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Accountability of Riau province government in handling violence for women and children

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Abstract--The problem of violence against women and children has become a global problem at the national and international levels. Due to the increasing number of cases of violence against women and children, the government is required to improve services for victims of violence against women and children. To improve these services, the central government through the ministry of women's and children's protection issued the Minister of Women's and Children's Empowerment Regulation Number 4 of 2018 concerning the establishment of UPTD for the Protection of Women and Children in the regions. Gaps, including: lack of budget, coordination between stakeholders involved, infrastructure, and human resources involved, so that performance still requires improvement in facing challenges for future improvements. By using descriptive qualitative research, the researcher describes Accountability in handling victims of violence for women and children. In addition, it also describes some of the main obstacles faced by this institution, including budget problems, facilities, personnel, victim disclosure, and community support.

Keywords---*accountability, violence, woman and children.*

Introduction

Accountability is a requirement for the creation of good governance, democratic and trustworthy (good governance). Government institutions with public accountability mean that these institutions are always willing to take responsibility for all activities mandated by the people. Likewise, the community in exercising control has a great sense of responsibility for the common good. The community's responsibility to exercise control over government institutions is a form of community participation. This is very important to get our collective attention, because accountability itself is not only needed for the government but also for the community. Accountability for the community should be accompanied by the existence of equal facilities or access for the entire community to exercise control over the government.

The implementation of public services carried out by government officials in various service sectors, especially those concerning the fulfillment of civil rights and basic needs, is still felt to be not in accordance with the demands and expectations of the community. This is evidenced by the number of complaints or complaints from the public, regarding the procedures and service work mechanisms that are convoluted, non-transparent, less informative, less accommodating, less consistent, limited facilities, facilities and service infrastructure so that it does not guarantee certainty (law, time of day). and costs) and there are still many illegal levies and actions indicated by irregularities, collusion, corruption and nepotism (KKN), so that it can create an unfavorable image of the government.

One of the efforts to realize accountable services to service users, among others, has been the Decree of the Minister of PAN No. 26/KEP/M.PAN/6/2004 concerning technical guidelines for Transparency and Accountability in the Implementation of Public Services. The purpose of the stipulation of these technical guidelines is as a reference for all public service providers to improve the quality of public service accountability, while the purpose of the stipulation of technical guidelines is to provide clarity for all public service providers in carrying out public services so that they are of quality in accordance with the demands and expectations of the community. However, realizing the demand for increased accountability is not an easy matter for the regions.

Currently, one of the services needed by the community is the protection service for women and children who are victims of violence. The rise of cases of violence against women and children lately is a social and humanitarian problem that needs special attention. Everywhere now fall victims of acts of violence which generally come from among women and children so that special services are needed from the government for victims of these acts of violence. Violence against women and children is an act or act that can injure people both physically and psychologically, therefore violence against women and children is a violation of human rights that is not justified not only by legal norms, but also religious norms and cannot be justified in civilization. (social culture) humans.

Women and children are very vulnerable to various forms of violence, both in urban and rural areas. Violence against women and children, both sexual and non-sexual violence is more experienced by women and children in urban areas than in rural areas. Although the number of cases of violence against women and children cannot be ascertained with certainty, the data revealed are very worrying. This phenomenon is like an iceberg because this violence will only be known if the victim is willing to report the case of violence he experienced to government officials, either the nearest RT or RW level apparatus or to other official institutions. The increasing number of cases of violence against women and children is a global problem at the national and international level that needs serious attention and action by all parties. The government issued Law Number 23 of 2004 concerning the Elimination of Domestic Violence and Law Number 35 of 2014 concerning Amendments to Law Number 23 of 2002 concerning Child Protection. The instructions of the Minister of PPPA ask regional heads to actively take efforts to protect women and children.

The Riau provincial government initially formed a technical implementing unit called the integrated service center for the protection of women and children through Governor's regulation number 56 of 2017 concerning the establishment of a Technical Implementation Unit within the Office of Women's Empowerment and Child Protection. However, in 2018 the central government through the Ministry of Women's Empowerment and Child Protection of the Republic of Indonesia issued ministerial regulation number 4 of 2018 concerning guidelines for the formation of UPT for the protection of women and children in the regions. This policy was followed by the Riau provincial government with the issuance of the Riau Governor's regulation Number 85 of 2019 concerning the establishment of a Technical Implementation Unit within the Office of Women's Empowerment, Child Protection, Population Control and Family Planning in Riau province. Since its establishment in 2018, the UPT for the Protection of Women and Children has handled 443 cases of violence against women and children. In addition to receiving reports directly, the UPT for the Protection of Women and Children also received case referrals from regencies/cities throughout the province of Riau

Table 1.1 : Data on Violence against Women and Children in Riau Province

No.	Cases	Years			Total
		2018	2019	2020	
(1)	(2)	(3)	(4)	(5)	(6)
1	Domestic violence	49	43	31	123
2	Sexual Crime	74	59	39	172
3	Child Custody	27	32	19	78
4	Children in conflict with Law	3	2	0	5

5	Persecution	2	6	5	13
6	Missing children	2	6	1	9
7	Trafficking	1	1	0	2
8	Psychic Violence	6	0	0	6
9	Child Education Case	5	0	4	9
10	Physic Violence	3	0	0	3
11	Pure Criminal	5	2	0	7
12	Juvenile delinquency	5	6	3	14
13	Women's Discrimination	0	1	0	1
14	Bullying	0	1	1	0
15	Children's Rights	0	1	0	1
Jumlah		182	160	103	443

Source: Women's Empowerment Office Child Protection Agency Of Riau Province

From the table above, the total number of complaints to the UPT Office for the Protection of Women and Children in Riau Province has indeed shown a decline since the UPT PPA office was established, but this is not due to the decrease in acts of violence against women and children in Riau province, but because several districts / cities have formed UPT. Protection of Women and Children. This is in accordance with the Minister of Women's Empowerment Regulation number 4 of 2018 concerning the establishment of the UPTD for the Protection of Women and Children in the regions.

The handling of complaints from victims of violence received by the UPT for the Protection of Women and Children in Riau Province is received directly or by referrals from the district / city governments throughout the Riau province or other institutions in the region. Direct complaints can be made by telephone or come directly to the UPT Office for the Protection of Women and Children. The complaint process itself can be done by utilizing information technology in line with the current rapid development of technology.

The rate of violence is an iceberg phenomenon, because many women and children who are victims of violence do not dare (shame) and even think it is taboo to tell their experiences of violence and are sometimes slow to come to service institutions to ask for help. This reluctance and inability are mostly due to the growing stigma in society that women who are victims of violence are considered guilty, or do not have good morals and therefore deserve acts of violence as experienced.

Research methods

The method used in this study is a qualitative method with a descriptive approach, namely research that seeks to describe the object or subject under study in accordance with what it is, as well as explain the variables studied. In obtaining the necessary data and information, the authors use primary data, namely data obtained through observations and interviews, and secondary data, namely data obtained through data collection or processing of documentation studies such as references or regulations related to the accountability of the provincial government. Riau In Handling Violence for Women and Children.

According to Sugiyono, data collection techniques can be obtained through observation, interviews, documentation and triangulation (Imron, 2019). In this study, the data collection techniques used were interviews, observation and documentation. Then the data will be processed using descriptive analysis in accordance with the objective conditions encountered in the field which examines the accountability of the Riau Provincial Government in Handling Violence for Women and Children.

Results and Discussion

Accountability is used by the government to show the performance that has been done in order to obtain good recognition and assessment (Sadjiarto, 2000). Accountability according to Sheila Elwood has several types, namely legal accountability, process accountability, program accountability and policy accountability (Agitia, 2019).

Riau Province Government Accountability in Handling Violence for Women and Children

Legal Accountability

In analyzing the accountability of the Riau Province government related to the handling of acts of violence for women and children, this study uses one of the concepts, namely legal accountability. Legal accountability means that there is a guarantee of compliance with laws and other regulations used in handling acts of violence against women and children. The establishment of the UPT for the Protection of Women and Children based on the Minister of Women's Empowerment and Child Protection Regulation number 4 of 2018 concerning the establishment of the UPTD for the Protection of Women and Children in the regions.

Based on the PPPA Ministerial Regulation number 4 of 2018, the tasks of the UPT for the Protection of Women and Children are six, including: 1. Community advisors, 2. Case management, 3. Victim outreach, 4. Victim assistance, 5. Mediation, 6. Safe houses. The Ministry of Women's Empowerment and Child Protection encourages local governments to immediately establish an UPTD for the Protection of Women and Children no later than 2020, but due to several factors, there are still several regencies and cities in Riau province that have not yet formed an UPTD for the Protection of Women and Children. This is proof that

the Riau provincial government and districts/cities throughout Riau Province comply with and are committed to the implementation of the Minister of Women's Empowerment and Child Protection Regulation number 4 of 2018 concerning the establishment of UPTD for the Protection of Women and Children in the regions.

Service Accountability

The definition of public service according to Kepmen PAN Number 25 of 2004 is all service activities carried out by public service providers as an effort to fulfill the needs of service recipients, as well as in the context of implementing the provisions of laws and regulations. Meanwhile, the PAN Ministerial Decree No. 58/2002 categorizes three services from agencies. The grouping of these types of services is based on the characteristics and nature of the activities and service products produced, namely (1) administrative services, (2) goods services, (3) services. Based on some of the definitions above, it can be concluded that public services are all forms of services in the form of public goods and services which are the responsibility of the central government, regional governments and BUMN and BUMD as service providers in the context of meeting community needs and in the context of implementing laws and regulations.

Public service standards according to the Decree of the Minister of PAN Number 63/KEP/M.PAN/7/2003 at least include: a. service procedures; b. Completion time; c. Service fee; d. Service products; e. Facilities and infrastructure; f. Competence of service officers Excellent service is the service provided to customers (community). Minimum in accordance with service standards (fast, precise, accurate, cheap, friendly). The things that are attached to excellent service are: a. Hospitality b. Credibility c. Access d. Appearance of facilities e. Ability to provide services. According to Dadang Solihin (2007) Accountability consists of:

1. There is a match between implementation and standard implementation procedures.
2. There are sanctions set for errors or omissions in the implementation of activities.
3. There are measurable outputs and outcomes.

To provide services to victims of violence, the officers at the UPT PPA office consist of structural officials including one echelon III official filled by the head of the UPT, one head of the Administrative Sub-section, one Head of Complaints, one person for follow-up. In providing daily services, services to the community who come to report are served by a complaint service officer consisting of 3 counselors, 1 comedian, 1 investigator. Meanwhile, officers at the front office consist of 2 non-civil servants. For follow-up reports by experts such as counseling by psychologists, legal assistance by lawyers and religious assistance, UPT PPA Riau Province does not yet have it. For these services, UPT PPA collaborates with universities in Pekanbaru, legal aid offices and socio-religious institutions. UPT PPA Riau Province makes a Cooperation Agreement with the expert agency which is carried out at the beginning of the fiscal year.

Problems often occur at the beginning of the fiscal year, including due to the slow process of disbursing the budget to pay the honorarium of experts, while many complaints come in at the beginning of the year. In addition, the problem of the availability of infrastructure is also an obstacle when there are victims who report that they need a temporary shelter while the UPT PPA Riau Province does not yet have a halfway house in accordance with the regulation of the Minister of Women's Empowerment and Child Protection Number 4 of 2018. However, services for victims of violence are still carried out, with although with many limitations.

From the interviews conducted by the authors with the reporters, some of them said that there were still shortcomings in services, especially related to service facilities. The service room which is soundproof is only one room and is not equipped with air conditioning so that when there are several reporters, use a room that is not soundproof. In addition, the mediation room is still separate from the main office, the mediation room has been using the kitchen room which is also used as a temporary shelter. Reporters from regions also complained about the slow handling of victims for examination by psychologists, this happened because UPT PPA in the regions did not have psychologists, so if there was a request, they had to write to UPT PPA in Riau Province.

Conclusion

In handling victims of cases of violence against women and children, UPT PPA Riau Province still facing some obstacles. The main obstacles are related to financial problems and inadequate facilities. According to research informants as assistants at UPT PPA Riau Province, one of the unavailable facilities is a safe house facility as a temporary shelter for victims of violence in physical recovery and psychological trauma. The Riau provincial government has not provided shelter facilities, so what has been done so far, if there are victims, they are only entrusted to an orphanage or similar place owned by the Riau Province social service. Another obstacle is related to the limited number of assistants, psychologists, and advocates with civil servant status. So far, UPT PPA Riau Province cooperates with universities and legal aid institutions to handle examinations by psychologists and lawyers.

The limited number of personnel makes handling cases of violence at UPT PPA Riau Province with a very wide area not optimal. Apart from being limited in quantity, the quality of human resources for trained assistants still needs to be improved so that a lot of training for field assistants is needed. This constraint is then quite influential on the limited access of the public, especially women and children, to the legal information they should receive. Facilities, as well as the quantity and quality of personnel have a bad impact on a successful implementation of the policy. The many cases of violence against women and children that have occurred so far require serious attention from the government. So far, for public complaints, UPT PPA Riau Province has utilized the role of UPT PPA in districts/cities for the complaint process. However, the limitations of human resources and infrastructure in districts/cities are more severe than the UPT PPA in Riau Province. It takes a strong commitment from the respective regional heads to be able to pay attention to the services of victims of this violence

because to build the quality of service requires sufficient human resources and adequate infrastructure.

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