

# **IMPLEMENTATION OF THE REGULATION OF THE MINISTER OF PPPA NO. 6 OF 2015 CONCERNING THE ROLE OF THE OFFICE OF WOMEN'S EMPOWERMENT AND CHILD PROTECTION DURING THE COVID-19 PANDEMIC IN SAMARINDA CITY**

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## **Abstract**

To create a just society, the government develops programs that have been planned, one of which is to provide protection to women and children as the nation's next generation. During the COVID-19 pandemic, many cases occurred to women and children so that the role of the government was needed. 6 of 2015 concerning the Women's Empowerment and Child Protection System, and more violence in the role. This study uses a qualitative method with a descriptive approach. With resource persons who have the criteria. Using data collection techniques, namely observation, interviews, and documentation as well as data analysis techniques, namely data reduction, data presentation, and drawing conclusions. Based on the results of the study indicate that the implementation of the Minister of PPPA Regulation No. 6 of 2015 concerning the Role of the Office of Women's Empowerment and Child Protection during the COVID-19 Pandemic in Samarinda City has gone well with the existence of the Integrated Service Center for Women's Empowerment and Child Protection (P2TP2A) and has changed since 2019 into an Integrated Implementation Unit for Women's Protection Areas and Children (UPTD PPA) with the issuance of Regulation of the Minister of PPPA No. 4 of 2018. The implementation and role of the Office has been running smoothly through the P2TP2A institution to become UPTD PPA. Suggestions for research that can be done is to propose to the Regional Government to issue a budget for the construction of Safe Houses to provide services.

**Keywords:** *Implementation, Protection*

## **INTRODUCTION**

Regulation of the Minister of PPPA No. 6 of 2015 concerning the System for Women's Empowerment and Child Protection, that the State has an obligation to respect, protect and fulfill the human rights of every citizen, including women and children. Because women and children are seen as a group that must get serious attention from the government.

So the Office of Women's Empowerment and Child Protection (DP2PA) is a model for implementing policy implementation activities, coaching, monitoring, improving, implementing services in line with regional general policies and referring to national general policies and provincial policies.

The objectives are the realization of improving the quality and performance of Human Resources (HR) and apparatus discipline, the realization of increased participation and participation of the community, the realization of improving the welfare of people's lives, the realization of increased community empowerment and the standard of living of the people, the realization of institutional strengthening of the PKK, which accommodates the sub-district PKK activity program, the realization of protected children in Samarinda City by providing support in socializing Samarinda Towards a Child-friendly City, realizing children's rights in Samarinda City, realizing an increase in Gender Quantity towards gender equality and welfare inequality, the realization of improving the quality of life of women.

To deal with various problems of women and children, the Samarinda City Government established the Office of Women's Empowerment and Child Protection based on the Samarinda City Regulation Number 4 of 2016 with the aim of providing services for women and children and trying to contribute to the empowerment of women and children in order to create a sense of security. The Office of Women's Empowerment and Child Protection (DP2PA) is here with the intention of providing assistance in dealing with cases of violence against women and children in the community who need assistance in handling cases of violence experienced. The forms of handling assistance provided by DP2PA are as follows, such as being a Facilitator, Counselor, Mediator, and Advocate assistance for victims who need legal assistance. Based on the phenomenon which shows that the handling of violence against women and children has not shown a rapid progress because there are several inhibiting factors. However, over the past few months, COVID-19 has affected many aspects of life as a whole. During the COVID-19 pandemic, there were many cases related to women and children, the strategy and approach of the Ministry of PPPA in the emergency phase of the COVID-19 pandemic was carried out comprehensively. It is also integrated in coordination with related ministries and agencies and PPPA offices throughout Indonesia.

Since the COVID-19 Pandemic in 2019 until March 2021, cases of violence in Samarinda City handled by the Office of Women's Empowerment and Child Protection (DP2PA) were cases of physical violence, psychological violence, sexual violence, household neglect, and so on and the highest cases namely cases of sexual violence. Based on the literature above, there are still few who have studied the issues of women and children during the COVID-19 pandemic. For that I want to research on "Implementation of Regulation of the Minister of PPPA No. 6 of 2015 concerning the Role of the Office of

Women's Empowerment and Child Protection during the COVID-19 Pandemic in Samarinda City."

## **METHODS**

This research method uses a qualitative approach, a research procedure that produces descriptive data in the form of written or spoken words of people and observable behavior. With the target of the Head of Protection of Women's Rights and Special Protection for Children, Head of Special Protection for Children, Head of the Women's Protection Section, Head of Data on Violence against Women and Children and the PPA Task Force. The place and time of this research was carried out in February and March in 2021 and was carried out at the Department of Women's Empowerment and Child Protection, City Samarinda with the address at Jl. Milono No. 1 Lt. II, Samarinda District, Samarinda City, East Kalimantan Province.

Data collection techniques, data collection techniques are the most strategic steps in research, because the main purpose of research is to obtain data. Without knowing the data collection techniques, the researcher will not get data that meets the data standards set by various data collection techniques, namely observations in this study. Child Protection in Samarinda City and the observations made were not participatory, namely a researcher came to the location but was not involved in the activities carried out.

Furthermore, the authors conduct interviews. The interview method used is direct interviews with the informants, namely face-to-face interviews with: Head of the Head of the Department. Protection of Women's Rights and Special Protection for Children, Head of Special Protection for Children, Head of Women's Protection, Head of Data on Violence against Women and Children and the PPA Task Force and supported by interview guidelines that have been prepared related to the Implementation of Ministerial Regulation of PPPA No. 6 of 2015 concerning the Role of the Women's Empowerment Service and Child Protection during the COVID-19 pandemic in the city of Samarinda.

Next I do the documentation where the documentation carried out in this research is used as a supporting and complementary tool related to the research problem being carried out. Documentation carried out by researchers is in the form of written documents and documents in the form of photos with the help of documentation tools in the form of cameras. After the documentation, the authors triangulated in this study, the researchers used method triangulation and data source triangulation as the same data source in detail.

Data analysis techniques Data analysis in qualitative research is carried out before entering the field, and after finishing in the field. Data analysis is more focused during the

field process along with data collection. Paraphrasing is restating a concept in another way in the same language but does not change its meaning. And then the author performs data reduction in this study collecting data from various sources, including books that are relevant to information and events in the field.

While the data collection through interviews and observation. After that, data reduction was carried out since the researcher made a decision about the conceptual framework, case selection, compiled research questions, to the data verification process. At the time of data reduction, the researcher determined several subjects that best matched what was needed by the researcher so as to get an overview of the results.

## RESULTS AND DISCUSSION

### Results

Table 1.1 Research Results

No.	Research Indicator	Results
1.	<b>Fulfillment of Obligations Protection Women and Children</b>	From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA City of Samarinda and the PPA Task Force can be concluded that the implementation of Ministerial Regulation no. 6 of 2015 concerning the System for Women's Empowerment and Child Protection has succeeded with the existence of the Integrated Service Center for Women's Empowerment and Child Protection (P2TP2A). However, according to sources, the PPA Task Force did not go well because the Minister of PPPA Regulation No. 6 of 2015 underwent a change because it received a warning from the Regional Government and the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) not funded by the APBD but through grant funds. So that the Minister of PPPA Regulation No. 4 of 2018 concerning Guidelines

		for the Establishment of Regional Technical Implementation Units for the Protection of Women and Children (UPTD PPA).
2.	<b>Implementation Policy</b>	From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Satgas PPA that the implementation of the policy is carried out after preparing the agenda and ends when an evaluation of the policy is carried out to make new steps in implementing existing regulations.
3.	<b>Facilitator</b>	From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA as a facilitator carried out by the Office of Women's Empowerment and Child Protection are in accordance with the existing Standard Operating Procedures (SOP), namely by implementing the Regulation of the Minister of PPPA No. 6 of 2015 concerning the System for Women's Empowerment and Child Protection which provides services in the form of facilities through the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) which was later updated to become Minister of PPPA Regulation No. 4 of 2018 concerning Guidelines for Regional Technical Implementation Units for the Protection of Women and Children (UPTD PPA) which in

		<p>Samarinda City has been implemented since 2019 in the form of collaboration between urban villages and PKK mothers to socialize about Women's Empowerment and then for the Protection of Women and Children, the Office of Women Empowerment 'sand Child Protection (DP2PA) Samarinda City.</p>
4.	<b>Counselor</b>	<p>From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children at DP2PA Samarinda City and Mr. Task Force PPA have Professional Psychologists to handle victims of cases of violence both physical and psychological violence caused by trauma experienced by victims and it turns out that Psychologists who are Professionals have provided free counseling since in P2TP2A to become UPTD PPA where those who care about women and children, especially in Samarinda City.</p>
5.	<b>Guidance</b>	<p>From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. PPA Task Force that the guidance carried out started from the smallest level such as going down directly to educate the community by gathering the RT heads in each Kelurahan, PKK mothers and providing guidance to schools during student orientation. in the new school year, in conducting guidance it must be adjusted to the needs of the client or the victim</p>

		himself.
6.	<b>Counseling</b>	From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA that counseling can only be done by someone who is professional or an expert in their field because it involves a person's mentality to make recovery where prior to counseling an assessment action must take precedence.
7.	<b>Mediator and Mediation</b>	From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Satgas PPA that mediation must first ensure from every report that comes in and must take appropriate steps with the condition of each victim, where mediation is used to find the best solution to solve problems between the two parties to the conflict. However, for cases of violence against children, if a report is received, the report that has been made will be forwarded to the police and cannot be withdrawn.
8.	<b>Advocacy</b>	From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA it can be concluded that in solving cases, legal assistance is

		<p>needed as professional personnel in providing legal assistance to review and provide assistance to clients or victims of cases of violence until cases can be handled properly.</p>
9.	<b>Facilities</b>	<p>From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA can be concluded that, there is no Safe House which is owned by the Office of Women's Empowerment and Child Protection (DP2PA) and for the provision of Safe Houses it is still in collaboration with private parties or social institutions. Therefore, it is really necessary for the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City to have its own Safe House in order to serve it better. However, according to the PPA Task Force, facilities are really needed, but the quality of human resources must be prioritized because facilities are only supporting tools.</p>
10.	<b>Skills of Officers</b>	<p>From the results of interviews with 2 (two) resource persons, namely the Head of Staff. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA it can be concluded that the quality of Human Resources (HR) is not an inhibiting factor in providing services to the community but if there are elements who do not want to cooperate in handling cases then this can be a hindrance.</p>



<p><b>11.</b></p>	<p><b>Security Institutional</b></p>	<p>From the results of interviews with 2 (two) sources, namely the Head of the Department. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA can be concluded that, Security carried out by the Office of Women's Empowerment and Child Protection (DP2PA) Samarinda City is good by not providing information to outside parties regarding the condition of the client to maintain security if the perpetrator has not been caught by the police.</p>
<p><b>12.</b></p>	<p><b>Service Time</b></p>	<p>From the results of interviews with 2 (two) resource persons, namely the Head of Service. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA can be concluded that, time is indeed an obstacle in carrying out services this is due to the lack of adequate facilities such as the Protection Car which only one cannot reach the victim when a case occurs in the same time. However, the time of service carried out by the Task Force has no internal problems, but problems in the service process are caused by external parties, such as delays in investigation time and court proceedings.</p>
<p><b>13.</b></p>	<p><b>Community</b></p>	<p>From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA can be concluded that public awareness is very necessary because the problem of violence is a</p>

		shared problem. Because the community can be an obstacle in handling cases that occur to women and children, this is based on a lack of knowledge in the community, therefore it is necessary to convey accurate information to the community, namely conducting socialization and the Office of Women's Empowerment and Child Protection (DP2PA) Samarinda City has made socialization as a means of conveying information.
14.	<b>Responsiveness</b>	From the results of interviews with 2 (two) resource persons, namely the Head of the Division. Protection of Women's Rights and Special Protection of Children in DP2PA Samarinda City and Mr. Task Force PPA it can be concluded that, with the Simpeka Application and <i>Smart City 112</i> Service, the Office of Empowerment and Child Protection (DP2PA) of Samarinda City can respond well to complaints from the community and with the application Simpeka and Services <i>Smart City 112</i> can make it easier for the public to provide information without fear of being known by perpetrators.

## Discussion

### Implementation of PPPA Ministerial Regulation No. 6 of 2015 concerning the System for Women's Empowerment and Child Protection

#### Fulfillment of Obligations Protection of Women and Children

For the fulfillment of Women and Children Protection Obligations to implement PPA Ministerial Regulation No. 6 of 2015 to build a system of women's empowerment and child protection through the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) under the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City. However, since the issuance of Regulation of the Minister of

PPPA No. 4 of 2018 concerning Guidelines for the Establishment of Regional Technical Implementation Units for the Protection of Women and Children, the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) is no longer valid. This is based on criticism from the Regional Government that the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) because the source of funding for the institution comes from the Regional Revenue and Expenditure Budget (APBD) where the institution is an institution managed by the community or volunteers whose funding sources should be through grants not through the APBD. Then in 2019 based on this, the Regional Technical Implementation Unit for the Empowerment of Women and Children (UPTD PPA) was formed in the City of Samarinda where the institution is under the supervision of the Office of Women's Empowerment and Child Protection (DP2PA) of the City of Samarinda and the members in it are civil servants/ASN and resources The funds come from the APBD.

### **Policy Implementation**

Implementation is carried out after preparing the agenda and ends when an evaluation of the policy is carried out to make new steps in implementing existing regulations.

### **The role of the Office of Women's Empowerment and Child Protection in Samarinda City.**

#### **a. Facilitator**

As a facilitator the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City provides the best for the community with the existing Standard Operating Procedures (SOP), namely by implementing the Ministerial Regulation of PPPA No. 6 of 2015 concerning the System for Women's Empowerment and Child Protection which provides services in the form of facilities through the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) which was later updated to become Minister of PPPA Regulation No. 4 of 2018 concerning Guidelines for the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) which in Samarinda City has been implemented since 2019. As a facilitator, collaborate between the kelurahan and the PKK to disseminate information on Women's Empowerment and then for the Protection of Women and Children, the Women's Empowerment Office and Child Protection (DP2PA) Samarinda City before and after the COVID-19 Pandemic still provided the same facilities, namely providing facilities in the form of a Protection Car to pick up victims and a Safe House intended for victims in need.

In addition, the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City also continues to provide Guidance and Counseling Services carried out by Psychologists and provides legal assistance (Banhum) to victims who need assistance up to the Court level. Where this activity has been carried out since the COVID-19 Pandemic has been carried out online, but for activities that cannot be done online, it will still be carried out directly by implementing the Health Protocol.

#### **b. Counselor**

Counseling is a job that is directly related to individuals who are diverse in personal, social and life backgrounds. Where the counselor is someone who provides counseling to the counselee or client. As a counselor, the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City has Professional Psychologists to handle victims of cases of violence, both physical and psychological violence caused by trauma experienced by victims and it turns out that Psychologists who are professional staff have provided free counseling since P2TP2A to become UPTD PPA where people who care about women and children, especially in the city of Samarinda.

#### **c. Guidance**

Guidance is one of the fields and programs aimed at assisting and optimizing development. According to Tolbert, guidance is an entire program or all activities and services in an institution that is directed at helping individuals so that they can develop and implement plans and make adjustments in all aspects of daily life. The guidance carried out by the Office of Women's Empowerment and Child Protection (DP2PA) of the City of Samarinda starts from the smallest level such as going directly to educating the community by collecting RT heads in each Kelurahan, PKK women and providing guidance to schools during student orientation in the academic year new. Where it is currently a pandemic, the guidance carried out starts from telling about the prevention of COVID-19 by complying with the 4 M as a health protocol.

#### **d. Counseling**

For Counseling Office of Women's Empowerment and Child Protection (DP2PA) Samarinda has a psychologist who performed in UPTD PPA where counseling can only be done by someone who is professional or skilled in the art because it involves mental to perform recovery operations where prior to the counseling must take precedence over action *assessment* in advance to find out what is needed by the client, whether this client is a victim of violence as evidenced by a post- *mortem*, then guidance and counseling for

recovery is carried out and a psychologist or task force can accompany the victim to court if the resolution of the problem must reach this stage.

#### **e. Mediation and Mediator**

Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City has always been a mediator to mediate to parties experiencing conflict. Mediation is carried out so that victims of acts of violence get assistance and mediation to resolve problems on both sides and can take further decisions. In mediating the Office of Women's Empowerment and Child Protection (DP2PA) Samarinda City as a mediator must cooperate with the Police for further action if the victim wishes to make a report, but usually if mediation is carried out the cases that occur do not reach the realm of law but for cases of violence against children can proceed to the legal realm to resolve it and cooperate with the hospital if a post-mortem is required to determine the condition of the victim and become evidence in court.

#### **f. Advocacy**

Department of Women's Empowerment and Child Protection (DP2PA) Samarinda City can carry out its role. As an advocate, of course, he has a role to provide legal assistance to clients or victims such as making reports, investigations, examinations to the police and courts, accompanied by advocates from the advocacy team of the Office of Women's Empowerment and Child Protection until the case is completed. As an advocate in carrying out this advocacy, he also needs assistance from several parties or involves and coordinates with other agencies in order to smooth the problems of violence faced by victims of violence against women and children.

To provide legal assistance, it must be adjusted to the condition of the client or victim, for cases of domestic violence, it can be decided according to the wishes of the victim, but for cases of violence against children, it can be followed up. As an Advocacy, the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City provides assistance starting from Reporting, Investigation, Examination to the police and courts where this advocacy is used to expedite the process of handling cases to completion.

### **Inhibiting Factors in Handling Cases of Women and Children**

#### **1) Quality of Service**

Quality of service is considered as a reference to see the good or bad services provided by the Office of Women's Empowerment and Child Protection in Samarinda City in handling cases of women and children. According to (Mulyadi, 2018) the benchmark

used in assessing service quality is not only one but several factors, namely facilities, officer skills, security, service time, community.

**a. Facilities**

Adequate facility support will assist the institution or agency in serving the community well. However, the lack of facilities such as inadequate operational vehicles is one of the inhibiting factors in carrying out tasks in the field so that there are still many areas that are difficult to reach which should be a special concern for the government so that services can reach all levels of society.

There is no Safe House which is owned by the Office of Women's Empowerment and Child Protection (DP2PA) and for the provision of Safe Houses itself, it is still in collaboration with the private sector or social institutions, therefore it is necessary that the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City has a Safe House. themselves so that they can serve better, provide better security and protection and provide supporting facilities for Safe Houses and can maintain the privacy of victims of violence against women and children. And additional protection cars are needed to be able to handle victims if several cases occur in a day.

**b. The Skills of Officers/Human Resources Human**

Resources (HR) at the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City are adequate, where the quality of officers is an important indicator in providing services for handling cases of violence against women and children in the City of Samarinda . Where increasing the skills of officers is needed to improve the quality of service. That the quality of Human Resources (HR) is not an inhibiting factor in providing services to the community, but if there are elements who do not want to cooperate in handling cases, this can be an obstacle, especially when the investigation process is carried out, therefore the client or victim must get legal assistance that does work in a professional manner.

**c. Institutional Security Institutional**

Security is still not optimal, causing victims and their families to not trust. This is because institutions consist of decision making, participation and voice at various levels but can be a barrier when they cannot maintain privacy. If the security of the institution is not optimal, it will cause the public to not trust the institution. However, as far as the author conducted interviews at the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City, the security of the institution is good and is not a problem in

the service process by not providing information to outside parties regarding the condition of the client to maintain security if the perpetrator has not been caught by the party. police. However, as a government institution, it should have its own safe house because this is the key to the services provided to the community.

#### **d. Time of Service**

It is difficult to adjust the time between the companion and the victim, related to the number of activities undertaken, where this is caused by the family and perpetrators who do not support it will complicate the mentoring process and this makes it difficult to reach the victim, because of the development time experienced by the victim to To be able to recover must get support from family and the surrounding environment.

#### **e. Community**

The active role of the community is needed to support the services carried out by the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City. However, there is still a lack of knowledge and public awareness of the cases of women and children resulting in an increase in the number of victims. This of course hampers the service process carried out. Then the existence of a community that is not *cooperative* when handling cases is also a separate obstacle. The community can be an obstacle in handling cases that occur to women and children, this is based on a lack of knowledge in the community, therefore it is necessary to convey accurate information to the community, namely conducting socialization and the Office of Women's Empowerment and Child Protection (DP2PA) Samarinda City has made socialization a means of conveying information. Then public awareness and concern for women and children must also be increased in order to reduce the number of cases. The efforts they make by optimizing the complaint service through *Smart City* and the *Simpeka* Application can be used by the community to complain or provide information in the event of violence in the surrounding environment. Then with the establishment of Community-Based Integrated Child Protection (PATBM) as well as a forum for the community to be more sensitive and concerned about children as the nation's future generation.

### **2) Responsiveness**

With the *Simpeka* Application and *Smart City* 112 Service, the Samarinda City Child Empowerment and Protection Service (DP2PA) can respond well to complaints from the community and with the *Simpeka* Application and *Smart City* 112 Service it can make it easier for the public to provide information without fear of being known by perpetrators

and their identities. information providers can be safe.

## CONCLUSION

From the results of the study it can be concluded that the role of the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City is to provide the best for the community in accordance with the existing Standard Operating Procedures (SOP), namely by implementing the Ministerial Regulation of PPPA No. 6 of 2015 concerning the Women's Empowerment and Child Protection System which provides services in the form of facilities through the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) which was later updated to become PPPA Ministerial Regulation No. 4 of 2018 concerning Guidelines for the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) which in Samarinda City has been implemented since 2019. As a facilitator, the Kelurahan and Ms.

PKK collaborate to socialize about Women's Empowerment and then for the Protection of Women and Children, the Women's Empowerment Office and Child Protection (DP2PA) Samarinda City before and after the COVID-19 pandemic still provides the same facilities, namely providing facilities in the form of a Protection Car to pick up victims and a Safe House for victims in need. In addition, the Office of Women's Empowerment and Child Protection (DP2PA) of Samarinda City also continues to provide Guidance and Counseling Services carried out by Psychologists and provides legal assistance (Banhum) to victims who need assistance up to the Court level. Service quality is considered as a reference to see the good or bad services provided by the Office of Women's Empowerment and Child Protection in the City of Samarinda in handling cases of women and children. And responsiveness with the Simpeka Application and Smart City 112 Service, the Samarinda City Child Empowerment and Protection Service (DP2PA) can respond well to complaints from the public and with the Simpeka Application and Smart City 112 Service it can make it easier for the public to provide information without fear of being known by perpetrators and the identity of the information giver can be secure.

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