

## **Chapter V**

### **Conclusion and Recommendation**

#### **A. Conclusion**

The conclusion of the research results on the performance of the Department of Women's Empowerment and Child Protection in handling violence against children of Mataram city, West Nusa Tenggara in 2017 are defined as follows:

1. The performance of the Department of Women's Empowerment and Child Protection of Mataram city has a high performance such as providing convenience to children victims of violence to be able to implement patterns of handling children's violence victims in a holistic, integrated, and sustainable manner. In handling violence cases afflicting the children, the service standard which has been made by the Department of Women's Empowerment and Child Protection of Mataram city has is good and complete started from the service procedure to the completing time in handling case of children's problems regarding the situation. Besides, the performance of the Department of Women's Empowerment and Child Protection of Mataram city has in dealing with violence against children in Mataram, West Nusa Tenggara in 2017 was manifested through 3 main aspects including about a) handling or serving about facilitating the victims to get health and legal services through Integrated Care Center for the Empowerment of Women and Children (P2TP2A) in sub-district, b)

Providing assistance for victims and c) having reintegration or post-assistance such as returning or fulfilling children's rights while being victims.

2. The problems were experienced by the Department Of Women's Empowerment and Child Protection of Mataram city in dealing with violence against children in Mataram, West Nusa Tenggara in 2017 included about a) Human resources who do not have special certification in handling children, b) the less number of well-trained human resources in handling violence against children, c) lack of awareness toward child protection from the society, d) Not having a policy of protection system for children, e) the lack of skilled human labor, and f) and the the lack of experts (psychologists).

#### **B. Recommendation**

1. In regards to the increasing number of violence experienced by children, Government of Mataram needs to increase efforts to provide services to victims of child abuse by monitoring them who have not been revealed because the victims are afraid to report.
2. In the process of carrying out handling of children's violence victims, children are vulnerable to be the objects by irresponsible people. Besides, to realize the legal protection, it should require the alertness of Mataram officers in doing special treatments of handling the victims in a holistic, integrated and sustainable manner in coordination from various stakeholders namely the community and social organizations.