

The Role of the Agency of Women's Empowerment, Child Protection, and Family Planning West Java Province in Reducing Violence Against Women

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ABSTRACT

Violence against women in West Java Province continues to increase, placing this region as the province with the highest number of cases nationally, so an analysis of the effectiveness of government efforts in addressing it is necessary. This study aims to identify and explain the role of the Women's Empowerment, Child Protection, and Family Planning Agency West Jawa Province (DP3AKB) in reducing violence against women through an organizational perspective. The study used qualitative methods with analysis of research documents, SIMFONI-PPA statistical data, and documented structured interviews. The results show that victim protection services, regulatory strengthening, and women's economic empowerment programs such as Sekoper Cinta and WJWE Caang contribute to increasing women's capacity and reducing vulnerability to violence, although their effectiveness is still hampered by limited human resources, disparities in services between regions, and high economic dependence of victims. The study concludes that DP3AKB plays a significant role in efforts to reduce violence, but requires institutional strengthening and multi-sectoral collaboration for more optimal interventions.

Keywords: empowerment; organizational role; violence against women;

Introduction

Violence against women remains one of the most pressing social issues in West Java, as reflected in the SIMFONI-PPA statistical reports that place the province consistently at the highest level of reported cases in Indonesia. In 2024, a total of 2,927 cases were recorded, increasing to 3,415 in 2025, with the majority occurring in domestic settings, indicating that women face the greatest risks within their private and familial environments. A significant proportion of victims are adolescents and children, suggesting not only the pervasive nature of gender-based violence but also its growing severity among younger populations.

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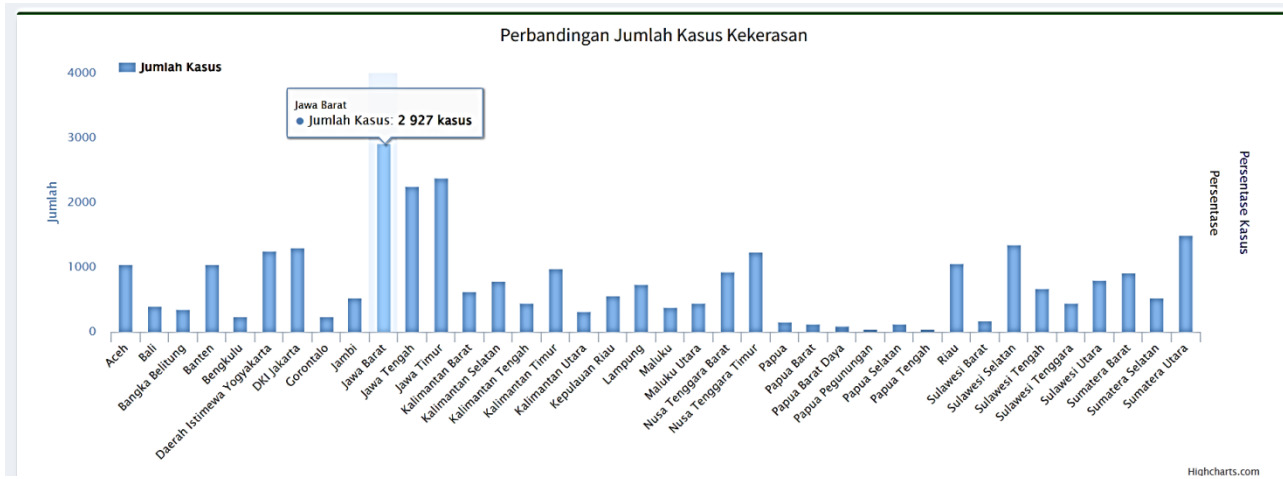
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Source: <https://kekerasan.kemenpppa.go.id/ringkasan>

Figure 1. Comparison of the Number of Violence Cases in 2024

Existing literature positions violence against women as a multidimensional phenomenon influenced by structural gender inequality, patriarchal cultural norms, and economic dependency that restricts women’s ability to leave abusive relationships. Recent studies employing the human security framework further emphasize that women’s safety is shaped by both personal and economic security, highlighting the need for integrated interventions that combine protection mechanisms with empowerment strategies. This body of scholarship indicates that addressing violence requires not only legal and institutional responses but also socio-economic approaches that strengthen women’s autonomy.

Despite various policy initiatives at the provincial and national levels, the persistent rise in reported cases raises concerns regarding the effectiveness of local government interventions, particularly those administered by the Women’s Empowerment, Child Protection, and Family Planning Agency West Java Province (DP3AKB). This problem underscores the need to examine how existing protection services, empowerment programs, and regulatory instruments are implemented and to what extent they contribute to reducing violence. This article draws upon a qualitative approach through document analysis, statistical review, and examination of previously documented institutional interviews to explore the mechanisms adopted by DP3AKB in addressing violence against women. The purpose of this article is to evaluate the institution’s role, assess the effectiveness of its interventions, and identify structural and operational challenges that hinder optimal outcomes in violence reduction.

Research Methods

This study employed a qualitative descriptive design to analyze the implementation of government programs using existing documented evidence, following the principles of qualitative inquiry outlined by Creswell (2014). The units of analysis were the institutional roles, programs, and service mechanisms of the Women's Empowerment, Child Protection, and Family Planning Agency West Java Province rather than individual actors in line with the organizational analysis framework of Katz and Kahn (1978). Data were drawn primarily from (1) SIMFONI-PPA statistical records for the period 2020–2024 and (2) a comprehensive provincial research report on women's empowerment in West Java produced by DP3AKB during the same period, complemented by relevant West Java provincial regulations. A Directed Content Analysis approach was applied, using pre-determined coding categories based on the institutional roles, program structures, and service mechanisms of DP3AKB. To enhance credibility, data-source triangulation was conducted by systematically comparing SIMFONI-PPA statistics with written research reports and regulatory documents.

Data collection was carried out entirely through document analysis, a method recommended in naturalistic inquiry for its ability to capture contextual depth without requiring field intervention (Lincoln & Guba, 1985). The analysis followed three systematic steps. First, all documents were organized based on thematic relevance. Second, the content was coded into predetermined analytical categories protection services, empowerment initiatives, institutional functions, and operational challenges using coding procedures aligned with the qualitative paradigms outlined by Guba and Lincoln (1994). Third, the coded data were interpreted to answer the research objectives through inductive reasoning. Triangulation was performed by comparing statistical data, program documentation, and interview records to enhance consistency and strengthen the credibility of findings, adhering to trustworthiness criteria suggested by Lincoln and Guba (1985).

No experimental procedures or statistical hypothesis testing were employed, in accordance with the exploratory and descriptive nature of the study; therefore, no formulas are presented. Analytical rigor was maintained through the application of consistent coding rules and transparent interpretation criteria, ensuring confirmability and replicability of the methodological process. All materials used were obtained from publicly accessible data sources and referenced institutional documents, making the study fully reproducible.

Results and Discussion

Assessing the efficacy of the Women's Empowerment, Child Protection, and Family Planning Agency West Java Province (DP3AKB) in mitigating violence against women is most useful when the analytical lens is applied directly to what happens in practice. Using Parsons' AGIL framework, DP3AKB's adaptation (A) appears constrained by limited resources and uneven service coverage, which restrict the availability of shelters, psychological services, and outreach programs at the district level. In terms of goal attainment (G), although DP3AKB has formal mandates to prevent and respond to violence against women, fragmented implementation and inconsistent evaluation mechanisms weaken the achievement of these goals. Integration (I) is also a critical challenge: low cross-sector collaboration with health, social, and law-enforcement agencies means that only a small proportion of survivors receive comprehensive legal, medical, and psychological rehabilitation. Finally, latent pattern maintenance (L) the effort to build and sustain values that reject gender-based violence—remains limited, as public awareness campaigns have not yet significantly altered community attitudes or reporting behavior. These institutional dynamics intersect with role expectations within DP3AKB: unclear division of responsibilities, overlapping mandates, and role conflict between administrative and service-delivery functions reduce role performance and ultimately organizational effectiveness. When viewed alongside gender and human-security perspectives, these constraints show that institutional protection and empowerment mechanisms are still insufficient to systematically reduce women's vulnerability to violence.

Findings from this study demonstrate that the persistently high incidence of violence against women in West Java is driven by systemic and recurring factors, consistent with prior national and international research on gender-based violence (Dobash et al., 1992; Hidayat, 2020; Komnas Perempuan, 2021). Data drawn from the 2025 Research Report and the national SIMFONI-PPA system show that domestic violence remains the most prevalent form of abuse, followed by sexual violence, mirroring national trends reported by the Ministry of Women's Empowerment and Child Protection (KemenPPPA, 2023, 2024). In 2024, more than 3,600 victims accessed complaint services, yet only a small proportion received comprehensive follow-up support such as legal assistance, psychological rehabilitation, or reintegration services. Similar gaps between reporting and follow-up have been documented in other Indonesian regions, typically linked to insufficient institutional capacity, uneven service quality, and disparities in local government commitment (Pasalbessy, 2010; Saraswati, 2009).

This discrepancy directly illustrates Role Theory's contention that unclear expectations and excessive or conflicting role demands undermine organizational performance (Katz & Kahn, 1978).

While DP3AKB has successfully expanded initial access to reporting mechanisms—reflecting partial success in Parsons’ dimensions of adaptation and goal attainment—the institution struggles to ensure continuity and comprehensiveness of services due to structural resource constraints, uneven local implementation, and lack of integrated cross-sector collaboration. These limitations demonstrate a performance gap between expected and enacted organizational roles, underscoring how role ambiguity, role overload, and insufficient interagency coordination diminish DP3AKB’s ability to deliver consistent and equitable protection services across the province.

Clarity of Mandate

Clarity of mandate refers to the extent to which an organization’s roles, responsibilities, and expectations are explicitly defined, consistently communicated, and operationally translated into implementable actions. In the context of the Women’s Empowerment, Child Protection, and Family Planning Agency West Java Province (DP3AKB), the mandate is formally grounded in a strong legal and policy framework, including national legislation, provincial regulations, and the Strategic Plan (Renstra). This framework establishes DP3AKB’s authority in providing protection services, coordinating multi-sectoral responses, implementing empowerment initiatives, and strengthening prevention systems.

Tabel 1.

Gender Development Index (GDI) by Regency/Municipality (Life Expectancy / Results of LF SP2020) in 2024

No	Region (Regency/Municipality)	GDI	No	Region (Regency/Municipality)	GDI
1	West Java Province	91.04	15	Purwakarta	87.96
2	Bogor	90.98	16	Karawang	91.10
3	Sukabumi	89.38	17	Bekasi	90.18
4	Cianjur	86.92	18	West Bandung	91.01
5	Bandung	95.10	19	Pangandaran	91.22
6	Garut	84.24	20	Bogor City	93.20
7	Tasikmalaya	87.64	21	Sukabumi City	93.24
8	Ciamis	88.29	22	Bandung City	95.04
9	Kuningan	88.00	23	Cirebon City	95.59
10	Cirebon	85.43	24	Bekasi City	90.28
11	Majalengka	87.98	25	Depok City	95.26
12	Sumedang	96.22	26	Cimahi City	92.78
13	Indramayu	89.76	27	Tasikmalaya City	92.98
14	Subang	92.11	28	Banjar City	88.93

Source: <https://JawaBarat.bps.go.id/id/>

The variation in the Gender Development Index (GDI) across regencies and municipalities in West Java reveals important implications for the clarity of DP3AKB’s mandate. Although the

province possesses a strong legal and strategic framework for gender equality, the disparities between high-GDI regions such as Sumedang, Bandung, and Depok City and low-GDI regions like Garut, Cirebon Regency, and Cianjur indicate that the mandate is not uniformly understood or operationalized at the implementation level (BPS Jawa Barat, 2024). According to Role Theory, a mandate is considered clear only when expectations are consistently defined and transmitted across organizational levels (Katz & Kahn, 1978). The uneven distribution of GDI values therefore suggests the presence of role ambiguity, in which frontline institutions and local governments differ in their interpretation and execution of gender equality responsibilities—an issue commonly linked to structural inequality (Bonilla-Silva, 1997) and uneven human development capacities (Alkire, 2002).

In low-GDI regions, structural constraints—including limited human resources, inadequate facilities, weak digital infrastructure, and geographical isolation—significantly undermine the translation of policy into practice. Although DP3AKB's mandate is normatively explicit through provincial regulations and national directives, its realization becomes challenging in areas with minimal institutional capacity. This gap between expected and executable roles aligns with Katz and Kahn's (1978) concept of role ambiguity, where actors lack adequate guidance or sufficient capability to perform mandated functions. Consequently, gender development outcomes stagnate, not because policies are absent but because mandate clarity does not translate into actionable and context-responsive implementation—an issue reflected widely in gender-based violence research in Indonesia (Hidayat, 2020, 2021; Saraswati, 2009).

Conversely, higher-GDI regions demonstrate stronger internalization of the mandate, supported by better resources, trained personnel, and more effective coordination mechanisms. This reinforces the principle that mandate clarity interacts with institutional capacity to produce meaningful development outcomes, consistent with human development and human security perspectives (UNDP, 1994; Kabeer, 2014). In these regions, clearer guidelines and stronger institutional structures enable DP3AKB to perform its role more effectively. As such, GDI becomes not only a measure of gender equality but also an indicator of how effectively the DP3AKB mandate is communicated, interpreted, and operationalized across diverse local contexts. Strengthening mandate clarity through detailed Standard Operating Procedures (SOPs), targeted capacity-building, and equitable resource distribution is therefore essential for reducing regional disparities and improving institutional performance (KemenPPPA, 2023).

Despite the formal coherence of DP3AKB's mandate, its practical realization varies significantly across administrative levels. The absence of detailed SOPs and inconsistent

dissemination of technical guidelines creates differentiated interpretations of responsibilities at the operational level. Local units—especially at district and subdistrict levels—face challenges in determining service priorities, operational boundaries, and referral procedures. This yields what Role Theory identifies as role ambiguity: frontline staff operate without adequate clarity regarding expected tasks, competencies, and measurable indicators of success (Katz & Kahn, 1978; Luthans, 2011).

Geographical disparities further intensify this problem. Remote districts lacking essential infrastructure such as shelters, transportation for case management, and standardized counseling spaces encounter considerable difficulty in fulfilling mandated functions. Limited digital literacy and unstable internet connectivity hinder the use of centralized reporting systems like SIMFONI-PPA, reducing the consistency of data collection and service documentation (KemenPPPA, 2024). Consequently, despite strong normative legitimacy, DP3AKB's mandate becomes fragmented when implemented within heterogeneous local environments, reflecting the broader challenges of uneven governance capacity noted in human development literature (Sachs, 2015).

For a mandate to be effective, it must not only be legally articulated but also operationally executable. The findings underscore that strengthening mandate clarity requires translating regulatory provisions into precise technical guidelines, ensuring uniform training across regions, and building clear and functional referral mechanisms. Without these measures, the persistent gap between formal expectations and field realities will continue to hinder DP3AKB's organizational effectiveness. These conclusions align with organizational behavior theory, which emphasizes the necessity of clear role expectations and adequate resources to support performance (Luthans, 2011; Mintzberg, 1990).

Role Conflict

Role conflict arises when an organization or its personnel face incompatible demands, excessive workload, or overlapping expectations from multiple stakeholders. In DP3AKB, role conflict emerges as a structural and operational challenge that significantly affects service quality and institutional coherence. One prominent source of conflict is the multiplicity of functions assigned to the department. DP3AKB is expected to simultaneously perform crisis response, psychosocial support, legal facilitation, program management, data reporting, empowerment activities, and coordination with police, hospitals, schools, and community organizations. These diverse functions require different expertise and resources, yet they often fall upon a limited number of staff. Social workers, for example, may handle more than twenty active cases at a time while also being tasked with administrative duties and community outreach. This overlap between reactive case handling and

proactive empowerment initiatives produces what Role Theory describes as *inter-role conflict* and *role overload*.

Tabel 2.
Gender Inequality Index (GII) and Human Development Index (HDI) by Regency/City,
West Java Province, 2024

No	Region	GII	HDI Male	HDI Female	No	Region	GII	HDI Male	HDI Female
1	West Java Province	0.450	77.49	69.01	15	Purwakarta	0.488	77.06	69.76
2	Bogor	0.547	75.68	67.13	16	Karawang	0.485	77.62	69.76
3	Sukabumi	0.533	72.10	64.78	17	Bekasi	0.477	79.20	70.78
4	Cianjur	0.559	70.79	63.01	18	West Bandung	0.520	74.63	59.98
5	Bandung	0.438	77.33	69.94	19	Pangandaran	0.415	71.85	62.75
6	Garut	0.591	72.27	64.12	20	Bogor City	0.366	79.48	73.06
7	Tasikmalaya	0.515	75.34	66.91	21	Sukabumi City	0.386	77.28	70.97
8	Ciamis	0.481	75.08	67.47	22	Bandung City	0.302	83.61	76.86
9	Kuningan	0.457	75.52	67.28	23	Cirebon City	0.373	78.63	71.75
10	Cirebon	0.556	73.14	65.30	24	Bekasi City	0.385	83.68	75.97
11	Majalengka	0.492	75.82	68.21	25	Depok City	0.312	83.59	77.47
12	Sumedang	0.458	78.24	71.07	26	Cimahi City	0.350	78.54	72.63
13	Indramayu	0.498	74.02	65.98	27	Tasikmalaya City	0.398	77.33	70.86
14	Subang	0.488	77.04	69.76	28	Banjar City	0.429	73.09	65.85

Source: <https://JawaBarat.bps.go.id/id/>

The combined GII–HDI table highlights substantial disparities in gender inequality and human development across regencies and municipalities in West Java, revealing structural and organizational conditions that contribute to role conflict within DP3AKB. Regions with high GII values—such as Garut (0.591), Cianjur (0.559), and Cirebon Regency (0.556) also display comparatively lower female HDI scores, indicating persistent gender gaps embedded within broader socio-economic inequalities. These disparities shape the pressures placed on DP3AKB, generating contradictory demands between rapid-response protection duties and long-term gender development objectives. According to Role Theory, conflicting expectations across institutional levels and time horizons constitute a classic form of inter-role conflict, where organizations must simultaneously respond to immediate crises and pursue development mandates that require sustained commitment and resources (Katz & Kahn, 1978; Parsons, 1951). Gender-related structural vulnerabilities, as emphasized by Kabeer (2014) and Dobash and Dobash (1992), further magnify these tensions by intensifying the demand for ongoing protection and empowerment interventions.

Role conflict becomes especially pronounced in regions where gender inequality is high but institutional capacity is low. For instance, Garut and Cianjur—both exhibiting high GII values and among the lowest female HDI scores—illustrate environments where local DP3AKB offices face excessive caseloads, limited professional personnel, insufficient shelter facilities, and weak inter-sectoral coordination mechanisms. As Katz and Kahn (2015) describe, role conflict increases when role senders—including provincial authorities, national agencies, and community stakeholders—impose expectations that exceed the implementer’s available capacity. In these contexts, DP3AKB must navigate the dual burden of responding to a high volume of violence cases while also executing empowerment programs intended to reduce long-term vulnerability, each requiring distinct competencies and resource configurations. This parallel demand structure reflects what conflict theorists identify as systemic contradictions in organizational environments where institutional expectations and material capacities are misaligned (Collins, 1975; Coser, 1956).

By contrast, cities such as Bandung, Depok, Bekasi, and Cimahi display lower GII values and higher female HDI scores, signaling more favorable gender development environments that reduce the structural pressures contributing to role conflict. In these areas, DP3AKB can prioritize roles more coherently due to stronger political support, greater human capital, and more functional cross-sector collaboration. Reduced gender disparities translate into fewer contradictory demands, allowing personnel to perform their roles without the overload that characterizes lower-HDI regions. This contrast demonstrates that role conflict within DP3AKB is not evenly distributed across the province but is structurally patterned, emerging most acutely in areas where institutional capacity lags behind gender-related vulnerabilities (Alkire, 2002; UNDP, 1994).

Inter-agency dynamics further exacerbate role conflict. Partner institutions such as police units, health departments, and educational services operate under distinct mandates and procedural standards, often generating inconsistent or incompatible expectations for DP3AKB. For example, while police prioritize evidentiary procedures, health institutions emphasize medical documentation, and DP3AKB is expected to deliver psychosocial support—yet these processes are rarely harmonized. Without a unified coordination framework, DP3AKB becomes the “connector” of fragmented systems, placing additional operational strain on its personnel and accentuating role overload. Structural resource limitations deepen this conflict: districts lacking psychologists, shelters, transportation, and digital reporting systems are pressured to meet performance expectations equal to better-resourced regions, creating internal stress, demotivation, and burnout among staff (Luthans, 2011).

Ultimately, role conflict within DP3AKB is not merely a human resource problem but a systemic organizational challenge requiring structural intervention. Reducing conflict necessitates clearer role specialization, formalized inter-agency agreements, and proportional workload distribution that reflect the institutional realities of each region. Without addressing these structural contradictions, DP3AKB will continue to face persistent misalignments between expectations and capacity, undermining its ability to meet its mandated responsibilities effectively (Katz & Kahn, 1978; Parsons, 1951).

Performance of Role

Performance of role refers to the extent to which an organization is able to enact its expected functions, deliver mandated services, and achieve the outcomes envisioned within its institutional framework (Katz & Kahn, 1978; Luthans, 2011). In the case of DP3AKB, role performance can be evaluated through both quantitative indicators—such as the number of cases received—and the qualitative depth of protection and empowerment services provided. Administrative records show that DP3AKB has significantly expanded access to reporting mechanisms, with more than 3,600 complaints documented in a single year, demonstrating a functioning awareness and referral system capable of serving as the initial entry point for victims (KemenPPPA, 2023). However, this strong front-end performance weakens during follow-up stages, where only a small portion of victims receive comprehensive assistance such as legal aid, psychological rehabilitation, or reintegration services. This discrepancy reflects a gap between formal role expectations and enacted outcomes, consistent with Role Theory's concept of role underperformance (Katz & Kahn, 1978).

Several factors contribute to this performance gap. Structural constraints—including limited numbers of trained personnel, uneven distribution of psychologists, and disparities in service infrastructure across districts—directly affect the continuity and quality of victim support. High caseloads among social workers also reduce the capacity for trauma-informed and survivor-centered case management, a finding consistent with global literature on gender-based violence service delivery (Dobash et al., 1992; Hidayat, 2020). Weak multisector coordination further undermines service continuity, as fragmented interactions between police, health services, and community organizations often delay case handling and increase the risk of revictimization. These systemic issues reflect what Reardon and Hans (2018) identify as structural barriers to gender-responsive human security, wherein institutional limitations hinder comprehensive protection.

From Parsons' AGIL framework, these deficiencies signal challenges across all four functional domains of organizational performance (Parsons, 1951). In terms of Adaptation (A), DP3AKB

struggles to align its resources with increasing service demands, particularly in districts lacking specialized personnel or adequate facilities. For Goal Attainment (G), the limited provision of comprehensive services constrains the achievement of long-term violence reduction and survivor recovery. Integration (I) challenges manifest in weak coordination across agencies, causing inconsistent service pathways. Meanwhile, Latency (L)—the maintenance of professional capacity and organizational culture—remains underdeveloped due to uneven training and limited supervision, preventing sustained improvements in service quality.

Despite these constraints, some aspects of DP3AKB's role performance demonstrate notable strengths. Empowerment programs such as Sekoper Cinta and WJWE Caang have enhanced women's agency, economic resilience, and self-confidence, aligning with human security principles that emphasize both personal and economic empowerment (UNDP, 1994; Kabeer, 2014). However, their limited scale, variations in facilitation quality, and insufficient long-term monitoring restrict their overall provincial impact. As Kabeer (2014) notes, economic empowerment requires sustained institutional support to produce structural change in women's lives.

To strengthen role performance, DP3AKB must invest in expanding human resources, improving infrastructure, and institutionalizing monitoring and evaluation systems that use outcome-based indicators rather than relying on output-focused metrics such as the number of reports handled. Such indicators—including survivor reintegration, reductions in repeat victimization, and improvements in long-term economic security—align with international best practices for gender-responsive human development (UN Women, 2021; UNDP, 2022). Without these enhancements, the gap between formal expectations and enacted performance will persist, limiting the institution's ability to fulfill its mandate effectively.

Tabel 3. Combined Table: Three Pillars of Women's Empowerment in West Java Province

No	Region	Political Representation (%)	Professional Women (%)	Economic Contribution (%)
1	West Java Province	22.69	45.79	45.79
2	Bogor	9.09	45.41	45.41
3	Sukabumi	10.00	29.23	29.23
4	Cianjur	12.00	21.17	21.17
5	Bandung	12.00	36.68	36.68
6	Garut	24.00	36.18	45.92
7	Tasikmalaya	14.00	37.54	37.54
8	Ciamis	12.00	37.44	37.44
9	Kuningan	10.00	31.94	31.94
10	Cirebon	18.00	31.92	31.92
11	Majalengka	16.00	31.64	31.64
12	Sumedang	20.00	36.01	36.01
13	Indramayu	12.00	46.28	46.28
14	Subang	14.00	36.41	36.41
15	Purwakarta	18.00	38.56	38.56
16	Karawang	26.00	39.01	39.01
17	Bekasi	16.00	42.27	42.27
18	West Bandung	26.00	37.01	37.01
19	Pangandaran	16.00	36.20	36.20
20	Bogor City	26.00	42.53	42.53
21	Sukabumi City	26.00	43.24	43.24
22	Bandung City	24.00	56.13	56.13
23	Cirebon City	20.00	39.18	39.18
24	Bekasi City	20.00	42.60	42.60
25	Depok City	26.00	50.85	50.85
26	Cimahi City	24.00	46.27	46.27
27	Tasikmalaya City	26.00	42.32	42.32
28	Banjar City	24.00	36.90	36.90

Source: <https://JawaBarat.bps.go.id/id/>

The combined empowerment table shows clear disparities across West Java that directly influence the performance of DP3AKB's mandated roles. Cities such as Bandung, Depok, and Bekasi with high levels of women's political representation, professional participation, and economic contribution provide stronger structural environments for DP3AKB to operate effectively. In these

areas, political support is more readily available, qualified female professionals can staff protection and empowerment programs, and economic initiatives are more likely to yield sustainable outcomes. Conversely, regencies such as Cianjur, Sukabumi, and Garut exhibit low scores across the three pillars, signaling weaker institutional capacity and socioeconomic constraints. These limitations hinder DP3AKB's performance by reducing the availability of skilled personnel, prolonging case-handling processes, and limiting survivors' opportunities for long-term recovery and independence.

Taken together, the data indicate that DP3AKB's role performance is highly dependent on local structural conditions, where low-scoring regions experience greater operational strain, higher caseloads, and reduced program impact. Weak political representation slows policy adoption, limited professional participation creates service bottlenecks, and low economic contribution reduces the effectiveness of empowerment efforts. To improve performance, DP3AKB must adopt area-specific strategies—strengthening capacity in low-scoring regions through targeted training, interagency coordination, and outcome-focused monitoring—ensuring that protection and empowerment services can be delivered consistently across all districts.

The all findings indicate that clarity of mandate, role conflict, and role performance are interdependent organizational factors that jointly influence the effectiveness of DP3AKB. As Role Theory emphasizes, unclear expectations and weak transmission of formal mandates create ambiguity that disrupts organizational functioning (Katz & Kahn, 1978), while structural–functional perspectives highlight that organizations perform optimally only when their core functions adaptation, goal attainment, integration, and latency are properly aligned (Parsons, 1951). Although DP3AKB possesses strong normative frameworks, firmly grounded in statutory and regional regulations, the inconsistent implementation of these mandates across districts results in fragmented practice, disputes, inefficiencies, and frontline uncertainty. This problem is particularly evident in the integration (I) function of the AGIL model, where coordination across institutional actors—especially between DP3AKB, Social Services, and law enforcement—remains the weakest link.

Constrained resources and structural limitations further inhibit comprehensive service delivery, reducing role performance despite the presence of clear and formally legitimized mandates (Joeliaty & Marthalina, 2025). These interconnected dynamics help explain the persistent high rates of violence against women in West Java, even in the presence of comprehensive policy direction and significant institutional effort (KemenPPPA, 2023; Komnas Perempuan, 2021). The findings further support the broader academic consensus that reducing violence against women requires integrated approaches that combine protection services, empowerment initiatives, and legal enforcement (Dobash et al.,

1992; Kabeer, 2014). Programs such as Sekoper Cinta and WJWE Caang demonstrate meaningful potential by enhancing women's economic capacity and personal agency, aligning with the human security framework that emphasizes both personal and economic security as prerequisites for long-term safety (UNDP, 1994; Tadjbakhsh & Chenoy, 2007).

However, limited coverage, uneven facilitation quality, and insufficient long-term monitoring prevent these initiatives from achieving province-wide transformative outcomes. Likewise, although regulatory instruments such as Regional Regulation No. 4/2019 provide a strong legal architecture for gender-responsive governance, their effectiveness is constrained by weak cross-sector coordination, mirroring the integration deficit noted above particularly in collaboration between DP3AKB, Social Services, and the Police. These implementation gaps, widely documented in national and international studies of gender-based violence governance (Hidayat, 2020; Reardon & Hans, 2018), suggest that the performance challenges faced by DP3AKB stem less from deficiencies in the legal framework than from systemic barriers that hinder its practical realization.

Conclusion

This study concludes that DP3AKB plays a pivotal institutional role in reducing violence against women in West Java through its role performance in providing protection services, empowerment initiatives, and regulatory mechanisms that collectively strengthen women's personal and economic security. Viewed through Role Theory, these interventions demonstrate the organization's ability to meet role expectations in service delivery, although variations in role clarity and role coordination remain evident across program areas. At the same time, the findings confirm that DP3AKB's functions align with the AGIL framework, particularly in supporting Adaptation through economic empowerment, Goal Attainment through targeted protection services, Integration via coordination across stakeholders, and Latency/Pattern Maintenance through awareness and preventive programs.

The research objective to evaluate DP3AKB's contribution and identify constraints limiting intervention effectiveness is therefore achieved by showing that, although the institutional framework and formal role structure are well established, their impact is still constrained by gaps in service continuity, unequal resource distribution, and the absence of fully integrated coordination systems across sectors. These constraints indicate incomplete role performance within the AGIL functional requirements, particularly in the domains of Integration and Adaptation.

Beyond reiterating the empirical results, this study highlights a broader implication: sustainable reductions in violence cannot be achieved solely through protection and empowerment programs unless they are supported by strengthened role performance within the AGIL framework, enhanced institutional

capacity, and systematic interagency collaboration. In other words, interventions are only as effective as the structural systems that sustain role execution and reinforce institutional legitimacy.

Future research is needed to assess the longitudinal outcomes of empowerment programs, especially their contribution to survivors' economic independence and the extent to which such independence reduces vulnerability to recurring violence. It is also important to explore integrated prevention models that embed community participation and real-time coordination among service providers. Current initiatives within DP3AKB such as capacity building for caseworkers and the expansion of coordinated service networks represent meaningful steps toward improving role alignment and functional balance within the AGIL system, and thus warrant continued evaluation.

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