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Collaboration Between Women and Child Protection and Women's Crisis Center in Assisting Victims of Sexual Violence Against Children

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Abstract: This research is based on the issue of child sexual abuse, which is a problem in Indonesia, including in Bengkulu City; in response to this, government and non-government institutions must collaborate in assisting victims of child sexual abuse. This research aims to analyze the collaboration process between the Women and Child Protection Agency and the Women's Crisis Center in helping victims of child sexual abuse in Bengkulu City, analyzed using functional structural theory proposed by Talcott Parsons. This research uses a qualitative approach and is a descriptive research type. Data collection techniques used were non-participant observation, semi-structured interviews, and documentation. The results show that the collaborative mentoring process was carried out through several indicators: active online and offline communication and high trust and commitment between the two in solving problems. The deliberation stage is the hallmark of collaboration as community strengthening, which involves the community in preventing and handling cases. In some programs implemented, access to human resources is lacking, so collaboration can be established to achieve a more optimal service assistance process and the availability of financial resources from the central government. This study concludes that in addition to a smooth mentoring process, there are still obstacles, including the lack of evaluation and budget from the local government to support the smooth mentoring process.

Keyword: Collaboration, Mentoring, Child Sexual Abuse, Women and Child Protection Agency, Women's Crisis Center (WCC).

INTRODUCTION

The phenomenon of child sexual abuse is still a problem in Indonesia, including in Bengkulu City. To ensure the safety and security of children, the government enacted Law No. 35/2014 on child protection. The law was established to improve the protection of children because children are the nation's future, hope, and next generation. A child is someone who is less than

18 years old. Therefore, parents must care for their children to avoid all acts of cruelty those around them commit (Puspitasari & Rodiyah, 2022).

Based on Article 4 (1) of the Law on Criminal Acts of Sexual Violence, it can be seen that the types of sexual violence consist of non-physical sexual abuse and physical sexual abuse. In addition, the Law on Crime Sexual Violence Article 4 (2) notes that the forms of sexual violence categorized as criminal offenses are rape, obscene acts against children, sexual intercourse against children, sexual exploitation of children, and acts of violation of decency against the will of the victim (Setyawan, 2022). Although Indonesia already has several policies that outline the criminal offense of sexual violence, these cases cannot be completely erased. Noviana in Alfionita and Haji, (2022) Defines child sexual abuse as an act committed by an adult or child who has the aim of obtaining sexual pleasure by influencing or involving a minor or has not reached the age of majority according to applicable laws and regulations in sexual activities.

Data from the Indonesian Child Protection Commission in 2021 recorded the most severe reports of cases of sexual violence against children, including the number of victims of child sexual abuse 536 cases (62%), children who experienced rape or intercourse violence 285 cases (33%), children exposed to same-sex abuse violence 29 cases (3%) and children who were victims of same-sex intercourse or rape 9 cases (1%). In many cases, the perpetrators of violence against children are generally people who are familiar with the victim (Medistiara, 2022).

Based on data from the Ministry of Women's Empowerment and Child Protection in 2021, it can be known that sexual violence against children has 7,004 victims (Nurhakim, 2022). The report from the Ministry of Women's Empowerment and Child Protection in 2022 totaled 8,820 victims of sexual problems in children (Fadilla, 2023). In 2023, the Ministry of PPPA recorded the number of sexual violence cases as many as 12,391 victims. Based on the place of occurrence, many instances of sexual violence are experienced in the family area, in the area of learning, and in the social environment (Secretariat, 2023).

Children who experience sexual violence often suffer from long-term trauma, such as shame, depression, fear, and loss of self-esteem that impact their future lives. Therefore, children who are powerless to stand on their need help and support from those around them. The data shows that the Indonesian government's efforts to protect children's rights need to be improved and receive intensive attention (Pangesti & Saputri, 2023). The following is data on cases of sexual violence against children at the Women's Crisis Center (WCC) NGO from 2021-August 2024.

Table 1. Number of Victims of Child Sexual Abuse at the Women's Crisis Centre (WCC) Bengkulu City

No	Case Type	2021	2022	2023	2024
1.	<i>Incest</i>	5	4	2	1
2.	Dating Violence	0	4	4	3
3.	Sexual Harassment	1	4	1	0
4.	Rape	4	6	2	0
5.	obscenity	6	4	2	0
6.	<i>Trafficking/Eksploitasi Sexual</i>	1	1	2	0
Total per-year		17	23	13	4

Table 1 contains data on the number of victims of sexual violence against children by type of case at Cahaya Perempuan NGO, Women's Crisis Centre (WCC) from 2021-August 2024. Overall, there is a downward trend in the number of cases yearly. In 2021, there were 17 cases, increasing to 23 cases in 2022, then decreasing to 13 cases in 2023, and a very significant decrease occurred in 2024, with only 4 cases. Despite this decline, there are still problems with

child sexual abuse cases in Bengkulu City. Therefore, WCC showed concern by collaborating with UPTD PPA to assist victims of child sexual abuse cases.

Table 2. Number of Child Sexual Victims in UPTD PPA Bengkulu City Year 2021-October 2024

No	Type Of Sexual Violence	2021	2022	2023	2024
1.	Intercourse	6	4	11	1
2.	harassment	21	7	7	2
3.	Rape	4	6	2	0
4.	<i>Incest</i>	-	2	-	0
Total Per-year		31	19	20	3

Table 2 contains data on the number of victims of sexual violence against children who received services from the Bengkulu City Women and Children Protection Agency from 2021 to October 2024. In general, this table shows a downward trend in the number of cases of sexual violence against children from 2021 to 2024. In 2021 there were 31 cases, decreased to 19 cases in 2022, then to 20 cases in 2023, and a significant decrease occurred in 2024 there were 3 cases. Although there is a decrease in the number of cases of several types of sexual violence, this issue still needs to be a concern, so that there is no increase in the number of cases of sexual violence in the future. Therefore, continuous handling and assistance efforts are still needed (Rahmidiani, 2018).

Based on the data in Tables 1 and 2, can be known cases of child sexual abuse in Bengkulu City are still a problem that requires further handling by collaboration between the Women and Child Protection Agency and the Women's Crisis Centre (WCC) institution in assisting cases of sexual violence against children to get more optimal service and assistance results. This phenomenon is the result of research by Alfionita dan Haji, (2022) explaining the issue of sexual violence against children generally cannot be resolved by one particular party but requires joint participation and synergy in the parties involved, both from government agencies, and the private sector to community groups. This research will describe the collaboration between the Women and Child Protection Agency and the Women Crisis Centre (WCC).

Many previous researchers have conducted collaborative activities with stakeholders to assist victims of sexual violence. One of them is Brillianto, research (2024) who explains that collaboration between stakeholders shows progress in increasing public awareness and implementing various socialization programs. Cooperation involves UPTD PPA DP3A, PPA Unit Polres, and other legal aid institutions. The cooperation process involves face-to-face dialogue, trust building, commitment to each process, standard views, and preliminary findings. Obstacles experienced include lack of transparency, lack of evaluation, and obstacles in coordination between agencies. The similarity in research is that both examine the issue of collaboration in handling sexual violence. The difference in the study by Brillianto et al. is that the cooperation is carried out with various stakeholders such as UPTD PPA, PPA Unit of Polres, and other legal aid institutions. In contrast, the research focuses mainly on the Women and Child Protection Agency Kota Bengkulu and the Women's Crisis Centre (WCC) Kota Bengkulu.

Collaboration is a form of interaction between interested parties (Stakeholders) in activities needed to complete a common task that feels the impact and benefits of cooperation both directly and indirectly. Agranoff and McGuire (dalam Solihat et al., 2023) define collaboration as a horizontal activity, referring to cooperation between the same entities in the organizational structure, for example, cooperation with non-governmental institutions that have the same

function, and vertical cooperation refers to entities of different levels in the organizational structure, cooperation between the central government and local governments. Collaboration is motivated by interdependence on other parties by an organization to achieve goals that are difficult to accomplish alone. Dependence is caused by the complexity of the task, limited resources, and organizational capabilities in running the program (Sari et al., 2021).

The theory used to analyze social phenomena in this research is the Structural Functionalism theory proposed by Talcott Parsons. Based on this theory, it sees society as a series of systems functionally organized into a form of balance. This thinking influences Herbert Spencer and August Comte's point of view, which explains the reciprocal relationship and mutual dependence between one organ and another; this is known as the order of society. The Functionalist theory proposed by Talcott Parsons has a relationship with the assistance of cases of child sexual abuse, which can be seen from the role of the Women and Child Protection Agency in handling cases used to understand the collaboration between institutions, communities, and others in maintaining social stability and balance. This theory can also help in analyzing the process of cooperation and communication between two agencies in handling cases of child sexual abuse (Turama, 2016).

Research that has been conducted has not found research results that provide an explanation of collaboration that focuses on two government and non-government institutions. This research is important to find out how collaboration between government and non-government agencies can work together to improve the protection of women and children victims of sexual violence. Through this research, it explains the collaboration process carried out and the obstacles experienced by both when assisting victims of sexual violence against children. The purpose of this research is to analyze the collaboration process between the Women and Child Protection Agency and the Women's Crisis Center (WCC) in assisting victims of child sexual abuse in Bengkulu City. The results of this study are used as a comparison with research on collaboration in helping victims of child sexual abuse in other regions, given that each region has stakeholders in handling cases of child sexual abuse. The results of this study provide evidence that government and non-government institutions are actively providing assistance, outreach, and services for victims of child sexual abuse in Bengkulu City.

METHOD

The research used a qualitative approach with a descriptive research type. Qualitative research aims to scientifically explain and describe social events in society using theories and methods (Aba, 2023). The research location was the Bengkulu City Office of Women's Empowerment, Child Protection, Population Control, and Family Planning. The research was conducted in the Regional Technical Implementation Unit for the Protection of Women and Children of Bengkulu City and at the NGO Women's Crisis Center (WCC) Bengkulu City. The subjects of this research are the Head of the Women and Child Protection Agency and the NGO Women's Crisis Centre (WCC) Bengkulu City in the services field.

Data collection techniques used were non-participant observation, semi-structured interviews, and documentation. In the non-participant observation stage, the researcher acts as an observer without being involved in the activities. The researcher observed and recorded Women and Child Protection Agency and Women's Crisis Center activities starting from the work meeting or discussion process and observed case assistance without being directly involved in the interaction. The semi-structured interview stage starts with providing pre-prepared questions to informants, and researchers can dig deeper into information that arises spontaneously during the interview—the documentation stage utilizing primary and secondary data. Primary data was obtained from observations and interviews. In contrast, secondary data utilized pre-existing data, including data on Presidential Regulation No. 55 of 2024 on the Women and Child Protection Agency, a letter of cooperation between the Women and Child Protection

Agency and Women's Crisis Center Bengkulu City, and records of cases of sexual violence against children in Bengkulu City (Susanti et al., 2021).

The technique of determining informants uses purposive sampling to target individuals with characteristics in line with the research objectives. One of the characteristics is having experience and being directly involved in assisting victims of sexual violence and child abuse and having a good relationship with parties involved in handling sexual cases, such as the NGO Women's Crisis Center (WCC), including service coordination, case handling, or decision-making related to victim assistance (Salma, 2023).

Data analysis techniques generally use three analysis stages: the data reduction stage, data presentation, and conclusion drawing. The data reduction stage involves selecting, simplifying, and separating 'raw' data from data collection from interviews, observations, and documentation. The data presentation stage is carried out narratively for researchers to explain in detail the findings of the mentoring process carried out by the Women and Child Protection Agency and Women's Crisis Center in handling cases of sexual violence against children. Data is presented in tabular form to summarise the cases dealt with by each Women and Child Protection Agency and Women's Crisis Center institution. The conclusion-drawing stage is carried out from the beginning of the data collection process, which is verified by comparing the results of interviews with observations; after the data has been appropriately verified, the conclusion contains the entire analysis process and answers the formulation of research problems to provide a comprehensive understanding of the problem being studied (Sutriani & Octaviani, 2019).

RESULTS AND DISCUSSION

Women and Child Protection Agency serves as an integrated service center for the empowerment, handling, and protection of victims of sexual violence against children, according to Indonesian Presidential Regulation No.55 of 2024 article 5 (1), which requires local governments at the Provincial Regency and City levels to establish Women and Child Protection Agency which handles the protection and recovery of victims, families of victims and witnesses. Women and Child Protection Agency comprises various Regional Apparatus Organisations and non-governmental institutions. The research focuses on collaboration with one of the partner institutions of the Women and Child Protection Agency of Bengkulu City that is directly involved in the process of assisting victims of sexual violence against children, namely the Women's Crisis Centre (WCC) of Bengkulu City (Presiden Republik Indonesia, 2024).

Collaboration Process Between Women and Child Protection Agency and Women's Crisis Center (WCC) Kota Bengkulu.

The collaborative process of assisting victims of sexual assault and child abuse in Bengkulu City is as follows:

1. Inter-Agency Communication

Communication and collaboration are two things that have a relationship in forming an optimal and successful team. Active communication is needed when collaborating with other parties, both directly and indirectly. Women and Child Protection Agency and Women's Crisis Center face-to-face carry out direct communication to clarify information, discuss ongoing cases, and solve problems that arise during the assistance process. Indirect communication is used when distance, time, or conditions prevent direct communication. Indirect communication can be through electronic media such as social media WhatsApp, Instagram, and Facebook to convey information and coordinate with the parties involved.

The communication process is the goal of building trust between cooperation partners. In building trust with the community by presenting the government to people who need assistance,

outreach in cases of sexual violence, and others. It is building trust with the WCC based on the work carried out by both by the mandate in the stipulated Cooperation Agreement. Women and Child Protection Agency is the bearer of the mandate from the government by Presidential Regulation Number 55 of 2024 concerning Regional Technical Implementation Units for the Protection of Women and Children, while the Women's Crisis Center (WCC) assists and supports Women and Child Protection Agency in carrying out its mandate.

Memorandum of Understanding between the Office of Women's Empowerment, Child Protection, Population Control, and Family Planning of Bengkulu City and the Women's Crisis Center on implementing women and child protection activities in Bengkulu City. The first party DP3AP2KB Bengkulu City is an agency authorized to maintain kamtibmas, law enforcement, and provide protection, protection, and services to the community. The second party, WCC, is a non-governmental organization engaged in providing services for women victims of violence and organizing groups of women who are vulnerable to becoming victims in Bengkulu City. The form of support carried out by WCC in implementing the Protection of women and children is by providing services needed by victims, the existence of a district/city program as an effort to prevent and become a supervisor of violence, and participating in the process of assisting victims of sexual violence with PPA. Based on Chapter 1 of Article 1, it can be known that the purpose of this memorandum of understanding is a guideline for the parties to cooperate in supporting each other for the implementation of women and child protection activities in Bengkulu City, to provide services to women and children who are victims of violence in Bengkulu City so that the right to truth, justice, and recovery for victims in Bengkulu City is fulfilled.

2. Shared Commitment

Joint commitment is defined as an agreement and commitment maintained by the parties involved to work together effectively and harmoniously in processing the problem of sexual violence against children. Joint commitment is carried out by the Women and Child Protection Agency together with the Women's Crisis Center to ensure that everyone who reports a case will be accompanied from the beginning of reporting to case resolution. Assistance is carried out continuously until a decision suits the victim's needs. If the problem still needs to be resolved, re-coordination will ensure that the relevant parties respond quickly. In general, the resolution of sexual cases in children is quickly processed within one to two months if the evidence is sufficient, the elements of violence are proven, the sanctions are clear, the victim can convey information well, and the police are responsive.

Supporting joint commitment in assisting child sexual abuse cases can also be done by holding meetings to discuss the various cases handled together. The meetings held to date have yet to be well organized and scheduled. In addition, the Women and Child Protection Agency and Women's Crisis Center have yet to talk about evaluation activities because the mentoring process runs and follows the flow of case resolution. As a result, the mentoring process's performance, effectiveness, and progress cannot be measured objectively.

3. Deliberation

Deliberation is the hallmark of collaboration to create mutual learning, strengthen the community, and optimize interactive processes. The stage of deliberation is through forming communities in the community to act as watchdogs against violence. Deliberation is necessary when assisting victims to ensure that the decisions obtained are appropriate and involve all parties. By Indonesian Presidential Regulation No. 55 of 2024 article 27 (2), official requests for assistance to ministries, institutions, or local governments, as stipulated in paragraph (1), are carried out by the head of the work unit responsible for government affairs in the field of women's empowerment and child protection at the provincial, district/city level.

The deliberation stage in preventing sexual violence against children by UPTD PPA by Social Workers and the Protection of Women and Children Task Force as parties who participate in

the process of preventing and handling sexual cases in children. The Protection of Women and Children Task Force was formed to assist in the handling and prevention of violence against women and children at the lowest level, from the family to the local community. The deliberation stage at the Women's Crisis Center (WCC) institution in strengthening the community by having three assisted districts whose activities conduct critical discussions with community groups and youth in the three assisted districts, namely Seluma Regency 8 villages, Rejang Lebong Regency 3 villages and two villages, Kepahyang Regency 5 villages and in Bengkulu 5 villages. With critical discussions, the awareness of the local community and youth on issues of women, sexual violence, and economic empowerment can be increased.

4. Child Sexual Abuse Prevention Program

Programs are one of the efforts to prevent child sexual abuse. Programs are activities carried out by governments and institutions to achieve goals. The Women and Child Protection Agency field preventing sexual violence against children has carried out socialization to schools about child protection and prevention, distributed brochures about sexual violence against children, and services at the Women and Child Protection Agency to Kelurahan and Kecamatan in Bengkulu City. For the following program, the Women and Child Protection Agency plans to carry out program evaluation activities that have been carried out previously and continue mapping in the Bengkulu area; if the violence is still high, then programs or training can be provided. At the same time, those whose areas are safe continue to prevent the reduction in the number of sexual cases in children by increasing the activities of the Bengkulu City children's forum as a forum for children's participation to voice aspirations, opinions from children about their rights, and disseminate information related to children's rights, so that children's forums play an important role in strengthening children's positions and encouraging children in making decisions that have an impact on their lives.

The successful program carried out by the Women's Crisis Center (WCC) Institution has three districts and cities assisted as an effort to prevent and supervise sexual violence that occurs in each assisted area. The results of assistance by the three districts show that one of the districts has a high rate of sexual violence and child marriage. Still, after the assistance was carried out, this district experienced a decrease in the rate of violence and early marriage. This results from the coaching efforts that have been carried out so that local communities and youth gradually understand the laws governing child protection, marriage, and other issues.

5. Access to Human Resources

The availability of human resources is an important aspect when assisting cases. The UPTD PPA of Bengkulu City still has limited human resources, and only the Head of the UPTD PPA can provide optimal assistance; therefore, getting optimal assistance requires collaboration with related parties. Thus, this research focuses on assistance with the Women's Crisis Center (WCC) institution. In contrast to the availability of human resources in the services field, the Bengkulu City Women's Crisis Center (WCC) has four human resources: assistants, services, and advocates. The collaboration carried out in assisting victims of sexual violence against children is based on a concern to help women and children from acts of violence that occur by providing services that support the rights of victims, especially the rights to freedom, justice, and recovery.

The availability of financial resources is also necessary for achieving goals. Limited financial resources can result in inefficiency in completing a job. The economic resources needed to carry out activities at the Women and Child Protection Agency are obtained from central government funds through the Special Allocation Fund. Funds from the central government are related to various assistance activities for the police, hospitals, courts, outreach, brochure-making, socialization, and counseling activities. Local governments should support funding from the central government, but more local government funding is needed to achieve an

effective mentoring process. This results in reliance on private funds or other sources, which can reduce the quality and scope of services provided to victims.

The Women's Crisis Center (WCC) receives an administration fee of Rp. 50,000 from each victim who reports that some victims come from underprivileged families, so they cannot pay the administration fee, so the WCC only requires victims to include a certificate of underprivileged issued by the Kelurahan. The administrative fee is used for additional counseling and psychological needs. At a later stage, the victim is not charged until the problem is resolved. Specifically, the Women's Crisis Center (WCC) receives funds from the inclusion program of Rp. 600,000 per month as transportation costs for counselors to the field.

The Implementation Process of Assistance Services for Victims of Sexual Violence and Child Abuse by the Women and Child Protection Agency Together with the Women's Crisis Center (WCC) of Bengkulu City.

Ensuring responsive and equitable services for victims of sexual violence against children is carried out using rapid response in favor of fair victims and punishment for what the perpetrator did (Istianingsih & Afriany, 2020). Services and actions carried out by the Women and Child Protection Agency for the Protection of Women and Children together with the Women's Crisis Center (WCC) in assisting cases of sexual violence of intercourse and harassment of children in Bengkulu City through several stages, namely:

1. Receiving complaints about violence by victims.

The stage of receiving reports of violence can be done by the victim or family representative coming to the DP3AP2KB office at the Women and Child Protection Agency section. It can also report incidents of violence if the victim is female to the Women's Crisis Center (WCC). In addition, victims of violence come from referrals from other agencies. The initial process of handling at the Women and Child Protection Agency Bengkulu City after receiving a report from the victim that an act of violence has been experienced. Then, the next stage is to complete the administration; child victims can collect KIA, Certificates, and Family Cards. The majority of sexual cases against children occur at the age of 13-14 years, which the Women and Child Protection Agency and Women's Crisis Center handle.

For example, in the case of sexual assault experienced by FA and harassment experienced by LN, the case report was received directly from the victim and the victim's family to the Women and Child Protection Agency of Bengkulu City. In these two cases, after reporting to the police, the victim's family also reported to the Women and Child Protection Agency Bengkulu City to obtain further assistance regarding the problems.

2. Victim Outreach

Victim outreach is conducted by both the Women and Child Protection Agency and WCC teams to understand the victim's condition directly and provide an appropriate response. It is carried out when the victim does not report the incident to the WCC or Women and Child Protection Agency. In the cases of FA and LN, no victim outreach was conducted because the victims directly reported their problems to the Women and Child Protection Agency without going through other people.

3. Home Visit or Victim's Home Visit

After conducting victim outreach, the next stage is a home visit by someone who directly visits the victim's residence, the victim's family situation, and the situation of the victim's residence to provide services or make observations. At this stage, counseling is usually provided at the Women's Crisis Center (WCC). Counseling is carried out to strengthen the victim and agree with each other in implementing assistance to victims.

Counseling occurs when the client has received the client first; clients who already feel comfortable will then do case exploration or case identification; at this time, the counseling party will listen to all the stories experienced by the victim/client. Counseling is carried out to

strengthen the client's counseling time so that the counseling time is not enough just once but several meetings, according to the client's needs; if the client has felt sufficient or empowered, the counseling is finished. At this stage, a mutual agreement is made between the victim and the Women and Child Protection Agency and WCC Bengkulu City team during assistance activities.

For example, in cases of sexual violence, FA counseling services are carried out by the women's crisis center (WCC) through home visits. Counseling takes place starting from observation to the victim's residence to see the condition and situation of the victim's family, after which the victim begins to tell the problems he is facing, as a counselor from the WCC can listen to all the submissions from the victim and become a victim booster.

4. Implementation of Assistance

The implementation of assistance is one of the roles of the Agency for the Protection of Women and Children, together with the Women's Crisis Center (WCC). The process of assisting cases of sexual intercourse with children experienced by victim FA was carried out from March 2024 to September 2024, still in the stage of legal aid services by the Bengkulu City police, while the case of abuse experienced by LN, the assistance process took three months to resolve the case to the mediation stage. Facilitating mentoring activities is part of the Women and Child Protection Agency's duties in services. The Women's Crisis Center provides counseling services and information services received through social media, such as WhatsApp, Facebook, Instagram, and YouTube, under the social media name "Cahaya Perempuan."

The implementation of the assistance aspects of the services provided by the Women and Child Protection Agency and Women's Crisis Center for cases of sexual violence, sexual intercourse, and harassment against children in Bengkulu City are:

a. Health Services

Health services are provided when a post-mortem is required to confirm the truth in the investigation process. In addition, health services are provided to victims of child sexual abuse, especially after the rape and sexual intercourse, which causes trauma, such as decreased appetite and pain in the genital area that requires treatment from medical personnel to be given vitamins and other drugs according to the victim's needs. In addition to physical therapy, victims usually need mental and emotional support to overcome trauma. Therefore, comprehensive health services often involve psychologists and psychiatrists to provide psychological treatment to help the victim's overall recovery process. Psychologist assistance is offered to clients who have trauma and victims who need psychological services (Susilowati & Ratnaningrum, 2023).

An example of a case of sexual assault experienced by FA that required clinical psychology. Women and Child Protection Agency has collaborated with the Indonesian Clinical Psychological Association. A clinical psychologist is a professional in psychology who specializes in assessing, diagnosing, and providing therapy for mental and emotional disorders. Psychological services are provided because victims have difficulty providing information, and the information they provide often changes or is inconsistent with the investigators. Therefore, victims need psychological services to help them recover from trauma. For victim FA, psychological services were only conducted once. Based on this, the investigator proposed a psychiatric post-mortem as a supporting tool in court. A visum psychiatrist is a written report made by a psychiatrist or psychologist based on the results of an examination of a person's mental condition.

b. Legal Aid Services

Legal assistance is needed for children who are victims of sexual violence, both physically and mentally. Children need more particular attention to re-interact normally with the surrounding environment (Nisa & Mulyasari, 2023). The Women and Child Protection Agency helps collect

data on sexual violence cases, including testimony from victims, family witnesses, and perpetrators.

For example, the case of victim FA, who already had her legal counsel, started from the beginning of the sexual violence report until now. Victim FA's family and legal counsel reported the case to the Women and Child Protection Agency because of the slow process by the police. The Women and Child Protection Agency then coordinated with the Women's Crisis Centre to assist the victim until the case was resolved. This case has been reported since March 2024, but until September 2024, it was still under investigation, with six Berita Acara Interviews, Information Report, and Minutes of Examination.

c. Mediation Service

Mediation service is a problem-solving process by a neutral mediator to help related parties reach a mutual agreement. Mediation aims to find a solution that is agreed upon by all parties concerned (Thea, 2023).

Mediation services were conducted in a case of sexual violence and child abuse experienced by LN, which occurred at school. However, the victim had initially reported the case to the police. However, the victim needed Women and Child Protection Agency assistance to complete the school mediation process. The mediation was conducted with a mediator from the Women and Child Protection Agency, attended by teachers, the victim's family, the perpetrator's family, the victim, and the perpetrator. In the first stage, the mediator explains their role, sets the goals of the mediation, and ensures all parties agree to participate cooperatively. The second stage involved an exchange of information that began with LN recounting the chronology of events and explaining the problem. The mediator ensured that communication was effective and that each party had the opportunity to present their arguments. Next, the discussion focused on finding a solution that met the needs of all parties. The mediation resulted in both parties agreeing to reconcile and forgive each other. The victim will withdraw the police report with several agreed conditions, one of which is that the perpetrator will not repeat the same actions. If this condition is violated, the case will be returned to the police. Although the problem has been resolved, the victim still needs Women and Child Protection Agency assistance for further strengthening, including counseling and emotional support.

d. Safe House Service

The safe house service is available at the Women's Crisis Centre (WCC) in Bengkulu City. A safe house is used when the victim experiences an emergency; for example, the victim does not feel comfortable and safe at home or is ostracised by the local community so that they will be in a safe house. Victims who need a safe house must follow the applicable procedures, such as the longest time in a safe house is 3 days a week, and all costs while in a safe house are borne by the WCC, starting from 3 meals a day and other costs. Based on the information obtained, it is rare for victims to enter the safe house because the case so far can still be controlled.

5. Social reintegration

Social reintegration is the process of returning individuals to the community and area of residence, which aims to assist the psychological recovery of victims by involving supportive environmental conditions. Social rehabilitation is again the responsibility of the Social Service, especially after the perpetrator is in prison and serving a sentence. For example, child victims who have dropped out of school, not received report cards, fulfillment of children's rights, and housing conditions that are no longer suitable for habitation require follow-up from the Social Service. The assistance provided includes the Family Hope Programme, and assistance with flats that can be occupied, considering that victims no longer feel comfortable in their old homes due to social stigma from the surrounding community.

Obstacles of the Women and Child Protection Agency Together with the Women's Crisis Center (WCC) in Assisting Cases of Sexual Violence against Children.

Based on the results of interviews in carrying out the process of assisting victims of sexual violence against children in Bengkulu City, the Women and Child Protection Agency, and Women's Crisis Center experienced several obstacles or obstacles, namely:

1. Internal Barriers

Internal barriers are obstacles that arise from within the institution or agency itself, which can result in the performance of the Women and Child Protection Agency and WCC being less than optimal in assisting sexual cases in children in Bengkulu City. Human resources are an obstacle in the mentoring process experienced by the Women and Child Protection Agency because the Women and Child Protection Agency only has the head of the agency, so all work is handled by the head of the Women and Child Protection Agency in Bengkulu City.

2. External Barriers

External obstacles are obstacles that arise from outside the institution or agency. The obstacles experienced when carrying out the mentoring process often come from the victim or the victim's family, for example, child victims who are still in school so that the scheduling of counseling and meetings is hampered and child victims who find it difficult to provide information in explaining the truth of the problem that occurred.

Sociological analysis with Structural Functionalism theory to explain the phenomena in this study emphasizes the importance of each role and function in handling cases of sexual violence against children. In the context of sexual violence assistance, the social structure consists of the parties and institutions involved, namely the Women and Child Protection Agency and the Women's Crisis Center. Each institution has a role, such as the Women and Child Protection Agency, as the bearer of the government's mandate by Presidential Regulation No. 55 of 2024 concerning Women and Child Protection Agency and is responsible for providing special services and protection to women and children who are victims of violence. The Women's Crisis Center (WCC) acts as a collaborative partner that supports based on the impetus of the will by paying attention to the values, ideas, and norms mutually agreed upon. Parsons developed the concept of functional imperatives for the system to survive. The imperative is AGIL, which stands for Adaption, Goal attainment, Integration, and Latency.

Adaption involves the system's ability to respond to environmental changes and obtain the necessary resources. In the context of the Women and Child Protection Agency and WCC, the adaptation process is seen in how the two institutions work together to deal with the lack of human resources at the Women and Child Protection Agency. The two institutions adapt by collaborating and sharing the role of WCC with better resources to help provide counseling and mentoring services. This reflects Parsons' principle that each part of the social structure must function properly and be interrelated with others so that the system as a whole can run effectively. In this case, the Women and Child Protection Agency and WCC are interrelated in achieving mentoring goals. This collaboration is a form of adaptation to limited resources to maintain service quality.

Goal Attainment is the ability to organize and make decisions about goals. The Women and Child Protection Agency and WCC's goal is to provide protection and services for victims of sexual violence. Goal achievement is realized through a joint commitment between the Agency and WCC to continue to ensure that every case that gets handled will be assisted until it is completed and victims get justice and their rights.

Integration is the balance of all social system members after a general agreement on societal values or norms has been established. Collaboration between the Women and Child Protection Agency and WCC creates strong integration in handling child sexual cases. Inter-agency communication, joint commitment, and deliberation ensure effective case handling. The two agencies together build trust with the community and support each other. The formation of the

Women and Child Protection Task Force and the districts assisted by WCC are forms of integration that strengthen networks at the community level to prevent sexual violence.

Latency (Maintenance of patterns) focuses on maintaining the values that encourage the system to function effectively. The Women and Child Protection Agency and WCC function by retaining the values of child protection and women's empowerment as the foundation of their actions. The Women and Child Protection Agency carries out its duties in Article 5 by providing facilities or service space, structuring service patterns, ensuring service quality, and monitoring and evaluating.

CONCLUSION

This research concludes that the collaboration process between the Women and Child Protection Agency and the Women's Crisis Center in assisting cases of sexual violence and child abuse in Bengkulu City is carried out through several stages. First, they received complaints from victims or their families that can be reported directly to the Women and Child Protection Agency or WCC. The second stage is outreach to victims if the Women and Child Protection Agency and WCC do not receive reports directly from victims. The third stage is a home visit to provide mental health support through counseling from WCC. The service process Women and Child Protection Agency offers psychological services that have collaborated with the "Indonesian Clinical Psychological Association," legal aid services during the examination process at the police, coordination with lawyers or legal advisors, assistance during the judicial process, the process of collecting legal evidence such as post mortem results, and facilitating mediation services, while WCC in supporting the assistance process by providing information service facilities, legal services by offering advocates, counseling services, and social services, with the ultimate goal of these two institutions to restore the physical and mental condition of victims and ensure that victims' rights are pretty fulfilled. Collaboration is based on communication, trust, and a mandate for cooperation that ensures victims receive appropriate services by committing to accompanying victims from the start of making a report to the completion of the case with a focus on the needs and decisions of the victim.

So far, collaboration has focused on assisting victims. Therefore, future research could focus on developing a more structured coordination mechanism, including a regular meeting schedule and monitoring tools to ensure a quick and effective response. Technology such as applications or online systems could help speed up coordination, reporting, and case monitoring and minimize barriers to assistance.

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