

Implementing Protection Principles for Women Victims of Violence: A Study of West Sumatra's UPTD PPA

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ABSTRACT

Violence against women continues to be a significant issue that calls for decisive government action. In response, the Indonesian government established the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) through PPPA Regulation Number 4 of 2018. The West Sumatra Provincial Government has formed UPTD PPA to provide protection services for women victims of violence. However, challenges remain in aligning the implementation of these services with the protection principles mandated in the national legal framework. This study aims to describe how the UPTD PPA of West Sumatra Province applies the principles of protection in handling cases of violence against women. Data were gathered using a qualitative descriptive approach through in-depth interviews, observations, and document analysis. The research informants consisted of five officers from the UPTD PPA of West Sumatra Province. Data were analyzed using the Miles and Huberman model, which involves data coding, data display, and conclusion drawing. The findings show that the implementation of the principles of non-discrimination and the best interests of the victim is nearly ideal. However, gender equality has not been fully realized. The principle of justice is fully aligned with the legal basis, while the principle of recovery is only partially so.



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INTRODUCTION

Violence against women remains one of the most complex and persistent global issues (Rosida et al., 2020). Despite numerous efforts to address it, the prevalence of such violence remains high in many countries, including Indonesia. Alarming, the number of cases in Indonesia continues to rise. According to data from the SIMFONI PPA, there were 11,266 reported cases in 2022, increasing to 11,441 in 2023, and reaching 11,518 in 2024 (KPPPA, 2024). In West Sumatra, a province characterised by the strong influence of Minangkabau culture, these challenges assume specific forms. Although the matrilineal system grants women a distinct social position, rigid customary norms can simultaneously limit their autonomy and expose them to various forms of violence (Nurman, 2019). Reflecting the national trend, reported cases in West Sumatra have also increased from 240 in 2022 to 268 in 2023 and 276 in 2024 (KPPPA, 2024).

The high number of violence cases against women at both national and regional levels requires serious government attention. To protect women victims, the government has established several legal frameworks, including Permen PPPA No. 4 of 2018, which outlines the Guidelines for the Establishment of UPTD PPA. This regulation emphasises the need for comprehensive protection for women facing violence. Key principles, including non-discrimination, the best interests of victims, justice, gender equality, and recovery, serve as essential foundations for effective victim protection. As a follow-up to the Indonesian government's program, Regional Technical Implementation Units for the Protection of Women and Children (UPTD PPA) have been established at both provincial and district/city levels. These units carry out operational tasks in women's empowerment and child protection, providing integrated services for victims of violence. Currently, pproximately 332 UPTD PPA have been formed, covering only 60% of the nation's needs. Four provinces in Papua and 120 districts/cities still lack these units, mainly due to regional expansion. Of the total, 34 operate at the provincial level and 298 at the district or city level (Firdausya,

2024). In West Sumatra, there are 18 UPTD PPA, comprising 17 at the district or city level and one at the provincial level.

One of the active UPTD PPA units in Indonesia is the UPTD PPA of West Sumatra Province, established on July 19, 2017. Located at Jalan Batang Antokan No. 2, Rimbo Kaluang, Padang City, this unit plays a key role in addressing violence against women in the region (Nova, 2024). However, its implementation faces various challenges. A major concern is the extent to which its services align with the nationally regulated principles of protection for victims of violence. This study focuses on how the UPTD PPA of West Sumatra Province implements the principles of protection for women victims of violence. Specifically, it examines five key principles: non-discrimination, the best interests of victims, justice, gender equality, and recovery. The aim is to describe how these principles are applied in handling cases by the national legal framework.

Several prior studies have examined the UPTD PPA. A study by Afifah et al (2024), Dampaka et al (2023), and Mutiara et al (2024) on the role of the UPTD PPA in handling cases of violence against women and children. The studies conducted by Nanik (2024), Rahmah (2024), and Yustina (2025) all highlight the role of UPTD PPA in addressing domestic violence against women. Furthermore, research by Difara (2024) in Pekanbaru, as well as studies by Dwiyantri (2022) and Wulandari et al. (2023) in Makassar, focused on the effectiveness of UPTD PPA in handling violence cases. In contrast, Khairunnisa (2024) highlighted the success of UPTD PPA West Sumatra in building collaboration. This study offers a novelty by examining the functional aspect of UPTD PPA West Sumatra, emphasising its role in providing social protection for women victims.

This study adopts Michel Foucault's analytical lens of power relations, focusing on how institutional practices within the UPTD PPA reflect the dynamics of control, knowledge, and authority in implementing protection for women victims. In this view, violence against women reflects power imbalances embedded in societal structures. Foucault sees power as not only repressive but also productive, operating through institutions, discourses, and practices (Wirawan, 2012: 254-259). As a state

institution, UPTD PPA is part of this power network and holds the potential to challenge unequal power relations through protection-based services.

METHODS

This study employs a qualitative descriptive approach, emphasising a deep understanding of numerical analysis. This method suits the issue of violence against women as a social phenomenon in West Sumatra. The research was conducted at the UPTD PPA of West Sumatra Province, located at Jl. Batang Antokan No. 2, Rimbo Kaluang, Padang Barat, Padang City. This location was chosen for its central role in handling violence against women and providing protection services at the provincial level. This study uses both primary and secondary data. Primary data were obtained through in-depth interviews with five key personnel from the UPTD PPA of West Sumatra Province, namely the Head of UPTD PPA, the Head of the Complaint Section, the Head of the Follow-Up Section, a PPA Analyst, and a General Administration Officer. Additional data were collected through direct observation of facilities and social interactions at UPTD PPA West Sumatra. Secondary data were collected from documents, including service SOPs, activity reports, and relevant policies.

The sample was purposively selected based on relevance to the study's objectives. Accordingly, informants were those with direct experience in implementing protection services for women victims of violence. Data were collected through in-depth interviews, observations, and document studies. Semi-structured interviews allowed informants to openly share their experiences and views. Observations focused on the service process at UPTD PPA West Sumatra, while document studies examined archives, SOPs, and relevant policy documents. This study employs the Miles and Huberman data analysis model, which encompasses data coding, data presentation, and conclusion (Afrizal, 2014: 178). Analysis is conducted continuously, from data collection to final interpretation. To ensure data validity, triangulation is employed, involving source triangulation, which compares data from

different informants, and method triangulation, which compares data from interviews, observations, and document analysis.

RESULTS AND DISCUSSION

1. Principle of Non-Discrimination

UPTD PPA West Sumatra applies the non-discrimination principle through a free 24-hour complaint service for women victims of violence. However, accessibility remains limited for vulnerable groups such as people with disabilities, indigenous peoples, and marginalised communities. Interviews revealed that limited staff hinder timely responses, especially for victims in remote areas.

"Due to limited human resources, reports received during critical hours or from distant locations are often followed up only after a few days." (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025)

"Karena keterbatasan sumber daya manusia, laporan yang diterima pada jam-jam kritis atau dari lokasi yang jauh sering kali baru ditindaklanjuti setelah beberapa hari." (Wawancara dengan Alissa Silvi Gaffar, Kepala Seksi Pengaduan, 7 Maret 2025).

Additionally, although UPTD PPA West Sumatra has an outreach system for victims unable to come in person, limited transportation and budget constraints hinder access to victims in hard-to-reach areas.

"If it's to Mentawai, the obstacle is more about transportation. They use millions, so usually they collect several cases first before leaving for the island." (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025).

"Kalau ke Mentawai, kendalanya lebih ke transportasi. Mereka pakai biaya jutaan, jadi biasanya mereka kumpulkan beberapa kasus dulu baru berangkat ke pulau." (Wawancara dengan Alissa Silvi Gaffar, Kepala Seksi Pengaduan, 7 Maret 2025).

UPTD PPA West Sumatra has taken steps toward inclusive services for people with disabilities, but implementation remains limited. The lack of features like sign language interpreters and assistive devices hinders victims with special needs from reporting or accessing psychosocial support.

"For disabilities, we accept them, serve them, and accompany them. So there is

no discrimination...” (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

“Untuk disabilitas, kami menerima, melayani, dan mendampingi. Jadi tidak ada diskriminasi...” (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Victims from indigenous and marginalised communities face cultural barriers and limited understanding of formal service mechanisms. Some hesitate to report due to community stigma or distrust of government institutions.

“There was a case of sexual violence in an indigenous family, the victim was afraid to report it because they said they could be expelled from the tribe. In the end, we accompanied them secretly and collaborated with local community leaders.” (Interview with Sri Fuji Lestari, Head of Follow-up Section, March 7, 2025)

“Ada kasus kekerasan seksual di keluarga adat, korban takut melapor karena takut diusir dari suku. Akhirnya kami dampingi secara diam-diam dan berkoordinasi dengan tokoh masyarakat setempat.” (Wawancara dengan Sri Fuji Lestari, Kepala Seksi Tindak Lanjut, 7 Maret 2025)

UPTD PPA West Sumatra has made efforts to reach victims in remote areas, but faces limitations. Outreach may occur days after reports due to limited staff and funding. Coordination with village officials is also challenging, especially where domestic violence is seen as a private issue not requiring outside involvement.

“Sometimes the village or traditional leaders say, ‘don’t make a big deal out of domestic matters’. We have to convince them first that this is a violation of the law and that the victim needs protection.” (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

“Kadang-kadang pemimpin desa atau adat mengatakan ‘jangan besar-besaran urus masalah rumah tangga’. Kita harus yakinkan mereka dulu bahwa ini pelanggaran hukum dan korban butuh perlindungan.” (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Thus, despite non-discrimination being the foundation of UPTD PPA services, its implementation still faces obstacles that must be addressed to reach all vulnerable groups effectively.

2. Principle of the Best Interests of the Victim

At UPTD PPA West Sumatra, initial assessments of victims' physical, psychological, and social conditions are conducted. However, challenges affect the process's effectiveness, such as limited time for thorough assessment, victims' trauma, reluctance to speak, fear of threats, social pressure, and distrust of authorities.

"There are also those who cover up. Especially if the problem is with their boyfriend, right... If there is only half the information, we can't help fully either." (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025)

"Ada juga yang menutup-nutupi. Apalagi kalau masalahnya sama pacar, kan... Kalau informasinya setengah-setengah, kita juga nggak bisa bantu sepenuhnya." (Wawancara dengan Alissa Silvi Gaffar, Kepala Seksi Pengaduan, 7 Maret 2025)

Although the assessment aims to comprehensively understand victims' needs, not all cases are handled optimally at this stage. UPTD PPA West Sumatra tries to create a safe environment for victims to share their experiences without pressure. However, the limited number of trained professionals, especially in psychosocial care, poses challenges. Some victims feel the approach does not adequately address their emotional trauma.

"We should have a clinical psychologist, but until now there hasn't been one. That's why currently only the Complaints Section is conducting the assessment." (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

"Sebenarnya kami harusnya punya psikolog klinis, tapi sampai sekarang belum ada. Makanya saat ini yang melakukan asesmen hanya Bagian Pengaduan." (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Additionally, facilities are inadequate, such as the lack of a fully private counselling room, which can affect victims' comfort in sharing their stories.

"In the past, there was a case that was leaked, it appeared in WA groups about the case in Kuranji... I protested, I reminded them, this is not allowed." (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

"Dulu ada kasus yang bocor, muncul di grup WA tentang kasus di Kuranji... Saya protes, saya ingatkan, ini sebetulnya tidak boleh." (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Assessment results should guide UPTD PPA West Sumatra in identifying and prioritising the needs of victims, such as medical care, counselling, or legal aid. However, some victims face delays in receiving services due to limited resources or lengthy administrative procedures.

"If the victim comes, then they need a psychologist; we schedule it, because we don't have a psychologist on standby on site." (Interview with Sri Fuji Lestari, Head of Follow-up Section, March 7, 2025)

"Jika korban datang, berarti mereka butuh psikolog, kami jadwalkan, karena kami tidak punya psikolog yang siap di tempat." (Wawancara dengan Sri Fuji Lestari, Kepala Seksi Tindak Lanjut, 7 Maret 2025)

For instance, victims often need referrals to health facilities for medical services, requiring further coordination that can delay treatment and health checks.

"For medical treatment, we work with hospitals, but not all hospitals have victim-friendly SOPs." (Interview with Deswita, PPA Analyst, March 20, 2025)

"Untuk penanganan medis, kami bekerja sama dengan rumah sakit, namun tidak semua rumah sakit memiliki SOP yang ramah korban." (Wawancara dengan Deswita, Analis PPA, 20 Maret 2025)

Similarly, in legal aid services, some victims face difficulties accessing assistance due to a shortage of advocates specialising in violence against women cases.

"We provide lawyers for the legal assistance process. But yes, we prepare it in one package, only once, because of our limited budget." (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

"Kami menyediakan pengacara untuk proses pendampingan hukum. Tapi ya, kami siapkan dalam satu paket, hanya sekali saja. Karena keterbatasan anggaran kami." (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Although the principle of prioritising victims' best interests guides assessment and services, its implementation faces obstacles. Not all victims receive timely services that match their urgent needs due to resource limitations or bureaucratic delays.

"Victims want it to be quick, but not all of them can be done right away. Sometimes, the psychologist is not available, or we haven't had time to schedule it. That's what makes them feel like it's taking a long time." (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025)

"Korban inginnya cepat, tapi tidak semuanya bisa langsung ditangani, kadang psikolognya tidak ada, atau kami tidak sempat menjadwalkannya. Itu yang membuat mereka merasa prosesnya lama." (Wawancara dengan Alissa Silvi Gaffar, Kepala Bagian Pengaduan, 7 Maret 2025)

Additionally, the effectiveness of the assessment depends on the victim's readiness to share information, which is often hindered by trauma and distrust. Therefore, although the initial assessment is crucial for determining appropriate protection, improvements are needed to make its implementation more responsive and efficient to each victim's needs.

3. Principle of Justice

At UPTD PPA West Sumatra, legal aid for women victims is provided through collaboration with the police, judiciary, and Legal Aid Institute (LBH). However, access to legal aid still faces obstacles, mainly due to a limited number of advocates specialising in gender-based violence cases. Victims sometimes wait long periods for assistance, especially if evidence is insufficient or LBH resources are limited.

"We provide lawyers for the legal assistance process. For example, if there are victims who have nothing or need a lawyer, we provide that. It's free, we pay. We only provide it in one package, and it's available only once. Due to budget constraints." (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

"Kami menyediakan pengacara untuk proses pendampingan hukum. Kalau misalnya ada korban yang tidak punya apa-apa atau butuh pengacara... kami sediakan. Gratis, kami bayar. Kami hanya menyediakannya dalam satu paket, hanya sekali. Karena keterbatasan anggaran." (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Although legal aid is free, some victims face administrative and bureaucratic barriers that delay their cases. Economic constraints and limited access to agencies make it difficult for victims to obtain necessary documents, such as medical exams or police reports.

"If they want to go to the Police, sometimes the victims are afraid, or they are confused about how to take care of the medical examination. We accompany them from the beginning of the report, but some are not ready for the process because it is complicated." (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025)

"Kalau mau ke Polisi, kadang korban takut, atau bingung bagaimana mengurus pemeriksaan kesehatan. Kita dampingi dari awal pelaporan, tapi ada juga yang tidak siap karena prosesnya rumit." (Wawancara dengan Alissa Silvi Gaffar, Kepala Seksi Pengaduan, 7 Maret 2025)

For victims from remote areas, limited transportation hinders access to legal services. Although UPTD PPA assists with case processing, not all victims receive optimal legal support promptly due to these challenges.

"If we come from far away areas, sometimes we have to wait first, coordinate with the district/city. If there is no vehicle, we use molin (protection car), but that is also limited." (Interview with Sri Fuji Lestari, Head of Follow-up Section, March 7, 2025)

"Kalau dari daerah yang jauh, kadang harus menunggu dulu, koordinasi dengan kabupaten/kota. Kalau tidak ada kendaraan, kita pakai molin (mobil perlindungan), tapi itu pun terbatas." (Wawancara dengan Sri Fuji Lestari, Kepala Seksi Tindak Lanjut, 7 Maret 2025)

Coordination between UPTD PPA and law enforcement still faces challenges. Some victims struggle to report violence due to officers' limited understanding of gender-based violence. In some cases, victims experience re-victimisation, such as being pressured during questioning or steered toward mediation that may not favour them.

"Sometimes the police don't understand either, we are thought to be intervening in the law, even though we are only ensuring that the process is by the law. That can sometimes be a problem." (Interview with Deswita, PPA Analyst, March 20, 2025)

"Kadang polisi juga tidak paham, kami dianggap mengintervensi hukum, padahal kami hanya memastikan prosesnya sesuai hukum. Itu kadang jadi masalah." (Wawancara dengan Deswita, Analis PPA, 20 Maret 2025)

This situation illustrates that, although legal aid aims to ensure justice for victims, structural obstacles frequently hinder a smooth legal process. Additionally, the effectiveness of legal aid depends on the victim's mental readiness, as some victims discontinue the process due to pressure from perpetrators and their environment.

“Many victims end up withdrawing their reports because their families tell them to make peace. Some say it would be embarrassing to continue, especially if the perpetrator is their husband.” (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025)

“Banyak korban yang akhirnya mencabut laporannya karena keluarga mereka meminta mereka untuk berdamai. Ada yang bilang akan memalukan jika meneruskannya, apalagi jika pelakunya adalah suami mereka.” (Wawancara dengan Alissa Silvi Gaffar, Kepala Seksi Pengaduan, 7 Maret 2025)

Additionally, the uncertainty of legal outcomes often discourages victims from pursuing their cases.

“Sometimes the decision is not as expected, so victims feel that their efforts to report and fight are in vain. That makes them give up.” (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

“Terkadang keputusan yang diambil tidak sesuai dengan harapan, sehingga korban merasa usahanya untuk melapor dan melawan menjadi sia-sia. Hal itu membuat mereka menyerah.” (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Thus, although the UPTD PPA has provided legal assistance to victims of violence, various field challenges indicate that access to justice for victims remains suboptimal and requires improvements in coordination, resource availability, and a more victim-centred approach.

4. Principle of Gender Equality

At the UPTD PPA of West Sumatra Province, efforts to promote gender equality in protection services for women victims of violence face various field challenges. Although services are non-discriminatory, access for vulnerable groups remains limited. For example, women with disabilities struggle to access services due to the lack of disability-friendly facilities, such as wheelchair access, sign language interpreters, and communication aids.

“If we accept disabilities, we serve them, and we accompany them. So the principle of discrimination does not exist. Whatever reports come in, which is our responsibility, then we will process them.” (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

“Kalau disabilitas kita terima, kita layani, kita dampingi. Jadi asas diskriminasi itu tidak ada. Apapun laporan yang masuk, yang menjadi tanggung jawab kita, ya kita proses.” (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Victims from low-income families also face barriers in accessing services, particularly when travelling long distances for protection or legal aid. Although the UPTD PPA has an outreach mechanism, limited transportation and operational funds often delay responses to cases in remote areas.

"If we are from remote areas, we sometimes have to wait first, coordinate with the district/city. If we don't have a vehicle, we use a molin (protection car), but that is also limited." (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025)

"Kalau dari daerah terpencil, kadang harus menunggu dulu, koordinasi dengan kabupaten/kota. Kalau tidak punya kendaraan, pakai molin (mobil pengawal), tapi itu pun terbatas." (Wawancara dengan Alissa Silvi Gaffar, Kepala Seksi Pengaduan, 7 Maret 2025)

In some cases, victims depend on community or institutional support to reach the UPTD PPA, which can delay the handling process. Cultural factors also hinder gender equality-based services, especially in communities that view violence against women as a private matter. Victims in such environments often face social pressure that discourages them from reporting or seeking help.

"There are also cases from areas where customs are still strong, they consider domestic violence to be a household matter, and there is no need to bring it to the law. This makes it difficult for victims to report." (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025)

"Ada juga kasus dari daerah yang masih kuat adat istiadatnya, mereka menganggap KDRT sebagai masalah rumah tangga, tidak perlu dibawa ke jalur hukum. Ini membuat korban sulit melapor." (Wawancara dengan Alissa Silvi Gaffar, Kepala Seksi Pengaduan, 7 Maret 2025)

In the justice system, gender equality has not been fully realised for all victims. Although every victim is entitled to equal rights in the legal process, field practices show unequal treatment. Women from low-income backgrounds often struggle to access quality legal aid due to the limited number of advocates specialising in gender-

based violence cases. In some cases, law enforcement officers still hold biased views toward female victims, especially when cases are perceived to lack strong evidence. Although gender equality is the foundation of protection services for women victims of violence, its implementation still faces challenges in accessibility, support for vulnerable groups, and fair treatment in the justice system.

5. Principle of Recovery

At the UPTD PPA of West Sumatra Province, recovery services for women victims of violence include psychological counselling, medical care, and social rehabilitation. However, their effectiveness faces challenges in practice. Despite being conducted by professionals, the limited number of psychologists and counsellors often delays support, especially for high-trauma cases. Some victims must wait long periods due to the imbalance between the number of professionals and the volume of cases.

“There are two types of psychology. If the victim has a problem, go to a clinical psychologist. We schedule it because we work with third parties, psychologists and experts. We schedule it.” (Interview with Erfiandi, General Administration, March 20, 2025)

“Psikologi ada dua, kalau korban ada masalah, ke psikolog klinis, kita jadwalkan karena kita kerja sama dengan pihak ketiga, psikolog dan ahli, kita jadwalkan.” (Wawancara dengan Erfiandi, Pengadministrasi Umum, 20 Maret 2025)

Additionally, not all victims feel comfortable with therapy, especially those from social environments that stigmatise mental health services as part of recovery. The UPTD PPA collaborates with hospitals and health facilities to provide medical treatment and post-mortem examinations for victims. However, not all hospitals offer victim-friendly procedures, especially for those with severe trauma. Some victims face administrative barriers, such as transportation costs or the need for required documents, which delay access to care.

“For handling this case, we work together with hospitals and the like to provide assistance and medical treatment. This is beyond our capabilities in medical matters. And we also bear the costs according to the funds we have budgeted to resolve the case.” (Interview with Erfiandi, General Administration, March 20, 2025)

“Untuk penanganan kasus ini, kami bekerja sama dengan pihak rumah sakit dan sejenisnya untuk memberikan bantuan dan penanganan medis. Itu di luar kemampuan kami jika bicara masalah medis. Dan kami juga menanggung biaya sesuai dengan anggaran yang kami anggarkan untuk menyelesaikan kasus ini.” (Wawancara dengan Erfiandi, Pengadministrasi Umum, 20 Maret 2025)

Victims of sexual violence needing reproductive health services face similar challenges, especially when facilities lack gender-sensitive staff or victims face social stigma.

“Sometimes there are victims who are not comfortable seeing a male doctor, especially if they are traumatised, so they need a female doctor, but not all hospitals have them.” (Interview with Sri Fuji Lestari, Head of Follow-up Section, March 7, 2025)

“Terkadang ada korban yang tidak nyaman berobat ke dokter laki-laki. Apalagi jika mereka mengalami trauma, sehingga membutuhkan dokter perempuan, tetapi tidak semua rumah sakit memilikinya.” (Wawancara dengan Sri Fuji Lestari, Kepala Seksi Tindak Lanjut, 7 Maret 2025)

Besides medical and psychological care, UPTD PPA offers social rehabilitation to aid in the reintegration of victims. However, limited long-term programs hinder effective support for rebuilding their lives.

"For this problem, yes, we direct the victims to take part in UMKM training, we only direct them, whether they want to or not, is their right. Because indeed, this is beyond our authority and reach, beyond our capacity as well." (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

"Untuk masalah ini, ya kita arahkan kepada para korban untuk mengikuti pelatihan UMKM, kita hanya mengarahkan saja, mau atau tidak itu hak mereka. Karena memang ini di luar kewenangan dan jangkauan kami, di luar kapasitas kami juga." (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

"We also hold skills training and education at DP3AP2KB to increase the economic independence of victims." (Interview with Sri Fuji Lestari, Head of Follow-up Section, March 7, 2025)

“Kami juga mengadakan pelatihan dan pendidikan keterampilan di DP3AP2KB untuk meningkatkan kemandirian ekonomi para korban.” (Wawancara dengan Sri Fuji Lestari, Kepala Seksi Tindak Lanjut, 7 Maret 2025)

Some victims, especially domestic violence survivors, lack adequate housing or economic support after leaving shelters, making them vulnerable to returning to abusive environments.

"Actually, in every district/city, we need something called RPS (Temporary Protection House). However, if there is no RPS, it needs manpower, there are guards, and until now we don't have that." (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

"Sebenarnya di setiap kabupaten/kota kita butuh yang namanya RPS (Rumah Perlindungan Sementara). Tapi kalau tidak ada RPS, perlu tenaga manusia, ada penjaganya, dan sampai sekarang belum ada." (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Employment remains a challenge, as many victims lack skills or access to economic empowerment programs needed for financial independence.

"Economic recovery cannot run optimally, And that is also one of the weaknesses in implementing the principle of economic recovery." (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

"Pemulihan ekonomi tidak dapat berjalan optimal. Dan itu juga menjadi salah satu kelemahan dalam penerapan prinsip pemulihan ekonomi." (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

Although recovery services for female victims, such as counselling, medical care, and social rehabilitation, are in place, various obstacles remain. Limited human resources, unfriendly procedures, social stigma, and the lack of long-term rehabilitation programs hinder optimal recovery.

"If there is no assistance, that is what makes them become perpetrators again... Become victims again and so on and are not accepted again." (Interview with Paryono, Head of UPTD PPA, March 5, 2025)

"Kalau tidak ada pendampingan, itu yang membuat mereka jadi pelaku lagi... Jadi korban lagi dan seterusnya dan tidak diterima lagi." (Wawancara dengan Paryono, Kepala UPTD PPA, 5 Maret 2025)

"There are still many victims who come here because of trauma, not only physically, but also socially, especially if the surrounding community cannot accept the victim back." (Interview with Alissa Silvi Gaffar, Head of Complaints Section, March 7, 2025)

“Masih banyak korban yang datang ke sini karena trauma tidak hanya secara fisik, tetapi juga secara sosial, apalagi jika masyarakat sekitar tidak bisa menerima korban kembali.” (Wawancara dengan Alissa Silvi Gaffar, Kepala Seksi Pengaduan, 7 Maret 2025)

Therefore, efforts must be strengthened to make recovery services more accessible and responsive to the needs of victims.

CONCLUSION

Research at UPTD PPA West Sumatra shows varied achievements in implementing protection principles for women victims of violence. The principles of non-discrimination and prioritising victims' best interests are nearly ideal, reflected in services provided regardless of background and tailored assessments based on the needs of each victim. The principle of justice is fully aligned with legal standards, as demonstrated by procedural legal aid and cooperation with institutions such as LBH, the police, and courts. However, gender equality is not yet fully realised. Despite efforts, limited access remains a significant challenge for vulnerable groups such as people with disabilities and those in remote areas. Recovery services are unsustainable due to resource and expert limitations.

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