

**PERFORMANCE OF THE DEPARTMENT OF WOMEN'S EMPOWERMENT AND
CHILD PROTECTION IN DEALING
WITH VIOLENCE AGAINST CHILDREN IN MATARAM
CITY OF WEST NUSA TENGGARA
IN 2017**

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ABSTRACT

The objectives of this study is (1) To describe the performance of the Department of Women's Empowerment and Child Protection in dealing with abuse against children in Mataram City of West Nusa Tenggara in 2017, (2) To describe the obstacles experienced by the performance of the Department of Women's Empowerment and Child Protection in dealing with abuse against children in Mataram City of West Nusa Tenggara in 2017. This type of research is descriptive. Data collection techniques used are interviews, library observation and study. The source of this research is the Head of the Department of Women's Empowerment and Child Protection in Mataram City, The analytical technique used is qualitative descriptive. The results of this study indicate that: (1) The performance of the Department of Women's Empowerment and Child Protection in dealing with abuse against children in Mataram City of West Nusa Tenggara in 2017 have a high performance, namely providing convenience to children victims of violence to be able to implement the pattern of handling child victims of violence holistically, integrated and sustainable which is realized through three main things, conver: a) handling or service, namely facilitating victims of child violence to get health and legal services through integrate service centers for the protection of sub district women and children, b) providing assistance for children victims of violence, and c) Reintegration assistance, namely returning or fulfilling children's rights while being a victim, 2) Obstacles experienced by the Department of Women's Empowerment and Child Protection in dealing with abuse against children in Mataram City of West Nusa Tenggara in 2017, among other: a) Human resources that do not have a child handling certificate, b) Not trained in human resources in handling violence against children, c) The community lacks concern for the protection of children, d) The child protection system does not yet have a policy, e) Lack of trained human resources, and f) lack of experts or psychologists.

Keywords: Performance, The Department of Women's Empowerment and Child Protection in Mataram City, Violence Against Children.

A. Background

Cases of abuse against children in Indonesia at this time showed a significant increase. This can be seen based on data obtained from the Indonesian Child Protection Commission that cases of abuse against children always increase every year. During the period of 2017 there were 4.620 cases affecting children while in 2016 there were 3.849 cases. This is based on the number of children who are in the Special Child Development Institution (LPKA) an increase from 2.319 in 2016 increased to 2.409 in 2017 (KPAI, 2017).

Furthermore, data on cases of child abuse in West Nusa Tenggara Province are quite alarming. In 2016 there were 68 cases of abuse that hit children, while for the period of 2017 there were 120 cases of abuse against children. This form of abuse against children includes a number of cases including cases of fraud, threats, beatings, killings, disposal, sales, neglect, physical abuse, domestic abuse, sexual abuse or rape, discrimination and exploitation of children. The number of cases of abuse against children occurred as the position of the Province of West Nusa Tenggara which began to become one of the tourist destinations also has the consequences of rampant crime. Even from many cases especially sexual abuse committed against children most perpetrators come from foreign nationals (foreigners). Despite

being in an emergency, the government has not made this a priority that needs to be addressed immediately (Republika.co.id, Mataram, 2017).

Based on data from the Department of Womens's Empowerment and Child Protection in Mataram City of West Nusa Tenggara Province said that during the period of 2017 there had been an increase in cases of abuse affecting children. This data is dominated by physical abuse and the other part is sexual abuse. The following is a data histogram of types of abuse against children in Mataram City for the period of 2017.

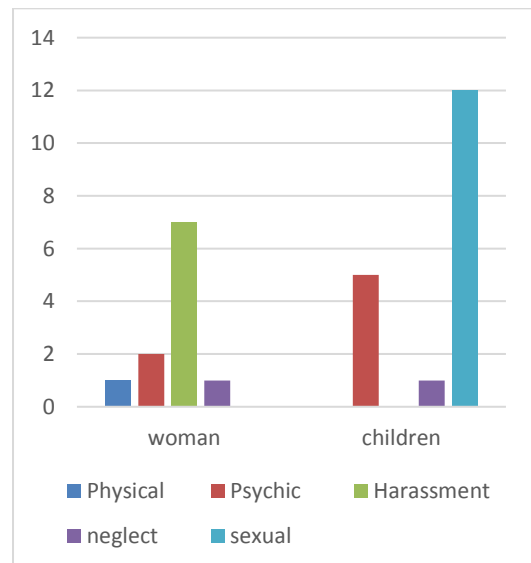


Figure 1.

Types of Abuse Against Children in Mataram City in the Period of 2017

Source: Department of Women's Empowerment and Child Protection of Mataram City, 2017)

Furthermore the child is a mandate as well as a gift of an Almighty God that we

must always guard because in him is inherent the dignity, dignity and rights as human beings that must be upheld. Children rights are a part of human rights contained in the 1945 Constitution and the Convention of the United Nations Association on Children's Rights in terms of national and state life, in this case the child is the future of the nation and the next generation of ideals of the nation so that every child has the right to survival, growth and development, participate and have the right to protection from acts of abuse and discrimination as well as civil rights and nationality.

Positive rules in the form of laws and regulations as the main legal source of child abuse are Law Number 23 of 2002 Concerning Child Protection and its implementing regulations, namely Regulation of the State Minister for Women's Empowerment and Child Protection of the Republik of Indonesia Number 8 of 2012 concerning guidelines for strengthening prevention and early treatment of acts of abuse against children.

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. Research Methods

The research in writing this thesis is descriptive, that is research that aims to provide the broadest picture/explanation and as clear as possible about the problems examined in the writing of this thesis.

Data collection techniques in this study used interviews to key informants and documentation from regulations, laws, journals and related books include

Data analysis techniques are carried out using qualitative data analysis techniques, by conducting intensive analysis of data that has been obtained in the field in the form of words.

C. Data and Analysis

Performance is the outcomes or what has resulted of someone's work and contribution to the organization where they work. In addition, the indicators of performance becoming the materials in this research are quality, quantity and punctuality. This meant that the Department of Women's Empowerment and Child Protection of Mataram generally

agreed that their performance capabilities influenced the work quality, achieved targets though sometimes with revisions, completed the work based on the timelines, strived to minimize the occurrence of errors in work, and understood the duties and jobs division.

1. Quality

Quality is the level of activity result which is done such as adjusting some ideal ways of activity performance or fulfilling the expected goals of an activity.

Sexual violence is still the most dominating case affecting some children in NTB. The efforts to suppress the number of violence against children, for example by inviting parents to always accompany and supervise the association of children so as not to fall into the wrong association.

"The campaign for maturing the age of marriage for children must also continue, especially in Mataram City as the city which has been the biggest pocket of cases of violence against children," he explained. He added, to restore children who are victims of violence, especially sexual violence, his party also cooperates with Child Protection Institutions through hiling trauma programs by inviting them to play, and having fun to eliminate traumas experienced" (Interview with Dewi Mardiana Aryani, November 26/2018).

Based on interview's results, it could be highlighted that the respondents had successfully answered all the questions. This indicated that the Department of Women's Empowerment and Child

Protection in Mataram City basically had the willingness to improve their performance.

As a result, the service quality had been accordance with the goals and task load which was able to increase the service quality toward their work. The question of employee resources had an influence on the quality of work, and the respondent gave an agreement answer that the ability of the Department of Women's Empowerment Service and Child Protection of Mataram city had an influence toward work quality. This idea was in line with one of respondents, Dewi Mardiana Ariyani as the head of Department of Women's Empowerment Service and Child Protection of Mataram city.

"..... This is in accordance with the ability of every employee here that they as employee has strengths and weaknesses so that it affects the quality of their work ..." (Interview with Dewi Mardiana Ariyani, November, 20, 2018).

Based on the results of the interview mentioned, it showed that the results achieved in terms of service quality were in accordance with the performance objectives. Also, it always achieved the satisfactory results. In this case, the respondent gave an agreement on the questions about task given, and could always achieve the determined results.

According from the descriptions above, it could be concluded that the levels of

activities' results were carried out like adjusting some ideal ways from the appearance of activities or main aspect based on the target. It could be also of fulfilling the expected goals based on the results of an institution or company about the achievement of the target work task given to every employee in the Department of Women's Empowerment Service and the Protection of the Child of Mataram city.

The aim of the Office of Empowerment of Development and Child Protection of Mataram City is to improve the quality of protection for women and children and fulfill children's rights for all children. to achieve these goals and objectives the city of Mataram initiated the Child-Friendly City.

Child-Friendly Cities in Mataram City have been initiated since 2014 and the Mataram City Government has committed to making Mataram City Worthy of Children through the launching of Mataram City Towards a Child-Friendly City on February 22, 2014. With the signing of a joint commitment by all parties, from the executive, legislative, judiciary, the business world as well as from the elements of society and children, is the first step to build mutual attention and concern for the growth, development and protection of children from violence and discrimination in the city of Mataram

In 2017 the Ministry of Women's Empowerment and Child Protection carried out a Web-based Child Friendly City Evaluation. The evaluation carried out indicators of performance achievement related to development based on the fulfillment of children's rights and special protection of children by the Government of the City of Mataram through Regional Device Organizations in the City of Mataram.

2. Quantity

Quantity is the amount generated and expressed in terms such as number of units and number of cycles of activity completed. The Head of the Social Service NTB, Ahsanul Khalik said that in 2016, cases of violence against women and children in NTB reached 300 cases. While based on NTB Regional Police data, including those handled by City District Police during 2016, cases of violence against women and children reached 200 cases. From the 200 cases, it consisted of six cases of rape, 76 cases of sexual intercourse, 106 cases of abuse, and 12 other cases. Of the 34 cases in the process of investigation, 89 cases have been investigated. While cases of violence involving children as perpetrators of crime face the law as many as 120 cases. Domestic violence against women 178 cases, TKW seven cases and trafficking in six cases.

<https://www.cendananews.com/2017/05/or-ganisasi-anak-diharapkan-tekan-angka-kekerasan-di-ntb.html>, accessed by November 23/2018).

Based on the results of interviews with Erni Suryani (Section Head of Protection for Violence Against Women and Children), the causes of the increase in violence in children in the city of Mataram are caused by several factors as follows:

- a. Economy. One of the dominant factors is violence children are economic factors, namely family poverty. Poverty family often causing life stress to be heavy, thus forcing all family members to contribute in supporting the family economy, including children. This can cause children to be exploited economically and become victims of violence, both committed by members family, friends, employer or other adults. However, acts of violence against children also occur in families with a high economic level, and generally in the form acts of psychological violence.
- b. Low understanding of parents/community regarding children's rights. Still lack of understanding of children's rights properly by some members of the community, resulting in children being considered parts that can be

adjusted with the will of parents or other adults, sometimes even with violence.

- c. Parent education. Parent education is one of the dominant factors become the cause of acts of violence against children. For example, low parent education results their lack of knowledge about children's rights and ways care that promotes children's rights. However, act violence can also occur in educated parents high, for example imposing the will of parents on their children so the child feels depressed.
- d. Cultural tradition. In a number of regions there are still cultural traditions that cause it the emergence of acts of violence against children. Violence that occurred Considered a reasonable act to instill discipline and shape the character of children in society.

To reduce acts of violence against children, the Department of Women's Empowerment and Child Protection in Mataram City has made various efforts to create Integrated Services for Women and Children Victims of Violence which includes five types of services as follows:

- a. Complaint Service. The victim complaint/identification service is the first service given to and obtained by the victim at the time

enter service institutions. Complaint services are in the form of processes identification of conditions for victims, assessments, preparation for handling victims, and planned interventions or actions needed by victim.

- b.** Health services. Health care is the recovery of victims from interference health suffered, both physically and psychologically. Type of service in the form of: non critical services, semi-critical service, critical service, and medicolegal service. The provision of this service is carried out by doctors, dentists, nurses or midwives who have been trained in the management of follow-up cases violence against women and children.
- c.** Social rehabilitation services. Social rehabilitation is a service intended for restore and develop one's abilities experiencing social dysfunction, in order to be able to carry out functions the social return is reasonable. In Social Rehabilitation victims receive services: social contract, initial counseling, advanced counseling, mental and spiritual guidance, accompaniment, and reference. The service is carried out by social

workers, social psychologists, clinical psychologist, trained counseling officer. In certain cases where is the victim experiencing severe depression, treatment by a psychiatrist.

- d.** Legal assistance services. Legal assistance is a service provided by a companion, as well as law enforcement officials, which include the provision of consultations law, exercise power, represent, assist, defend and take other legal actions for victims of acts of violence. Legal assistance services are provided in the form of: protection of witnesses and victims; Minutes of Examination (BAP); prosecution; decision; and restitution. Legal assistance services including legal consultations, assistance, defense carried out by the officer in charge of law, such as police, prosecutors, district courts, advocate institutions, witness and victim protection agencies, institutions society.
- e.** Return and social reintegration services. Return service is an attempt to restore the victim of acts violence from abroad to the point of debarkation or from the region recipient / occurrence of acts of violence to the area of origin or

party family, family / substitute institution, or community who can provide protection and fulfillment of victims' needs violence. The social reintegration is an effort to reuniting victims of violence to their families, community, institution or other social environment that can provide protection.

3. Punctuality

Punctuality is an activity level completed in time, and it is also seen in terms of coordination with output results and maximizing the time available for other activities.

This idea was delivered by the interviewee, Dewi Mardiana Ariany as Head of Department of Women's Empowerment and Protection of Children of Mataram city.

"..... Most employees can always complete the work in accordance with the appointed time"

Based on the statement above, respondents gave appropriate answers to questions stating that most employees were always able to complete the work in accordance with a predetermined time. In improving its performance, every employee obeyed and complied with the applicable regulations and rules applied in the institution. Thus, the employee could always complete the work in time.

The supervision of handling violence case afflicting to children, in this case the punctuality of handling child problems in accordance with the situation has been done properly by the Department of Women's Empowerment and Child Protection of Mataram city as the recipient of complaint although it has not achieved maximum result. Supervision and constraints faced were not yet equal and balanced, so that monitoring of the unbalanced punctuality would also affect the benefits received later.

This is maintained by Dewi Mardiana Ariany as the head of the Department of Women's Empowerment and Child Protection of Mataram city.

"..... Most employees can maximize the time available, so that they can improve the good coordination in their services ..."

From the statement stated, most employees can maximize the time available which can improve the coordination of their services. The respondent also shared an agree statement toward the question that they were able to use the time well to improve such services.

According to the descriptions above, it could be recapitulated that there were number of matters done by the Department of Women's Empowerment and Child Protection in Mataram city. One of which was to maximize the time available because this

was the most crucial matter for the Department of Women's Empowerment and Child Protection of Mataram city in improving its services for the realization of quality services for children and willing to have a good coordination in every service provided and with a short time.

Therefore, the service officers in the Department of Women's Empowerment and Child Protection of Mataram City determined the time for handling cases of violence against children and referring to existing standards of services. To summarize, standards of service which have been made by the Department of Women's Empowerment and Child Protection of Mataram city were good and complete started from the service procedure to the completion time.

Mataram city is a government institution under the authority of the Women and Social Empowerment Agency (BPPM) of provincial government of West Nusa Tenggara. The data was obtained that the performance of the Department of Women's Empowerment and Child Protection of Mataram city in handling violence against children was a way to fulfill children's rights in Mataram City, West Nusa Tenggara, and it must have met the conditions set by Provincial Government of West Nusa Tenggara. Through the details of the main tasks and functions of the Department of Women's Empowerment and Child Protection of Mataram city, it was

stipulated in the regulation of Mataram mayor Number 39 / PERT / 2016 about position, organizational structure, tasks and functions as well as work procedures for the Department of Women's Empowerment and Child Protection of Mataram City. The program offered was intended to classify the type and form of violence, so that there would be different ways also to deal with the case in holistic, integrated and sustainable manner.

The work program of the Department of Women's Empowerment and Child Protection of Mataram city was stated that what was meant by the performance of the Department of Women's Empowerment and Child Protection of Mataram City in handling violence against children for activities in service development during the 2017 period were:

1. The policy of gender equality and justice has been contained in Mid-term Regional Development Plan (RPJMD) providing opportunities to improve gender equality in the regions.
2. There were many potential institutions having high concern for cases of women and children which could be optimized for their role in handling cases related to women and children.
3. The supportive policy in the development of regencies/cities

provided an opportunity to improve the quality of fulfillment of children's rights.

4. The large number of potential community organizations, non-governmental organizations (NGOs) and the business field which could be optimized to support the empowerment of women and children
5. Strengthening gender and child mainstreaming
6. Improving the quality of life and women's protection
7. Programs to harmonize policies of women and child enhancement

The undertakings held by the Department of Women's Empowerment and Child Protection of Mataram city in overcoming the violence against children adhered to the principle of child protection by paying attention to the evaluation of commitments of the program. The activities of the Department of Women's Empowerment and Child Protection of Mataram City in dealing with violence against children were carried out to improve services to women and children as victims of violence to open service network businesses such as:

1. Undertaking approach through the development of Child-Friendly Cities as an attempt to fulfill children's rights and special protection.

2. Establishing of an integrated service center for the empowerment of women and children.
3. Building community participation through the task force for the protection of women and children.
4. Mainstreaming gender equality (bigger programs).

The forms of violence against children handled by the Department of Women's Empowerment and Child Protection of Mataram city include physical violence, psychological violence, sexual violence (sexual abuse, child copulation, child rape, and sodomy), neglecting children, human trafficking, exploitation and violence in household (domestic violence). Moreover, the number of children who experienced violence in Government Mataram on the period of 2017 recorded 16 cases of afflicted children to the violence. The implementation of addressing violence against children as an effort to fulfill children's rights has been carried out by the Department of Women's Empowerment and Child Protection of Mataram city. Thus, the implementation of addressing violence include as follows:

1. Handling or service such as facilitating victims for health and legal services.
2. Giving assistance for victims of child abuse.

3. Conducting reintegration or post-assistance such as strengthening or fulfilling children's rights while being the victims.

The processes of handling children's violence victims in the Department of Women's Empowerment and Child Protection of Mataram city was mentioned that the flow of the process was taken in carrying out the process of handling children's violence victims as presented in the following paragraphs:

1. In the process of handling victims of child abuse in the Department of Women's Empowerment and Child Protection of Mataram city, it should conduct coordination and communication and integration (integration) in preventing and handling cases of violence against children both internally (official) and externally (community institutions, police, child offenders and child victims).
2. Furthermore, the victim could come to report through one of the members of the Service Coordination Forum (indirect) consisting of the Integrated Care Center for the Empowerment of Women and Children (P2TP2A) in Sub-district, Protection Unit for Urban Women and Children throughout Mataram, Mataram

Public Hospital, 11 health centers, Mataram LPA, Women's Organizations, Islamic Boarding Schools, and Social Services. Then, it would be completed in regards to the needs of the victims with a tiered mechanism. If the victims needed medical services, it would be referred to Mataram public hospital, 11 health centers, and Mataram Bhayangkara hospital. Thus, the payment would be assisted through Social Health Insurance (Jamkesmas) regarding the existing technical instructions (Juknis).

3. Through the Department of Women's Empowerment and Child Protection of Mataram city, children as victims of violence were served in accordance to the needs of the victims, and this service was free of charge.

In addition, the Department of Women's Empowerment and Child Protection in Mataram city until the period of 2017 has handled more than 16 (sixteen) cases of children who experienced the violence. From the results of interviews done by the researcher and the head of Protection of Violence against Women and Children Board in Mataram, the data were obtained that the performance of the Department of Women's Empowerment and Child Protection in Mataram city in

handling violence against children was that they were very committed to provide protection. This was proven by many local government policies regarding the fulfillment of children's rights. In addition, the policies mentioned were expected to cover the steps of the implementation team carried out by all elements of society such as Regional Regulations on disability, Regional Regulations on children living on the streets, Regional Regulations on the protection of victims of violence, Regional Regulations concerning the protection of victims of human trafficking, and others. Likewise, those people who initially took the initiative to deal with violence against children were started from the government and non-governmental organizations (NGOs). From the statement mentioned, it finally emerged that the Integrated Care Center for the Empowerment of Women and Children (P2TP2A) which in the next development emerged Regional Regulations was as a legal protection.

Furthermore, the Department of Women's Empowerment and Child Protection in Mataram city was formed with the aim of contributing to the realization of Gender Equality and Justice (KKG) through the development of various integrated service activities in order to improve the quality of life for women and children. The services provided included reporting services, health services,

psychosocial services, legal assistance and law enforcement services, services for returning and social reintegration, economic empowerment, and education and skill training. By the existence of the Department of Women's Empowerment and Child Protection of Mataram city, it was expected to be able to quickly and thoroughly handle cases of violence afflicted women and children that occurred in Mataram.

Based on the results of field observations conducted by researcher, the Department of Women's Empowerment and Child Protection of Mataram city was considered responsive when children were the victims of violence who wanted to report their cases. Regarding the statement mentioned, it was one of the concrete purpose manifestations in establishing institution as a provider of services for children. Besides, the service in the Department of Women's Empowerment and Child Protection in Mataram city is specifically for vulnerable groups especially for women and children as the victims of violence.

However, the Department of Women's Empowerment and Child Protection in Mataram city in its services was closed by the public. For the reason, the Department Office of Women's Empowerment and Child Protection of Mataram city was an institution which was

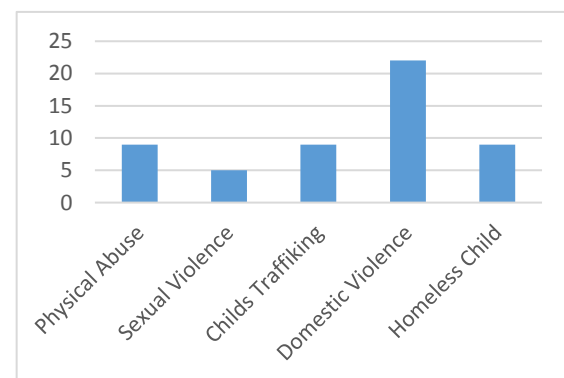
in charge of providing services and handling for victims of violence especially women and children. In the service and handling for violence victims, the children were something which must be maintained and guaranteed confidentiality because it involved the image of the victims even the safety of the victim considered as confidential information. Therefore, only certain parties could access the information related to victims' data. Also, the statement was also strengthened by the existence of service principles applied by the Department of Women's Empowerment and Child Protection in Mataram city, and one of which was to protect the confidentiality of victims. The victims would feel guaranteed confidentiality both in terms of his reputation and the safety for their own self.

Handling the child victims of violence could be carried out through efforts of the services to reports or complaints, to provide social rehabilitation services, to provide legal assistance services, and efforts to provide repatriation and social reintegration services. The following data are presented the violence against children data which have been handled by the Women's Empowerment and Child Protection Department of Mataram for a total of 45 cases.

1. Physical abuse against children as many as 9 victims.

2. Sexual harassment against children which occurred to 5 childrens.
3. Homeless childs which happened to 9 childs.
4. Domestic violence against children of 22 victims.
5. Childs trafficking against children of 9 victims

The following cases were once handled by the Department of Women's Empowerment and Child Protection of Mataram which was presented in the form of histograms:



Picture 2

Forms of Violence against Children Handled

Source: Department of Women's Empowerment and Child Protection in Mataram City, 2018

The next agenda will be held by the Department of Women's Empowerment and Child Protection of Mataram city in order to anticipate violence against children, as follows, :

1. Socialization of increasing women ability in politics and political

- positions who are involved in politics. The achievement of this activity is to plan a program for the promotion of women's roles in politics and political position by involving elements including the Department of Women's Empowerment and Child Protection in Mataram City as well as the research study and the Development and Mainstreaming of Gender (PUG) in Mataram city.
2. Planning assistance from a gender responsive budget. This achievement is measured by the main performance indicators, namely the prevalence of violence against children, including the criminal act of human trafficking (TPPO)
 3. Socialization of Gender concept and gender mainstreaming for apparatus. This achievement will be done by hiring employees of the state civil apparatus (ASN) in the Department of Women's Empowerment Service and Child Protection of Mataram.
 4. Promoting activity of Child-Friendly Cities (KLA) in business field. This achievement is conducted by fulfilling children's rights such as birth certificates, early childhood education (PAUD), healthy living, safe care and child-friendly schools.
 5. Socialization of family resilience development. The achievement of family resilience development activities is carried out at the village level throughout the City of Mataram oriented to the *Three-Ends* program from the Indonesian Ministry of Women Empowerment for Child Protection (KPPA) namely *End Violence Against Women and Children* (Stop violence against women and children), *End Human Trafficking* (Stop human trafficking), and *End Barriers to Economic Justice*, (Stop economic disparity towards women).
 6. Providing Business management training on work visits. This activity is held by providing skills training and particular useful tools to community groups/vulnerable groups to improve the quality of life for women and children.
 7. Developing child-friendly health centers. This achievement will be performed by developing child-friendly health centers at village level aiming to increase child protection, fulfilling child's rights for all children including those with special needs.

8. Building a technical implementation unit for the protection of women and children in Mataram city. This achievement is created by following up on all (100%) complaints of cases of children who need special protection according to regulations and standards.
9. Building child protection system. This achievement is undertaken by building a Child Creativity Center (PKA), Child Friendly Play Room (RBRA), Child Friendly Schools (SRA) starting from elementary School or Islamic Elementary School (MI), junior high or Islamic Junior High School (MTs) and forming child forum at the district and sub-district levels.
10. Juvenile justice system. This achievement is carried out in the purpose of law enforcement by providing assistance from investigation level to court decisions on cases of violence against children.

B. The Constraints Faced by the Department of Women's Empowerment and Child Protection of Mataram City regarding Violence against Children.

As the interview conducted by the researcher with the section head on the Protection of Violence Against Women and Children of Mataram city, the performance of the Department of Women's Empowerment and Child Protection of Mataram city in dealing with the case of violence against children in Mataram City, West Nusa Tenggara did not seem as the implementation of child delinquency in other communities or child institutions because they will see various aspects causing the occurrence of violence against children. This phenomenon was seen based on trust, seeing the condition of the children as victims of economic side, their relationship with the surrounding community, the harmony of the households, the family condition of the parents both wives and husbands who commit violence against children and so on. Therefore, the Department of Women's Empowerment and Child Protection of Mataram city believed that if there were children who were victims of violence, the parents would be responsible, and they would evaluate the development of childcare for victims of violence whether it was appropriate for the parents to accept or welcome them back again.

The constraints were usually experienced by the Department of

Women's Empowerment and Child Protection of Mataram City in solving violence against children as an undertaking to fulfill children's rights, namely:

1. Human resources did not have certification or specialized knowledge in handling children.
2. Human resources were not well trained in handling violence against children.
3. There was the lack of awareness toward child protection from the society.
4. The child protection system does not yet have policies.
5. There was less number of well-trained human resources.
6. There was the lack of experts (psychologists).

To overcome such constraints in relation to the handling of violence against children in the Department of Women's Empowerment and Child Protection of Mataram City, the Department of Women's Empowerment and Child Protection of Mataram City did the following ways as follows:

1. Continuous advocacy to decision makers regarding policies on women and child protection
Conducting socialization on the

community for the sake of knowledge and understanding.

2. Planning special training for human resources for the officers in charge in handling cases of violence against children.
3. Providing training for state civil apparatus (ASN) in dealing with victims of child abuse.
4. Conducting corporations with universities.
5. Employing of state civil apparatus (ASN) in the department of Women's Empowerment and Child Protection.

Thus, the Department of Women's Empowerment and Child Protection of Mataram city optimizes the network by accommodating employees of the State Civil Apparatus (ASN) and some groups for handling victims of child abuse. The groups were consisted of several institutions such as Child Protection Agency (LPA) coordinating in dealing with victims of violence against women and children. Hence, such forum of these institutions was expected to allocate according to their respective duties and functions. For example, the Department of Social Services conducts activities related to empowering assistance for women and children. The Department of Health does their own activity related to

medical services by collaborating with the Department of Women's Empowerment and Child Protection of Mataram City. One of them is to provide free medical treatment at public hospitals and health centers in Mataram City and also to supply free post mortem test for victims who experienced physical violence and sexual harassment.

This service can be utilized by the victims, and there must be an agreement about it by providing recommendation letter from the head of Service Coordination Forum. This applies for people experiencing physical violence/abuse and then coming to the regional public hospital or health centers of Mataram City. They should also be brave to tell that the patients they are taking are the victims of child abuse, and it should also be noticed that they can directly call a board dealing with such cases as a contact person. Furthermore, there will be a special note from the hospital, and they will contact the secretariat section to issue a letter of recommendation commonly known as relief letter (SKTM).

In addition, it will be submitted to the hospital as an attachment to claim to Bappedakessos. Thus, the conditions and requirements needed about the

issues are handled by the hospitals. If some issues are suddenly addressed by the members of Service Coordination Forum in assisting the victim, the secretariats is responsible to facilitates *case conferences* to obtain solutions. Furthermore, the Department of Women's Empowerment and Child Protection of Mataram city will monitor the victims regularly for both at home and those who have been sent to their family

Commonly, for other services from each Regional Working Units (SKPD), it can be then used in conducting an *Includ* in each department such as the Department of Social Services, Department of Manpower and Department of Industry and Trade. This activity will be held if there is training, so this can be a good opportunity which can be utilized by the child as the victims of violence. Thus, the victims accompanied need to be empowered to strengthen their family economy..

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