

Violence against women: addressing the victims' issues through formal institution

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Abstract

This research discussed a critical issue in the current era, violence against women. It investigated the form of social services for victims of acts of violence provided by formal institution. This study focused on victims' issues regarding violence against women to the National Commission on Violence Against Women. This research was inspired by the implementation of Indonesia Regulation No. 65 of 2005 concerning the National Commission on Violence Against Women. For almost two decades since the regulation was implemented, this research explored the actual implementation of it, especially in this current area where gender-based violence has increased dramatically. Besides that, we critically investigated several factors that attract violence against women, i.e., law and societal patterns. This study used a qualitative method, including in-depth interviews, field observation, and content analysis through formal regulations. It also utilized the theory of regulations' implementation to ensure some aspects, i.e., communication, resources, dispositions, and the organizational structure. The results of this study showed that there is still a lack, especially in the communication aspect. Our findings implied that it could prevent society from utilizing social services provided by formal institutions to access proper justice. Currently, there is no optimal socialization conducted by the Office of the National Commission on Violence Against Women, though it already had some programs. The researcher suggests ensuring proper awareness and knowledge among citizens to make reports regarding gender-based violence is key. So, the mitigation regarding these issues can be tackled properly and inclusively.

Keywords: formal institution; gender; social service; victims; violence; women

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1. Introduction

Recently, violence against women has been a critical topic and widely discussed in workshops, seminars, discussions and public dialogues. Diverse organizations discuss it, including government, non-governmental organizations, and academics. They state various violence against women, such as rape, prostitution, pornography, and rape. It turns out that the most important thing now is that domestic violence (KDRT) can be considered a crime (Ahmad, 2021). Husband and wife must sit together in household life, yet the problem continues to increase from time to time. The scarcity of this information is due to the fact that some people still have misunderstandings, because the problem of domestic violence is still considered an internal family problem and is very personal in nature, so foreigners have no right to interfere.

On top of that, domestic violence is not similar to the "regular" cases where there is clear boundaries in the formal law/regulations. In general, victims of domestic violence are wives, children or domestic workers (PRT). Meanwhile, the perpetrators of violence are husbands, fathers/mothers, men/women/children, employers who are still underage or adults, and other families who live in the same household with their parents, male or cousins (Sinambela, 2010). Building a household into a harmonious family is not easy. Usually, a

marriage can end in the middle of the road due to quarrels between husband and wife (Agung, 2005). Many homes are destroyed by a lack of trust, respect, and complementarity on the part of partners, which can lead to loss of purpose in marriage. Conflicts that often occur cause divisions in the family that lead to divorce.

Meanwhile, women's protection against violent actions in the Criminal Code (KUHP) is considered the basis of criminal law. Criminal law defines prohibited acts as crimes and intimidation of witnesses to crimes against perpetrators. Ethical violations are included in the Criminal Code, especially Chapter XVI, which deals with crimes of moral violation (Article 281-303), and Chapter VI, especially begging, gambling, and drunkenness. Cases related to sex include adultery (Article 28), rape (Article 285), sexual harassment (Article 289) and women trafficking (Article 297), marriage crimes (Article 297). Article 279 of the Criminal Code, Government Regulation No. 9 1975 Article 45⁴. People who cause domestic violence do not realize that what they are doing is a crime of domestic violence (Jamhuri & Rafiah, 2019).

The formal institution that manage this issue is separately from data collected from service agencies to avoid double counting. Whereas incoming complaints can come from victims/victim assistants who are service organizations, or incoming complaints can be referred to service organizations depending on the victim's needs. Victims have several reasons to complain directly to the National Commission on Women, including the need for assistance, support, and protection, problems they report to the authorities, rights but no response or further handling, service facilities that are difficult to access and don't function optimally, and others.

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Complaints go directly to the National Commission on Women under the coordination of the Monitoring Sub-Commission, through two mechanisms, i.e.: 1. Complaints Unit for Referrals (UPRI) which was established in 2005 to receive complaints that come in person or via telephone. 2. Monitoring Division, which receives complaints via letters and emails. This commission has developed a support mechanism for cases of political violence against women, such as perpetrators are civil servants/community leaders, victims are series and/or cases that attract national/international attention, and have difficulty resolving cases and need Komnas Perempuan's assistance, especially during the judge (Arliman, 2017). Throughout 2019, Komnas Perempuan received complaints from 1,419 cases. Although, this number changes from year to year.

Out of 1,419 cases reported to the National Commission on Women in 2019, a total of 142 cases were not followed up because they were not gender-based and only asked for or provided information/clarification/unidentified (could not be traced). The large number of cases that are not based on gender or only ask for or provide information/clarification/not identified that are being reported to the National Commission on Women shows the increasing expectations of the community for the National Commission on Women to be able to resolve the cases they face (Ulfaningrum et al., 2021). This also shows that people's awareness to report cases of violence experienced in their environment is getting higher need for the community to be heard and respond to incidents of violations and crimes they have experienced is also high.

When compared to 2019, as a whole there was a decrease in case data due to a decrease in the number of questionnaires in 2020. This affected the decrease in the number of cases per province, for example the province of West Java recorded 2,783 cases in 2019, down to 1,011 cases in 2020. However, from the graph it can be seen It was observed that there were provinces that experienced an increase in case data, namely DKI Jakarta from

2,222 cases to 2,462 cases and Bali from 81 cases to 612 cases. This hall is also a record for the National Women's Commission in socializing the mandate of the Women's National Commission on eliminating violence against women as gender-based violence. Therefore, there is a National Women's Commission to accommodate victims of acts of violence, especially women, to receive reports from various groups of acts of violence directly or online through the call center of the National Women's Commission.

Tension or conflict between husband and wife as well as parents and children is a natural thing in a family or household. No household runs without conflict, but conflict in the household is not something to be afraid of, almost all families have experienced it. What's different is the way to solve this problem. Every family has a way to solve their respective problems. If the problem is resolved properly and healthily, then every family members will get a valuable lesson, namely to be aware of and understand the feelings, personality and emotional control of each family member so that happiness is realized in the family. Healthy conflict resolution occurs when each family member does not prioritize personal interests, looks for the roots of problems and makes solutions that are mutually beneficial to family members through good and smooth communication. On the other hand, if conflicts are resolved unhealthy then conflicts will occur more frequently in the family.

Therefore, there is a National Women's Commission to accommodate victims of acts of violence, especially women, to receive reports from various groups of acts of violence directly or online through the call center of the National Women's Commission. Problem solving is done with excessive anger, physical stomping as an outlet for anger, shouting and cursing as well as scary facial expressions. Sometimes behavior such as attacking, coercing, threatening or physical violence appears. Such behavior can be referred to as acts of domestic violence (KDRT) which are defined as any act against a person, especially women, which results in physical, sexual, psychological, and/or neglect of the household, including threats to commit acts, coercion, or unlawful deprivation of liberty in the household environment.

Based on the problems above, the writer feels it is necessary and important to conduct a research. Because of that, the author is interested in compiling a thesis which discusses the handling of complaints services for victims of acts of violence against women at the office of the National Commission on Women. For this reason, based on the background, it can be formulated, namely how to handle the service for complaints of victims of acts of violence against women at the National Commission on Women? The purpose of this research is to answer the formulation of the problem that was previously raised, namely how to handle the service for complaints of victims of acts of violence against women at the National Commission on Violence Against Women.

2. Methods

The research method is a method of obtaining data with specific objectives and activities. Means for obtaining effective data in research must be based on rationality, experience and systems science. This study uses a qualitative approach method, namely to describe clearly and in detail the data to be obtained. This method is carried out to form knowledge through understanding and discovery by investigating a social phenomenon. In using this method, it is carried out based on the characteristics, namely explorative nature, repeated discussions with a more specific and clear nature, so that in data collection it can be disclosed precisely with the conditions that actually occurred at the research site.

Researchers do not collect data all at once or all at once and then process it, but gradually the meaning is concluded during the process from the beginning to the end of the activity, is narrative in nature, and is holistic²⁷. The purpose of qualitative research is to go through scientific procedures in a systematic way so as to use a qualitative approach. The data collected is in the form of words, pictures, and not numbers. The data collected was obtained from interviews with informants, field notes, photographs, video tapes, personal documentation, notes and other documentation.

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Data collection techniques are used to collect data according to research procedures so that the required data is obtained. Data collection techniques are the most strategic steps in research, because the main purpose of research is to collect data. Data collection techniques in this study used documentation, observation, and interview techniques. Documentation is a form to be demonstrated to obtain data directly from the research site, including relevant books, regulations, activity reports, photos, documentaries, data relevant to research²⁸. Documentation collected by researchers is then properly analyzed with related research by scientists so that the right data is selected which is very important to get maximum results with reliable data. Observation is a data collection technique to observe human behavior, work processes, and natural phenomena, and respondents. In this study, researchers made direct observations to find facts in the field. The instrument used by the researcher was unstructured non-participant observation. The non-standard nature of the instrument made it easier for researchers to gather information related to the Handling of Complaint Services for Victims of Violence against Women at the Office of the National Commission on Women.

Data reduction is a centralized process, paying attention to simplification, abstraction and converting data from written records in place to collect information from fields that are very large, very complex and complicated. then obtaining data that is easy to understand is achieved or meaningful is done with a data reduction process, namely by summarizing, organizing the main content, focusing on the most important content, and finding themes to provide a clearer picture. Using descriptive analysis to look at the Handling of Complaint Services for Victims of Violence at the National Commission on Women's office. To analyze this data using qualitative data analysis, because the data obtained is a collection of information. The process of systematically searching and collecting data was obtained from observation, interviews, documentation and other materials. So that it can be easily understood, and the findings can be shared with others.

3. Results and Discussion

3.1. The National Commission on Violence Against Women

The National Commission on Violence Against Women or abbreviated as "Women's National Commission" is an independent institution established on October 15, 1998 based on Presidential Decree (Keppres) No. 181 of 1998 and has been renewed by Presidential Regulation (Perpres) No. 65 of 2005. The National Commission on Women was established because of demands from civil society for the humanitarian tragedy in May 1998, when there were riots, looting and killings. In the midst of the riots, ethnic Chinese women were subjected to rape in a mass attack against the Chinese community in general. The Volunteer Team for Humanity, a community organization that provides assistance to riot victims, noted that 152 women were victims of rape, 20 of whom were later killed. The Joint Fact-Finding Team, which was established the same year by the Habibie government to investigate the riots, resulted in the verification of 76 cases of rape and 14 cases of sexual harassment.²⁹

The main function of this sub-commission is to disclose systematically and periodically the facts of violence against women, including gender-based crimes against humanity as violations of human rights, as well as the state's performance in fulfilling its responsibilities in eliminating violence against women and upholding women's human rights. The main function of this sub-commission is to disseminate understanding of all forms of violence against women in Indonesia, efforts to prevent and control, and eliminate all forms of violence against women (KTP) by encouraging the state and society to develop a wide and comprehensive recovery system and assist service provider organizations (women's crisis centers) to increase their capacity in providing services for women victims

of violence. The challenge in providing this remedy is how to prevent the victim from feeling increasingly pressured or experiencing re-victimization (repeated violence). This recovery must be interpreted broadly, not only through interventions carried out medically, legally, and psycho-socially but also by creating situations where women victims of violence can return to their full power, so they can make decisions in their lives and can return to their role amid society as women and citizens.

The National Commission on Women defines 'violence against women by the definition in the declaration issued at the Human Rights conference in Vienna, Austria on 14-25 June 1993 and is already the result of an international consensus. This definition includes violence experienced by women within the family, within the community as well as state violence. At this international conference, it was also emphasized that violence against women is a violation of human rights and that the fulfillment of women's rights is the fulfillment of human rights³⁰. Working together and building networks with partners is a work strategy developed by the National Commission for Women, since its establishment until now. During the 2002-2006 period, there was a growing number of partners for the Women's National Commission, which continued to increase. This pattern shows the seriousness of the National Commission for Women in inviting all parties to fight against violence.

Due to the demands of the fighters for women's rights for state accountability for this incident, an agreement was finally reached with the President of the Republic of Indonesia to establish an independent commission at the national level whose task is to create conducive conditions for the elimination of all forms of violence against women and the upholding of women's human rights in Indonesia.. Currently, the focus of attention of the National Commission on Women is on women victims of domestic violence, women domestic workers who work both domestically and abroad as migrant workers, women victims of sexual violence who carry out the judicial process, and women living in areas of armed conflict. , and female heads of households living in poverty in rural areas³¹. If the executors have policy tendencies, there is a high probability that the implementation will be carried out according to the initial decision, and vice versa. In this indicator, the researcher wants to know whether the attitude of the complaint service at the Office of the National Commission on Women is by the existing mechanisms and procedures. Researchers did this by sending questions via e-mail due to the policy of the National Women's Commission office in accepting research via e-mail and later responding via e-mail. Following the results of the discussion with the Coordinator of the Complaints and Referral Unit of the National Women's Commission. The following are the results of interviews with the Coordinator of the Complaints and Referral Unit of the National Commission on Women via email. As well as one reporting victim of acts of violence, he stated that the mechanisms and procedures were in accordance with the SOP, and there were also victims who reported that the Office of the National Commission on Women had provided legal education which made the reporter calm after knowing about it.

Meanwhile, the sub-commission on education, research, and development, works based on the mandate to carry out assessments and research on the latest developments in situations of violence against women by looking comprehensively at various aspects which include: the condition of women as women, members of society, citizens and citizens of the world. The main function of this sub-committee is the development of an effective and sustainable synergistic cross-institutional communication and collaboration mechanism between the forces of society and the state to eliminate all forms of violence and discrimination against women.

With the above mandate since 2007 the education and R&D division has had six main programs, namely:

1. The program interprets justice for women victims of violence.
2. Research on sexuality and democracy in Indonesia.
3. Research on women's access to justice.
4. Internal learning forums.
5. Study of the protection of domestic workers.

6. Study of the compilation of Islamic law.

Practically, this formal institution aims to become a negotiator and mediator between the government and the community of victims and the community of fighters for women's rights, with an emphasis on the interests of the victims, i.e., become an initiator of change and formulation of policies; become a monitor and report on gender-based human rights violations and fulfillment of victims' rights, and become a facilitator for the development and strengthening of networks at the local level, nationally, and internationally in the interest of prevention, capacity building for handling and elimination of all forms of violence against women.

Starting in mid-August 2019 to the end of September 2019, a series of riots broke out in Papua. The first rioting occurred in Manokwari, West Papua, on August 19, 2019. It all started with protests against alleged persecution and racism by community organizations (organizations) and apparatus personnel against Papuan students in Malang, Surabaya, and Semarang. Citizen demonstrations that were originally peaceful turned into anarchists. Subsequent riots broke out in other cities, such as Sorong, Fakfak, Timika, Deiyai, and Jayapura. In September, riots occurred again in Jayapura and I Wamena. Triggers of repeated riots in Papua are racial and hoax cases that have sparked widespread protests there. The riots resulted in loss of lives, injuries to victims, and an exodus of refugees.

Hundreds of Papuan students who are studying in various areas outside Papua have chosen to return to their villages as a result of experiencing discrimination. In addition to rioting, discriminatory actions such as refusing the presence of Papuan students in many regions, and racial insults have also resulted in the criminalization of women and Papuan human rights defenders. The case of assault and racist insults against Papuan students in a student dormitory in Surabaya, East Java, was reported to the National Commission on Violence Against Women by the Papuan Human Rights Activist Defenders Coalition. Based on the complaint in this case, the Plenary Commission Session of the National Commission on Violence against Women in September 2019 considered it important to carry out monitoring in the field because they suspected human rights violations had occurred in the form of neglecting the rights of Papuan students and women Papuan human rights defenders about freedom of expression and freedom of opinion which must be guaranteed and protected by the state. What must be paid attention to: do not separate the children from their respective mothers. After the disaster, women's access as the head of the family during the recovery phase is also a separate problem because it is so limited that they are more vulnerable to impoverishment than men. The tendency to carry out the rapid data collection is often neglected because women as the head of the family are considered not to reflect the size of the family. As a result, the achievement of family needs is not met and in the long term, it facilitates impoverishment. With poor conditions, a series of consequences tend to occur, for example, drug trafficking and human trafficking.

From the interviews the researcher concluded that the service attitude of the Office of the National Commission on Women was in accordance with the applicable SOP, namely reporting through 3 ways one, by calling the call center of the National Commission for Women, the second coming in person, the third by mail. Letters are divided into 2 parts, namely POS letters and electronic media such as Twitter, Instagram and Email. But since the Covid 19 Pandemic, the Office of the National Commission for Women no longer accepts complaints coming in person. Then the reporter will be received by the monitoring division to write a statement according to what was conveyed by the reporter. The report will be clarified by the monitoring division to be followed up following the mandate and will be forwarded by the sub-communication of the National Women's Commission by referring the case to the relevant institution, and also given a response letter from the National Women's Commission, as well as looking for fact-finding, then classified whether to become a special rapporteur or not. The reporting process can take up to 3-14 working days.

3.2. Addressing the issues

In reviewing the Handling of Complaint Services for Victims of Violence. Based on the theory that researchers take according to Edwards III that without effective implementation,

policymakers' decisions will not be implemented successfully. The author has also explained in Chapter II, 4 indicators can affect implementation, namely communication to victims or reporters, dispositions or attitudes toward recipients of complaint reports, employee human resources, and organizational structure. From the four indicators, of course, there are several obstacles and efforts made by the Office of the National Commission on Women in dealing with several obstacles to handling complaints of victims of acts of violence against women at the Office of the National Commission on Women.

In female workers at LPT. Sungintex applied for maternity leave when her gestational age entered 8 months. Application for leave is carried out by submitting a letter of maternity leave and a doctor's certificate to the HRD Manager of PT. Sungintex through the planning department in the sample Department. D met the HRD Manager and at that time the HRD Manager fired him for reasons that were not clear. HRD stated that the employment contract between the victim and the company would expire in the next three months, and the company would pay the victim's leave rights for three months plus a bonus. The company does not provide birth left to the victim and immediately terminates or carries out layoffs. The victim protested the layoff decision and would report it to the union. Knowing this, HRD increasingly forced the victim to fulfill the contract termination agreement, as well as making threats that the remaining salary of the contract would not be given. With force victims finally complied with HRD's wishes and handed over his identity card (ID card).

In explaining the protection of victims' rights and services that occur in cases of domestic violence violations, there are forms of service in dealing with women and victims reviewed by researchers descriptively as follows:

a. Rights Protection

In Article 1 paragraph 6 of the Republic of Indonesia Shrimp Number 13 of 2006 concerning the protection of witnesses and victims it is stated that protection is all efforts to fulfill rights and provide assistance to provide a sense of security to witnesses and victims or other institutions by the provisions of this Law. In Law Number 23 of 2004 it is stated that, protection is all efforts made by the family, advocates, social institutions, police, prosecutors, courts, or other parties. Either temporarily or based on a court order.

b. Victim Services

According to Robert Elias, service to victims is an effort to help overcome medical and psychiatric problems caused by the impact of victimization. Usually, they serve victims in general, but some specialize in certain victims such as women, children, and the elderly. There are regulations contained in Article 13 of the Republic of Indonesia Law Number 23 of 2004 concerning the elimination of domestic violence

Communication is one of the important variables that influence the implementation of public policy, communication greatly determines the success of achieving the goals of public policy implementation. First, the researcher seeks to see how communication is channeled, the clarity of the communication, and the consistency of communication between the complainant and the National Commission for Women's office by way of outreach and education to the public by the Office of the National Commission on Women. If the executors have policy tendencies, there is a high probability that the implementation will be carried out according to the initial decision, and vice versa. In this indicator, the researcher wants to know whether the attitude of the complaint service from the Office of the National Commission on Women is by the existing mechanisms and procedures. Researchers did this by sending questions via e-mail due to the policy of the National Women's Commission office in accepting research via e-mail and replied later via e-mail.

All cases that come through the UPR, letters, and electronic mail are read in advance more or less or no later than 14 days. Completed files, then a position paper is prepared which includes a chronology of cases, women's human rights that were violated, national instruments that protect, determine the destination institution for the letter, and a copy of it. The preparation of the position paper is carried out no later than 14 days. For incomplete files, the complainant will be contacted 3 times within 2 months to complete the required information. If the complainant/reporter does not complete the file, then the case is not

continued and can be continued with a new complaint. If based on an analysis of the needs of the victim, it is not a letter of attitude such as a recommendation, then the complainant will be given a letter of reference/certificate of report or a letter of monitoring.

However, here is the research findings. From the interviews the researcher concluded that the service attitude of the Office of the National Commission on Women was following the applicable SOP, namely reporting through 3 ways one, by calling the call center of the National Commission for Women, the second coming in person, and the third by mail. Letters are divided into 2 parts, namely POS letters and electronic media such as Twitter, Instagram, and Email. But since the Covid 19 Pandemic, the Office of the National Commission for Women no longer accepts complaints coming in person. Then the reporter will be received by the monitoring division to write a statement according to what was conveyed by the reporter. The report will be clarified by the monitoring division to be followed up under the mandate and will be forwarded by the sub-communication of the National Women's Commission by referring the case to the relevant institution, and also given a response letter from the National Women's Commission, as well as looking for fact-finding, then classified whether to become a special rapporteur or not. The reporting process can take up to 3-14 working days.

The bureaucratic structure for George Edward III's theory is the fourth aspect, especially to measure whether a policy implementation is going well or not. The bureaucratic structure is one of the important factors in the implementation of the policy on Handling Reporting of Violence at the Office of the National Commission on Women. A good Standard Operating Procedure (SOP) is one that includes a framework that is clear, systematic, uncomplicated and easily understood by anyone because it will become a reference in the implementor's work. The presence of the bureaucracy as a logical consequence of the main task of the state or government is to organize social welfare. The state is required to participate in producing the goods and services needed by its people. In this case the state can build an administrative system that aims to serve the interests of the people which is called the bureaucracy. The following are the results of the researcher's interview with the coordinator of the Complaints and Referral Unit. With this the researcher concludes that the bureaucracy at Komnas Perempuan already exists and it is relatively easy to report acts of violence against women, but there has been no follow-up by the office of the National Commission for Women itself.

On 26-29 March 2019, Komnas Perempuan conducted monitoring in Iwamena, Papua, where some of the refugees from Ndugal took refuge and organized. The condition of the refugees is very apprehensive, they live in houses that accommodate 30 people in 1 (one) house. Meanwhile, assistance for Nduga refugees was very limited, both those who took refuge in Wamena and those who lived in the forest including the women. In monitoring this, the National Commission for Women met with the Jayawijaya Regency Government, community organizations, and refugees. During the visit, the Regional Government of Jayapura Regency took further steps to handle evacuees including coordinating with the Provincial Government of Nduga, and agreeing to the establishment of an emergency school managed by volunteers.

The impact of the natural resource conflicts that occurred in Papua, such as the granting of HGU permits to companies and investors without consultation and approval of indigenous peoples, has resulted in natural resource conflicts involving armed forces and military operations to search for TPNI-PB/OPMI groups fighting for Papua. This condition caused residents to decide to evacuate and made the community very afraid. Likewise, racial discrimination taking place against Papuans has further strengthened violence on Papuan soil. The following is the development of violence against women in the Papuan context and efforts to minimize violence against women in Papua.

In July 2019, data obtained by the National Commission on Violence Against Women noted that 8 (eight) female refugees died, both in the forest and in evacuation due to hunger, cold, and giving birth due to lack of adequate treatment, as well as 2 (two) baby girls who died at birth. Komnas Perempuan is of the view that the Ndugal conflict and several other conflicts in Papua (including conflicts in several cities in Papua throughout

August 2019) and the ongoing refugee problem show the repetition and unpreparedness of the government to carry out the role of protecting and fulfilling the rights of its citizens in both conflict and post-conflict situations. This condition will get worse and even continue to happen if there are no immediate improvements to the equipment, starting with the state apparatus and ending with the working mechanism.

Following up on these findings, Komnas Perempuan in July and October 2019 together with representatives of civil society in Papua conveyed to several related Ministries/Institutions through the PMKI Coordinating Ministry about conditions and the immediate response needed by refugees. The government promised to take some steps to deal with refugees, namely the Government of Nduga, the Government of Jayawijaya, the Government of Papua, and the Coordinating Minister for Human Development and Culture, who would coordinate with the Ministries/Institutions under them. Meanwhile, the Ministry of Villages conveyed support for the development of Ndugal through the use of Village Funds and community empowerment.

Resources are considered as inputs to the organization as a system of economic and technological significance. Economical means involving direct costs or sacrifices borne by the organization to reflect the potential value or use value in turning it into output. While technology is a resource related to organizational transformation capacity. In this indicator the researcher wants to know how many human resources are well absorbed by the Office of the National Commission in receiving reports of victims of acts of violence. The researcher draws the conclusion that quite a lot of human resources are absorbed by the National Commission for Women and are divided into several teams. The researcher also asked where the source of the budget for implementing reporting at the Office of the National Commission on Women came from.

4. Conclusions

Based on the discussion of the research, the authors can conclude that the Handling of Services for Complaints of Victims of Violence against Women at the Office of the National Commission on Women concluded that the handling of complaints against victims of acts of violence on women at the Office of the National Commission on Women was not optimal, based on the research objectives some factors hindered handling its implementation, namely the communication section. Technically from the communication indicator, the community still doesn't know how to report correctly and appropriately complaints of victims of acts of violence against women at the office of the National Commission on Women, because there has been no education for the community conducted by the office of the National Commission on Women.

Based on the conclusions of the researchers discussed earlier, the author suggests the National Commission on Women's Office on handling complaints about victims of violence to educate the public in knowing how to report or complain about acts of violence appropriately. The theory used in this study uses only one policy implementation theory, namely the policy implementation theory of George Edward III. Therefore, in the course of further research, to be able to combine it with other policy implementation theories, to provide a broader picture of the aspects that influence policy implementation, apart from what was stated by theory of policy implementation.

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Data Availability Statement

Data will be available by request.

Conflicts of Interest

The author declares no conflict of interest.

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