanied by an increase in the number of case arrears. In 2021, of the 9 cases reported, there were 2 case arrears. 2022 showed an increase to 17 cases with 1 arrears, and 2023 increased dramatically to 37 cases with 18 arrears. This significant increase in case arrears has a serious impact on the performance of the PPA Unit in carrying out its function as a law enforcement agency.

According to Soerjono Soekanto's theory of law enforcement effectiveness, five main factors influence the performance of law enforcement institutions: law, law enforcers, facilities, society, and legal culture (Lantara, 2024). In the context of the PPA Unit of Pangkalpinang Polresta, case arrears have created an excessive workload for a limited number of personnel. This is in line with the workload theory proposed by Robbins & Judge, where an imbalance between the volume of work and human resources can result in a decrease in the quality of performance and productivity.

The first implication of case arrears is a decrease in the effectiveness of case handling. Based on Satjipto Rahardjo's theory of law enforcement management, law enforcement institutions must be able to manage cases effectively to achieve justice (Irfansyah, 2024). However, with case arrears, the PPA Unit is forced to prioritize cases, which potentially ignores the principle of equality before the law. Cases that are considered "less of a priority" due to the lack of clarity of the perpetrator or the uncooperativeness of the complainant are neglected, which is contrary to the principle of legal certainty.

The second implication relates to the psychological aspects of PPA Unit personnel. Referring to the theory of work stress developed by Robert Karasek, high workloads accompanied by limited resources can result in psychological pressure on officers (Sofianni, 2023). Case arrears create mental pressure because every unresolved case remains a responsibility that must be accounted for. This condition can affect the motivation and performance of personnel in handling new cases.

The third implication concerns public trust in the police institution, particularly the PPA Unit. Referring to the legitimacy theory proposed by Max Weber, the effectiveness of law enforcement institutions is highly dependent on public trust (Abas, Amalia, Malik, Aziz, & Salam, 2023). Case arrears can reduce public confidence in the ability of the PPA Unit to resolve domestic violence cases, which in turn can reduce the level of reporting of domestic violence cases in the future.

In terms of case management, arrears affect documentation and filing systems (Muhtar et al., 2023). The records management theory developed by Theodore Schellenberg emphasizes the importance of systematic document management in law enforcement institutions. Case arrears create complexity in file management, increase the risk of administrative errors, and complicate the process of monitoring case progress.

The fifth implication relates to inter-agency coordination. The PPA unit needs to coordinate with various parties, such as the prosecutor's office, courts, and victim assistance agencies. Case arrears can hamper the effectiveness of this coordination, as explained in the theory of organizational coordination proposed by Henry Mintzberg, an expert in management and organizational theory, which explains how coordination can be achieved in an organization (Lahagu, Kustiawan, & Adhicandra, 2024). Delays in case completion can affect the performance of related institutions in the integrated criminal justice system.

Based on the analysis of the implications above, a modified theory of handling domestic violence called "Integrated Case Management and Resource Optimization Theory" (ICMROT) can be proposed. This theory emphasizes the importance of integration between case management, resource optimization, and technology-based approaches in handling domestic violence. ICMROT proposes three main components: (1) a measurable priority-based case

management system, (2) resource optimization through proportional division of workload, and (3) utilization of technology to improve the efficiency of case handling.

To address the negative implications of case arrears, several strategic steps are required. First, the development of a more effective case management system utilizing information technology. Second, strengthening the capacity of personnel through training and competency development. Third, increased coordination with relevant institutions to expedite the case handling process. Fourth, the development of a monitoring and evaluation system that can identify potential case arrears early on (Muhtar et al., 2023).

CONCLUSION

Based on the results of research on "Problematics of Domestic Violence Case Handling in the PPA Unit of Pangkalpinang Polresta: An Analysis of Arrears," it can be concluded that there are several main factors that cause domestic violence case handling arrears in the PPA Unit of the Pangkalpinang Police. These factors include victim, perpetrator, and institutional aspects that are interrelated and require a holistic approach in handling. The complexity of the interaction between these factors requires a strong commitment from various parties to implement effective solutions in handling domestic violence cases in the future. In addition, the backlog of domestic violence cases has had a multidimensional impact on the performance of the PPA Unit of Polresta Pangkalpinang, including operational, psychological, public trust, administrative, and institutional coordination aspects. To address these implications, a comprehensive approach based on ICMROT is required that considers the balance between workload, available resources, and technology utilization. Success in implementing this approach is highly dependent on institutional commitment and support from various stakeholders in the criminal justice system.

REFERENCE

- Abas, M., Amalia, M., Malik, R., Aziz, A., & Salam, S. (2023). *SOSIOLOGI HUKUM: Pengantar Teori-Teori Hukum dalam Ruang Sosial*. PT. Sonpedia Publishing Indonesia.
- Fauzi, A. A., Kom, S., Kom, M., Budi Harto, S. E., Mm, P. I. A., Mulyanto, M. E., ... Kom, S. (2023). *Pemanfaatan Teknologi Informasi di Berbagai Sektor Pada Masa Society 5.0*. PT. Sonpedia Publishing Indonesia.
- Ferguson, C., & Turvey, B. E. (2009). *Victimology: A brief history with an introduction to forensic victimology*. *Forensic Victimology: Examining Violent Crime Victims in Investigative and Legal Contexts*, 1–32.
- Flora, H. S., SH, M., Kn, M., Kes, M. H., Kasmanto Rinaldi, S. H., SI, M., ... Ratna Jaya, S. H. (2024). *Hukum Pidana di Era Digital*. CV Rey Media Grafika.
- Handoko, Y., Wijaya, H. A., & Lestari, A. (2024). *Metode Penelitian Kualitatif Panduan Praktis untuk Penelitian Administrasi Pendidikan*. PT. Sonpedia Publishing Indonesia.
- Ibrahim, L. F., Seran, G. G., & Ginung Pratidina, G. (2019). Implementasi Program Pemberdayaan Perempuan Korban Kekerasan Dalam Rumah Tangga Di Kota Bogor. *Jurnal Governansi*, 5(1), 89–97. <https://doi.org/10.30997/jgs.v5i1.1709>
- Irfansyah, I. (2024). Tantangan dan Peluang Keadilan Sosial dalam Penegakan Hukum Bisnis. *AL-MIKRAJ Jurnal Studi Islam Dan Humaniora* (E-ISSN 2745-4584), 4(02), 1267–1280.
- Irianto, Y. (2022). *Rekonstruksi Regulasi Keabsahan Penyitaan Asset Milik Tersangka Oleh Komisi Pemberantasan Korupsi Berbasis Keadilan*. Universitas Islam Sultan Agung (Indonesia).
- Karini, E. (2023). Kekerasan Fisik dalam Rumah Tangga Menurut KUHP dan Undang-Undang Nomor 23 Tahun 2004 tentang Penghapusan Kekerasan dalam Rumah Tangga. *Jurnal Kepastian Hukum Dan Keadilan*, 5(1), 75–88.

- Lahagu, S. E., Kustiawan, B., & Adhicandra, I. (2024). *Manajemen Pendidikan: Teori & Referensi Komprehensif untuk Pengembangan dan Kemajuan Pendidikan di Indonesia*. PT. Sonpedia Publishing Indonesia.
- Lantara, A. D. K. (2024). *Efektivitas Penegakan Hukum Terhadap Tindak Pidana Kekerasan Fisik di Dalam Rumah Tangga (Studi Kasus: Kejaksaan Negeri Lombok Tengah)*. Universitas Islam Sultan Agung Semarang.
- Muhtar, M. H., Tribakti, I., Salim, A., Tuhumury, H. A., Ubaidillah, M. H., Imran, S. Y., ... Amin, F. (2023). *Konsep Hukum Indonesia*. Global Eksekutif Teknologi, 35.
- Mutiara, M., & Syofiaty Lubis. (2024). Implementation of Law No. 23 of 2004 on the Elimination of Domestic Violence Domestic Violence (PKDRT) in the Province of North Sumatra. *Journal of Law, Politic and Humanities*, 4(3), 221–226. <https://doi.org/10.38035/jlph.v4i3.333>
- Prasetyani, S. (2023). *Peranan Kejaksaan Dalam Implementasi Restorative Justice Demi Mewujudkan Efektivitas Pemidanaan*. Universitas Islam Sultan Agung (Indonesia).
- Rahmat, A. A., & Fatkhuri, F. (2024). Implementation of Legal Aid for the Poor Communities of DKI Jakarta Based on Law No.16 of 2011 (Case Study: Handling Domestic Violence for Women & Children by LKBH FH UPNVJ). *Journal of Law, Politic and Humanities*, 4(3), 192–207. <https://doi.org/10.38035/jlph.v4i3.337>
- Salsabilah, S. N. (2023). Ketaatan Hukum Sebagai Aspek Kesadaran Hukum Masyarakat. *De Cive: Jurnal Penelitian Pendidikan Pancasila Dan Kewarganegaraan*, 3(6), 207–215.
- Sofianni, M. (2023). Pengaruh tuntutan pekerjaan, resiliensi, dan faktor demografi terhadap kelelahan kerja pada customer service di sektor logistik. *Fakultas Psikologi UIN Syarif Hidayatullah Jakarta*.
- Suarni Norawati, S. E., Hutasoit, H. P., SH, S. I. K., & Ir Zamhir Basem, M. M. (2024). *Meningkatkan Kinerja Kepolisian*. Deepublish.
- Tanditasik, D., Samboteng, L., & Aripin, S. (2024). Analisis Kinerja Penanganan Kasus Kekerasan Terhadap Anak Pada Pemerintah Kabupaten Tana Toraja. *Journal of Economic, Bussines and Accounting (COSTING)*, 7(6), 219–230. <https://doi.org/10.31539/costing.v7i6.12506>