

## Evaluation of the Violence Victim Recovery Program at Uptd Ppa East Kalimantan Province in 2022-2023

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### ABSTRACT

The recovery of victims of violence at the Regional Technical Implementation Unit for Women and Children Empowerment (UPTD PPA) of East Kalimantan Province is designed to provide support and rehabilitation services to victims of violence. The program aims to restore the physical, emotional, and social well-being of victims and prevent further violence. This study aims to evaluate the effectiveness of the recovery program implemented by the UPTD PPA of East Kalimantan Province, assess the achievement of program objectives, and identify challenges and opportunities for improvement. This study uses a qualitative descriptive evaluation approach. Data was collected through in-depth interviews with UPTD PPA staff, as well as analysis of program documents. The findings of the study show that the recovery program at UPTD PPA has been successful in several aspects, including the provision of counseling services, legal support, and social rehabilitation. However, there are several challenges such as limited resources, lack of coordination between institutions, and difficulties in reaching victims in remote areas. In addition, evaluations showed that victims' satisfaction levels with the services received varied, with some victims reporting improved well-being while others felt that services still needed to be improved. The violence victim recovery program at the East Kalimantan Province UPTD PPA has shown a positive impact in supporting violence victims, but still needs improvement in terms of resources, coordination, and service coverage.

## INTRODUCTION

The term violence comes from the Latin word *fiorentia* which means power or power in this context violence can be interpreted as an act that brings strength that can cause injury or even death according to the great Indonesian dictionary violence is the subject or nature of violence, coercion and actions committed by individuals or groups that harm others (Mustikasari & Rostyaningsih, 2019). Thomas Hobes argued that violence is human nature that can trigger irrational anarchist impulses as well as envy and hatred that ultimately make human beings evil and abusive (Wijayanti et al., 2021). In the context of Indonesia, especially East Kalimantan, it is important to evaluate violence recovery programs. This aims to ensure that the implementation of easy services for victims is effective and efficient in the recovery process. As well as the creation of good cooperation and coordination between agencies and related institutions.

Violence against women and children is often linked to their helplessness in a society dominated by patriarchal culture. This results in marginalization, sub-ordination, and double burden on women (Paula et al., 2024). Therefore, it is important to evaluate the recovery program for victims of violence in East Kalimantan, in order to ensure the implementation of easy services for victims, effectiveness and efficiency in the recovery process, as well as the creation of good cooperation and coordination between related agencies and institutions. So that you can understand the various types of violence that occur and what legal forms apply, as well as how the recovery process that must be provided is an important basis for developing more effective prevention and handling strategies.

In Indonesia, East Kalimantan Province is one of the regions that records a fairly high rate of violence against women and children due to various factors such as gender inequality, patriarchal social norms and lack of access to protection services that contribute to the high prevalence of violence in this region. People who are still related to tradition and culture often consider violence as a natural thing, thus hindering efforts to prevent and handle cases of violence against women and children in East Kalimantan continues to show a worrying trend (Zulfiani et al., 2018). Data from the UPTD PPA of East Kalimantan province shows that in 2023 there will be 204 reported cases of violence covering various forms of violence such as physical, psychological, sexual, and abandonment.

Table 1 Number of Violence Cases and Victims in East Kalimantan Province in 2019-2023

Years	Number of Cases	Number of victims	
		Male	Female
2019	623	135	539
		111	598
2020	656	101	598
		598	598
2021	551	101	101

		Female	520
2022	945	Male	127
		Female	885
2023	1.108	Male	191
		Female	1.002

Source : Online Information System for the Protection of Women and Children

From the data of SIMFONI (online information system for the protection of women and children), it is known that the total cases of violence against men are 665 and on female victims are 3,554 and it is known that there are several types of violence that occurred from 2019 to 2023, such as physical violence as many as 1,721 victims, psychological violence 858 victims, sexual violence 1,528 victims, exploitation violence 70 victims, trafficking 56 victims, neglect 242 victims and other victims of violence as many as 296 victims. The most violent scenes in that year were in households as many as 2,151, and in workplaces as many as 46, schools 162, public facilities 265, and other incident sites as many as 1,253. Victims of violence who have been recorded are provided with services such as complaint services in 1,892 cases and health services as many as 1,796, legal aid 495, law enforcement 235. Rehabilitation 451, social reintegration 59, victim repatriation services 39 and as many as 39 victims who need assistance from religious leaders.

From the large amount of case data entered in the UPTD PPA of East Kalimantan province, of course, the Violence Victim Recovery Program is one of the important steps in dealing with the impact of the violence. This program aims to provide psychological, social and legal support to victims, so that they can recover from trauma and return to function optimally in society (Asmariati et al., 2023). However, the effectiveness of this recovery program needs to be systematically evaluated to understand the extent to which it can meet the needs of victims and assist them in the recovery process. By understanding the dynamics of violence cases and the responses provided through the recovery program, it is hoped that this research can provide constructive recommendations for the development of better policies and practices in the protection and recovery of victims of violence and it is hoped that relevant data and information will be revealed that are not only beneficial for policy making, but also good for the wider community in increasing awareness and understanding of the importance of protection towards women and children. Thus, it can contribute to creating a safer and fairer environment for all members of the community in East Kalimantan Province.

Several previous studies explained that the recovery of victims of violence can be carried out with various possibilities such as the implementation of medical, psychological recovery of children victims of violent crimes (Study on the Women's Empowerment and Population Office of the Protection Technical Implementation Unit and East Java province) (Sigit & Indawati, 2023) and the recovery of victims of child abuse with disabilities by the Makassar Child Protection Center. Evaluation of Program Effectiveness and Impact on Victim Welfare (Muhtadi, 2023). The recovery program for victims of violence is a

responsibility of the government so it is hoped that it can provide convenience and assistance according to the type of services that victims need.

For several previous studies that have used evaluation methods but found different results, this creates a research gap. The research gap at UPTD PPA in East Kalimantan Province Although the violence victim recovery program has become a factor of concern, the evaluation of the program is still very limited. Most of the existing research tends to focus on medical aspects, such as psychological well-being and legal support for victims. This creates a gap in a comprehensive understanding of the effectiveness of broader recovery programs. While medical evaluations provide important insights into the psychological condition and physical health of victims, this approach often ignores the broader policy dimensions that affect the success of the program. The lack of research examining policy aspects in the context of violence victim recovery programs results in a lack of understanding of how existing policies can be optimized to support more effective recovery programs. This condition indicates the need for more in-depth research on the policies underlying the recovery program, including an analysis of the structure, process and results of the policy. By filling this gap, it is hoped that more precise and relevant recommendations can be made to increase the effectiveness of the violence victim recovery program at the UPTD PPA of East Kalimantan Province, as well as ensure that all aspects, both medical and policy, support each other in efforts to recover victims.

Considering the analysis of the above problems, the evaluation of the implementation of the violence victim recovery program at the UPTD for the Protection of Women and Children (PPA) of East Kalimantan Province in 2022-2023 is very important. A comprehensive evaluation will help identify the weaknesses and strengths of existing policies, as well as provide recommendations for improvement. Thus, it is hoped that the programs that have been prepared and implemented can run more effectively and efficiently in creating legal certainty and government involvement in the recovery of victims of violence. Referring to these problems, the researcher is interested in exploring the phenomenon that occurs through research that focuses on analyzing the evaluation of the implementation of the violence victim recovery program in the technical implementation unit of the women and child protection area of East Kalimantan Province and developing a design evaluation model for the implementation of the recovery of victims of violence in the technical implementation unit of the women and children protection area of East Kalimantan Province.

## **LITERATURE REVIEW**

### ***Public Policy Evaluation***

According to Jones (Kawengian, 2015) that "evaluation is an activity designed to judge the merits of government programs which varies significantly in the spesification object, the techniques of measurement, the method of analysis and the forms of recomendation". It explains that policy evaluation is an activity designed to assess or measure the benefits of a policy or government programs implemented through more specific sub-sub-policies. Policy evaluation activities

have certain measurement techniques, have analysis methods and produce policy recommendations (Rushananto, 2014). In relation to evaluation activities, from the various activities in policy evaluation, the specification is a very important part and is a trigger activity, this is because through this specification process the objectives or criteria that will be used to evaluate the policy are identified. Regarding this, Jones explained, "Evaluation refers to the identification of the goals or criteria by which a program or process is to be evaluated" (Muhammad Firyal & Widya Kurniati, 2018).

Meanwhile, in measurement techniques to assess government policies or government programs, there are techniques that are impressionistic (observational impressions), scientific and systematic techniques with all sophisticated guidelines. Meanwhile, according to Jones, the method of analysis in policy evaluation is a way to use the collected information which will then be used to determine conclusions about whether the programs implemented by the government are effective or ineffective, as well as have a positive or negative impact. The recommendation as the final stage of policy evaluation, is a determination of what must be done in the next period (Pramono, 2020).

### ***Policy Evaluation Model***

House (in Dunn, 2003), proposed several models of public policy evaluation consisting of (Dewi, 2019):

1. *The Adversary Model*

The activities carried out by the evaluators are grouped into two, the first is tasked with presenting the results of the evaluation of programs that are positive, the results of effective and good policy impacts, the second team plays a role in finding the results of the evaluation of programs that are negative, ineffective, failed and not on target. These two parts are intended so that the results of the evaluation of a policy can be said to be neutral and objective.

2. *The Transaction Model*

This transaction model evaluation model pays attention to the use of a case study method where the type of implementation studied has the following characteristics: resonant evaluation which is carried out through informal activities, carried out repeatedly in order to obtain accurate data and illuminative evaluation which aims to examine innovative programs in which the implementation of a policy or program will be described and interpreted, besides that this evaluation model will also explain and documenting parties participating in the policies or programs implemented.

3. *Model CIPP (context, input, process, producty)*

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interpreted, besides that this evaluation model will also explain and documenting parties participating in the policies or programs implemented.

## **METHODOLOGY**

This study is a descriptive research that is analyzed with a qualitative approach to describe and analyze the evaluation of the implementation of the violence victim recovery program in the technical implementation unit of the women and child protection area of East Kalimantan Province and to prepare a design evaluation model for the implementation of the recovery of victims of violence in the technical implementation unit of the women and children protection area of East Kalimantan Province. The data sources used are primary and secondary. Primary data is obtained directly through the results of interviews and observations, while secondary data is obtained through literature studies or documentation (Sukirman, 2021). Data collection techniques through the process of interviews, observations and documentation. The selection of interview informants who are considered competent to provide information according to the focus of the research is carried out using the purposive sampling method (Creswell, 2008). The data analysis used is an interactive analysis by Milles and Huberman where the data analysis process begins with data reduction, data presentation and conclusion drawing (Sugiyono, 2013). The data collected from the observation, interview, and documentation processes were tested for data validity using the data source triangricity technique. where data from the interview, observation, and documentation process are presented to draw conclusions (Moleong, 2014). Triangulation of data sources involves the use of various sources of information to verify the findings obtained (Elia & et al., 2023). By comparing data from interviews, observations, and documentation, researchers can ensure that the information collected is consistent and accurate. This helps reduce bias that may arise from just one data source (Sahir, 2022).

## **RESEARCH RESULT AND DISCUSSION**

### ***Evaluation of the Implementation of the Violence Victim Recovery Program with the CIPP Evaluation Model***

The research conducted shows that the recovery program for victims of violence in East Kalimantan has high relevance to the needs of the community, especially for women and children who experienced violence in 2022 From the data provided by the UPTD PPA of East Kalimantan province, it is known that the data on cases of violence against women and children recorded in the UPTD PPA in 2022 there are a number of striking findings regarding the prevalence and type of violence experienced by victims, data points show that the total victims consisting of women and men, both adults and children, were recorded in the category of physical violence with 11 cases in women and 19 cases in men, showing that physical violence was more experienced by men while psychological violence there were 7 cases involving women and men with relatively balanced numbers. Sexual violence is also a serious consideration with a total of 19 cases involving children, of which 6 are women and 13 boys. Child neglect was also recorded with seven cases involving women and men. In terms

of age groups, data shows that children aged 0-5 years are the most vulnerable group with a total number of cases of 9 age groups of 6-12 also showing a significant number with 26 cases. Meanwhile, the group of adolescents 13-17 years old recorded 34 cases, indicating that adolescents are very vulnerable to violence. In the adult category, women aged 25-55 years recorded a fairly high number of cases, namely 22 cases, while men in the age group recorded were 11 cases. This shows that violence against adult women is still an issue that needs to be handled seriously, this data can be seen in the figure below:

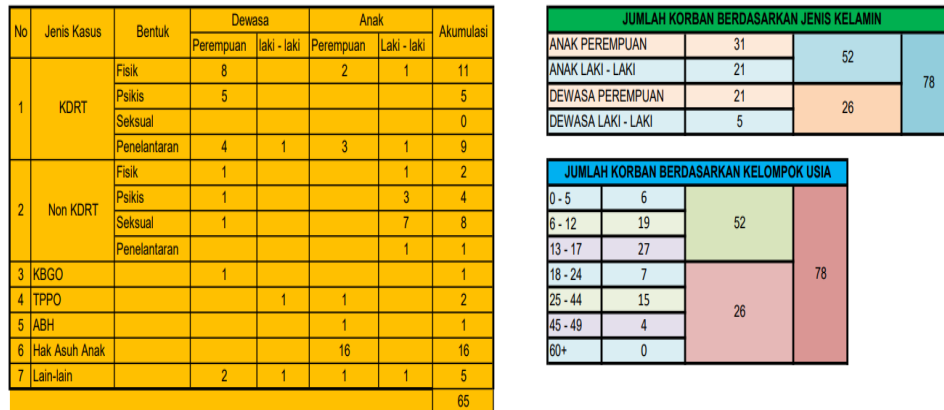


Figure 1 East Kalimantan Province UPTD PPA case data 2022  
 Source: East Kalimantan Province UPTD PPA

The total number of cases reported in 2023 reached 104, showing a significant increase compared to the previous year. Of this total, cases of violence against women and children are divided into several categories, including physical, psychic, sexual and neglect violence. In the category of physical violence, there were 11 cases involving women and 19 cases involving men. This Anga shows that even though physical violence is experienced more by men, women also become victims in a significant amount. Psychological violence is of concern, with a total of 5 cases involving women and 5 cases involving men, showing that both genders experience the psychological impact of violence. Sexual violence is one of the most worrying forms of violence, with a total of 19 cases involving children. Of these, 6 cases involved girls and 13 cases of boys. This indicates that boys are also sexually vulnerable who are often underrepresented in discussions about this issue.

Child neglect was also recorded, with a total of 9 cases involving women and men. This shows that neglect is a serious problem that needs to be addressed, especially in the context of child protection. In terms of age groups, data shows that children aged 0-5 years are the most vulnerable group, with a total of 6 cases. The age group of 6-12 years also showed a significant number with 19 cases, while the adolescent group (13-17 years) recorded 27 cases. This shows that adolescents are also very vulnerable to violence, both physical and psychological. In the adult category, women aged 25-44 years recorded a fairly high number of cases, namely 15 cases, while men in the same age group recorded 7 cases. This

shows that violence against women is still an issue that needs to be handled seriously.

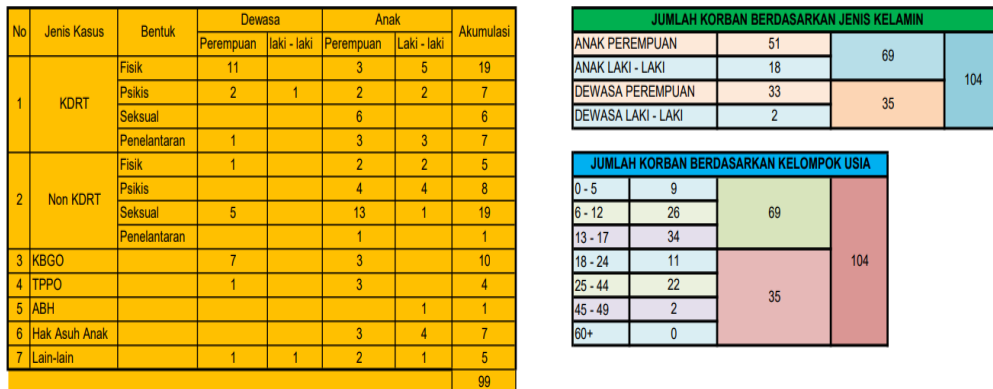


Figure 2 Case data of UPTD PPA East Kalimantan Province 2023  
Source: UPTD PPA East Kalimantan Province

Data on cases of violence against women and children recorded at the UPTD PPA of East Kalimantan Province, a comparison between 2022 and 2023 shows several significant trends. This increase in the number of cases can be interpreted from several perspectives. First, bias has increased awareness in the community about the importance of reporting cases of violence, people are now more daring to report violence reported, thanks to awareness campaigns and better education on the rights of women and children.

In the process of handling cases and also the process of recovering victims of violence at IPTD PPA East Kalimantan Province, there are several types of services provided to victims:

- a) Psychological Assistance, this service is provided with the aim of providing emotional and mental support to victims, helping them overcome the trauma experienced.
- b) Health referrals, victims are also referred to get health services, including medical examinations and necessary treatments. This includes BPJS health services.
- c) Educational facilities, in some cases, these services are provided to ensure that victims can continue their education, especially for children involved in cases of violence.
- d) Social reintegration, this service is provided with the aim of helping victims reintegrate into society after experiencing trauma, including support in rebuilding their social lives.
- e) Legal assistance, this service aims to help victims to get legal assistance and assistance so that they understand the rights and legal processes that must be passed, especially in cases of gender-based violence.
- f) Referral services, in some cases where the victim is referred to an institution or organization that can provide further assistance, such as social services or child protection.

Then in the receipt of cases at the UPTD PPA of East Kalimantan Province, there is a mapping of the case area such as:

- a) Samarinda, many cases of sexual violence and physical/psychological violence occur in Samarinda, including those involving children and adults.
- b) Balikpapan, cases that occurred based on gender and physical/psychological violence were reported. Services provided include health assistance and referrals.
- c) Bontang, cases of physical and psychological violence were also reported in Bontang with services provided including referral for case handling and psychological assistance.
- d) In East Kutai, several cases of physical/psychological and gender-based violence were reported in East Kutai, with services provided with psychological assistance and referrals.
- e) Paser, cases of sexual violence and mistreatment of children with services provided including outreach and legal assistance.
- f) Makassar, domestic violence (KDRT) was reported in Makassar, with a mentoring process.
- g) North Penajam Paser, cases of gender-based violence were reported in North Penajam Paser, with a case handling referral service provided.

This dissemination map shows that cases of violence and treatment of children and adults are spread across various regions handled by UPTD PPA in East Kalimantan with a focus on major cities such as Samarinda, Balikpapan and Bontang. Each site has a different type of case and services reflecting the specific needs of the communities in the area and to evaluate used the CEIPP evaluation model to understand the effectiveness of the services provided.

#### 1. *Context evaluation*

The results of the research on the context indicator show that the vision and mission of UPTD PPA of East Kalimantan Province focuses on the protection of women and children victims of violence through integrated services provided by the government. The objectives of this program certainly include physical and psychological recovery of victims, provision of legal protection, and economic empowerment.

An interview with the Head of the Complaints Section of UPTD PPA of East Kalimantan Province related to the vision and mission of UPTD PPA explained that the vision and mission still follow that of DKP3A as the supporting agency of UPTD PPA of East Kalimantan province and shows that it explicitly reflects the commitment of the institution to the victim. The vision of DKP3A pays attention to the need for protection and recovery for women and children who are victims of violence. In addition, the mission at UPTD PPA East Kalimantan Province includes short-term integrated services that not only accommodate physical handling but also psychological recovery.

The Head of the Complaint Section of the UPTD PPA of East Kalimantan Province also revealed that for the purpose of recovery is

how the victim gets the right service. Through the efforts made by the UPTD PPA of East Kalimantan Province, the UPTD ensures that victims can undergo social rehabilitation and reintegration properly. It is hoped that after going through this process, victims can return to living their lives normally and productively, without facing psychological and social disturbances or obstacles when returning to society.

The statement illustrates the agency's commitment to paying special attention to victims, ensuring they not only receive the services they need, but are also supported in the process of adjusting back to daily life. The resource person emphasized the importance of a holistic approach so that victims feel safe and can contribute positively to the community after experiencing trauma. UPTD also carries out social integration and rehabilitation for victims.

UPTD is committed to providing ongoing support to victims, ensuring that every step of recovery is carried out taking into account the rights and needs of individuals. UPTD PPA of East Kalimantan Province emphasizes the importance of this process in helping victims rediscover their identity and independence after experiencing trauma, so that they can contribute positively in their social lives. UPTD PPA of East Kalimantan Province also underlined that all service officers at UPTD PPA have the same orientation in supporting the victim recovery process. With collaboration and harmony among the team in carrying out their duties, UPTD PPA seeks to ensure that every step in the victim recovery process is carried out in a holistic and integrated manner. The East Kalimantan Provincial PPA UPTD emphasized that this approach is critical to creating a safe and supportive environment for victims, so that they can feel valued and get the help they need to recover. In the interview, the resource person also explained how to restore the victim's confidence so that they can live a normal life and be accepted by the surrounding environment.

The collaboration between UPTD PPA (Technical Implementation Unit of the Women and Children Protection Office) and the Social Service in East Kalimantan is an important element in the implementation of the recovery program for victims of violence. In this context, the collaboration involves several other SKPDs (Regional Apparatus Work Units), such as the Health Office and the Women's Empowerment Office. Head of the UPTD Dharma Child Protection Social Home Although there is no formal MoU (Memorandum of Understanding) binding, all parties involved have the same understanding of their respective duties and functions in handling cases. This creates the synergies needed to address complex issues, especially those related to women and children.

This collaboration also includes the victim rehabilitation process, where the Social Service plays a role in assisting victims until they are ready to return to their families and communities. Overall, the

cooperation between UPTD PPA and the Social Service in East Kalimantan shows a collective effort in dealing with the issue of violence against women and children. It is hoped that this collaboration can be strengthened through formal agreements in the future, such as the MoU, to increase the effectiveness of existing recovery programs.

Violence especially against children and women, often at productive age, makes their recovery very important. The program's focus is on victim empowerment and the importance of creating a supportive environment, making victims of violence can contribute positively to society while stating that the recovery program does not only focus on victims, but also has an important impact on society as a whole (Erna Puji Lestari, 2022).

UPTD PPA of East Kalimantan Province also focuses on the importance of education as a preventive measure, which can increase public awareness and understanding of the issue of violence. The commitment of the violence recovery program not only supports individuals who experience violence, but also contributes to positive change in society, with the hope of creating a safer and more supportive environment for all.

## 2. *Input Evaluation*

### a) Financial Aspects

The Special Allocation Fund (DAK) received from the Ministry consists of three main components, namely prevention funds, management funds, and service funds. For Regional Apparatus Organizations (OPD), the funds received are mainly through operational service funds. These service funds are not only used for general operational activities, but are also allocated for recovery programs, including recovery for victims of violence. One of the concrete forms of this program is mentoring, including legal assistance for victims of violence. It is known that in addition to receiving Special Allocation Funds (DAK) from the Ministry, Regional Apparatus Organizations (OPD) also receive budget support from the Regional Revenue and Expenditure Budget (APBD) to carry out service activities for victims. However, a resource person from the UPTD PPA of East Kalimantan Province revealed that the currently available funds are not enough to meet the needs of optimal services. OPD feels that the existing budget still needs to be increased in order to provide better and more complete services and must really manage its use carefully due to budget limitations.

UPTD PPA of East Kalimantan Province hopes that in the future, the government can pay more attention to the budget for the recovery program, so that services can run more smoothly and effectively. So it is known that the funds allocated for services to

victims, both from the DAK and the APBD, are still considered insufficient. UPTD PPA faces challenges in ensuring perfect services due to budget constraints. Therefore, an increase in the budget in the future is highly expected, especially for the victim recovery program, so that UPTD PPA can provide optimal and more structured services.

In providing services to victims of violence, UPTD PPA must save funds by allocating it not only for one victim, but also for other cases that require attention. If the entire fund is focused on one victim, there is a concern that other victims may not receive adequate services. UPTD PPA emphasized that the process of assisting victims of violence cannot be completed in just a few meetings. Some cases take a long time, even up to a year or two, to resolve. Assistance must continue to be carried out as long as the case has not been completed, so more budget is needed. In addition, the recovery of victims of violence does not only depend on the UPTD PPA, but also on the support of the "support system" such as the family or school environment. While there are cases that are quickly resolved, there are cases where the victim has been rehabilitated, but when returning to an unsupportive environment, the problem reappears. This shows the importance of paying attention to the social and environmental conditions of the victim in the recovery process.

b) Aspects of Government Support

The results of interviews with the East Kalimantan Provincial UPTD PPA show that the government's support for the violence victim recovery program at the East Kalimantan Provincial UPTD PPA mostly comes from the Regional Revenue and Expenditure Budget (APBD) and the Special Allocation Fund (DAK) through the Ministry. The resource person revealed that apart from the APBD and DAK, UPTD PPA does not receive other forms of assistance directly from the government. However, there is collaboration with other agencies, such as the Social Service, in handling cases of violence. This collaboration is referred to as "sharing" between agencies, where the burden of UPTD PPA can be reduced due to a specific program from the Social Service that focuses on rehabilitation and social integration for victims of violence. This creates a slice of programs between agencies, so that UPTD PPA can share responsibility in handling victims. Regarding the form of assistance provided by the government, the resource person explained that UPTD PPA is actually given flexibility in the use of the budget. However, because the UPTD PPA is under the supporting agency, the management and allocation of the budget must still go through the agency, so that the flexibility of budget management at the UPTD level is limited by the policy of the supporting agency.

c) Human Resources Aspect

Although the budget and support from the government already exist, a resource person from the UPTD PPA of East Kalimantan Province also mentioned that there is a great need to increase human resources involved in the implementation of the recovery program. Trained and adequate personnel are needed to provide effective services to victims of violence. On the other hand, the UPTD PPA of East Kalimantan Province also emphasized the importance of stronger policy support from the government to ensure that the implementation of the recovery program runs smoothly and in accordance with the needs in the field. In the context of human resources, the UPTD PPA of East Kalimantan Province has carried out a careful plan to cover the recovery needs of victims of violence. has compiled a position analysis for filling technical service positions. However, the success of the implementation of this plan is highly dependent on the fulfillment of the proposed formation. If this formation can be fulfilled, we are optimistic that the services provided will be very optimal and can meet the needs of clients well and we have also prepared programs to support the recovery of victims. A commitment to facilitate services to clients by taking into account the expectations and needs of victims. With attention to recovery, it is hoped that services can run smoothly. Regarding the Standard Operating Procedure (SOP), the resource person stated that the SOP is already available, but needs some improvement. This improvement is needed to adjust to the new service standards, as stipulated in Presidential Regulation 55 of 2020, so that services to victims can be carried out more effectively and in accordance with the provisions that in the UPTD PPA there are existing Standard Operating Procedures (SOPs) and are in the process of preparing improvements by the team. This shows efforts to improve the quality of services to victims of violence. The number of available human resources is inadequate, with only two service technicians competent to handle all existing government programs. For strategies and plans designed to achieve the needs and implementation of the violence victim recovery program, it is known that from the results of the explanation that based on the SOPs and plans that have been made, including the analysis of human resource needs. The resource person stated that, although they are trying to optimize the existing manpower, the current situation still needs more attention.

From observations and interviews with resource persons from the UPTD PPA of East Kalimantan Province, the current facilities and infrastructure are very lacking, including infrastructure and transportation to reach shelters for victims. Although the shelter already exists, there is still much that needs to be repaired. It is understood that there are regulations that regulate

service standards that must be met, but currently the government's attention to facilities and infrastructure needs to be increased so that clients can get optimal services. Furthermore, the planning mechanism of the UPTD PPA recovery program refers to the service standards and case management that have been set. The process starts from the arrival of the client, the evaluation of the case, to the planning of the intervention.

### 3. *Proces Evaluation*

#### a) Aspects of Organizational Management

Aspects related to the violence victim recovery program at the UPTDPPA of East Kalimantan Province. First, UPTD PPA confirmed that there is an organizational structure that supports the implementation of the violence victim recovery program, which is an integral part of UPTD PPA services. This program for the recovery of victims of violence is recognized as an inseparable part of the case journey, where the recovery of victims is very important, this is supported by the statement of a resource person from the UPTD PPA of East Kalimantan Province who explained that the socialization of the recovery program was carried out by friends in the field of women and child protection, Although we recognise the need for closer coordination with other programmes and so far the Violence Victim Recovery Programme has been well underway, from client reception to the recovery process. The PPA UPTD at this time also has adequate guidelines and legal basis. In addition, coupled with cooperation with various parties has also been built to meet the needs of victims, which begins with an assessment process to identify their needs and is an important step for early identification in ensuring the success of the recovery program.

#### b) Aspects of the Recovery Program

As a result of observations and interviews from the UPTD PPA of East Kalimantan Province, there is an overview of the implementation of the violence victim recovery program at the UPTD PPA of East Kalimantan Province, especially related to aspects of finance, human resources, and infrastructure. When asked about the finances of the implementation of the program compared to the initial planned budget, it is known that the UPTD PPA of East Kalimantan Province emphasizes the importance of optimizing the existing budget. He stated that every case received maximum attention despite the challenges in terms of funds. With a little improvisation, they try to keep the service running and not stopped. In addition, UPTD PPA also ensures that the human resources (HR) involved play a full role in the implementation of this recovery program. All technical personnel are committed to providing the best service to the victims. Regarding facilities and infrastructure, the UPTD PPA of East Kalimantan Province

confirmed that the existing facilities are adequate to support recovery activities. Furthermore, it is also known that there are supporting factors that play an important role in the success of this program, such as, for example, the internal support from the UPTD and collaboration with various external parties are key elements in creating an effective network and cooperation with the UPT PPA of East Kalimantan Province which has been well built with related institutions is very helpful in providing services to victims of violence.

The UPTD PPA also shows a strong commitment in accompanying the victim until the case is resolved, providing advice, and offering flexible continuation options according to the client's wishes. This shows that UPTD PPA pays comprehensive attention, both administratively and emotionally, in helping victims through the recovery process. The victim also explained that coordination between the UPTD and himself, apart from when at the UPTD PPA office, was also more often done through the WhatsApp messaging application. The message usually contains information about the schedule of meetings or consultations that will be held at the UPTD office. In addition, the victim also conveyed information to the researcher that they mentioned the existence of an official letter given from the results of mediation with the reported party, even though the letter could only be read on the spot without being allowed to be photographed. The victim explained that the administration related to the process of handling this case was not too much and was simple. Regarding the quality of human resources (HR) at UPTD PPA, the victim explained that there was no problem with the behavior or capacity of UPTD officers and the victim trusted the officers who accompanied her very much and felt that a team of three to four people was always ready to provide full support. Overall, the victim felt that the recovery program undertaken at the UPTD PPA was going well, even though there were several obstacles beyond the control of the UPTD PPA of East Kalimantan Province.

c) Media Support Aspects

Media support in the implementation of the violence victim recovery program at the UPTD PPA of East Kalimantan Province is very much needed to increase socialization regarding the existence and services provided by the UPTD, although news and socialization through social media and websites have been done well, there are questions about how far the community utilizes the information. However, the challenges faced related to the confidentiality of the victim's identity in opening access to information to the media are challenges that have been regulated in the TPKS Law (Sexual Violence Crimes) Article 69, regarding the importance of maintaining the confidentiality and dignity of the

victim, which makes the process of disseminating certain information sensitive. Data on victims of violence can be accessed, but deeper information that can reveal their identities must be kept confidential in accordance with the existing code of ethics. Furthermore, that the ethical aspect in handling cases is very crucial, and UPTD PPA is committed to maintaining the privacy of clients and their families, it needs to be underlined that in various meetings, it is necessary to take care of matters related to psychology and social, which are directly related to the recovery of victims. So that media support is an important factor in promoting the recovery program for victims of violence at the UPTD PPA of East Kalimantan Province. Although operational funding for the program already exists, media involvement in disseminating information about services is urgently needed to increase public awareness. However, challenges related to the confidentiality of victims' identities are an obstacle in information dissemination. UPTD PPA is bound by laws and codes of ethics that require them to maintain the privacy and dignity of victims, so sensitive information cannot be published. This shows that while transparency in data is important, the protection of the individuals involved remains a top priority. Thus, although outreach efforts have been made through social media and other platforms, it is important for UPTD PPA to continue to improve the way they communicate with the public regarding existing services, while maintaining the necessary ethics and confidentiality. This is a challenge that must be overcome so that victim recovery can be carried out effectively and sensitively.

#### 4. *Product Evaluation*

From the results of observations and interviews at UPTD PPA East Kalimantan Province, it is known that regarding the products or results that victims feel before and after the violence recovery program implemented by UPTD PPA in East Kalimantan Province is that many victims feel very helped and grateful for the support provided, which shows that the recovery services implemented are very meaningful to them. The positive impact resulting from this recovery program, which significantly improves the well-being of victims. The program is not only beneficial in the short term, such as providing direct support, but also in the long term, by facilitating psychological recovery and the establishment of a strong social support system. With the right assistance and services, victims feel calmer and have hope to live a better life. Furthermore, periodic evaluations are carried out to review the effectiveness of the recovery program. The monitoring process is carried out through direct interaction with victims, including checking their progress after getting services. Despite the challenges of tracking all cases, especially for those who are difficult to reach, UPTD PPA

remains committed to monitoring and evaluating the success of the program. Benefits felt by the victim, which includes assistance and access to service facilities. The advantage of this program lies in the commitment of the UPTD PPA team in providing the best support to the victims, although there are some weaknesses that may arise depending on the individual situation of the victims. The effectiveness of the recovery program, where many victims feel the real benefits of the services provided and need to be re-underlined that the hope in the future is to continue to make improvements in services and help victims regain confidence and a better life after experiencing trauma. It also touches on the issue of the sustainability of the program, which is considered important in the social context of the community the need for socialization about the rights of victims and the support they can receive, considering that there are still many who have not been reached by services, especially among communities that normalize violence. The existence of a recovery program is vital, not only to address cases of violence, but also to build public awareness of the importance of proper handling and the support needed by victims.

The victim felt that there was positive progress after consulting with the UPTD. This recovery program helped respondents significantly, especially psychologically. Victims often feel trapped in negative scenarios that they create themselves, but the UPTD always provides a better perspective and helps to straighten the victim's perspective. In addition, victims feel a great positive impact from this program, especially considering the lack of support from victims' families. UPTD PPA provides very meaningful support, especially when the kroban feels like giving up. Whenever they consulted, UPTD always encouraged them to think further and motivated them to keep going. The short-term impact felt is an improvement in thinking and a calmer problem-solving pattern. In the long run, victims feel they are gaining the skills to handle future problems more wisely and effectively. Victims also stated that this program is very helpful not only for themselves, but also for others who may be facing similar problems.

The victim also mentioned weaknesses, especially in terms of the initial process that felt slow. They are asked to always monitor the development of the case and sometimes feel that the progress is not visible. However, after being explained by the UPTD that this case was complicated and took time, respondents began to understand why the process was slow. Apart from that, victims acknowledge the advantages of this program, especially in terms of the support and assistance provided. They mentioned that before getting help from the UPTD, they had tried various channels, including the courts, but did not get satisfactory results. However, after joining UPTD, their cases began to receive more attention and went more smoothly, this program is effective in providing support for victims of violence and hopes that

UPTD PPA can continue to help people in need, and even feel motivated to recommend this program to friends who are experiencing similar situations. At the end of the interview, victims expressed hope that the program will continue to run well and can have a wider positive impact in the future, and hope that there will be improvements in terms of the speed of case handling, although they realize that the process does require time and complicated coordination.

*Design of an evaluation model for the implementation of violence victim recovery in the technical implementation unit of the women and children protection area of East Kalimantan Province*

Holistic Evaluation Innovation (IEH) offers a comprehensive and systematic evaluation approach, designed to improve program effectiveness through synergy between institutions and stakeholders (Marwiyah, 2022). This approach emphasizes the importance of collaboration in ensuring the responsiveness of the program to the needs of the community and victims, so that it can run in accordance with the goals that have been set. Inter-agency synergy allows for better coordination, as well as increasing efficiency in program implementation (Astuti, 2020).

Holistic Evaluation Innovation (IEH) also pays great attention to continuous monitoring as a dynamic and continuous evaluation tool. Regular monitoring allows for improvements at the implementation stage, while ensuring that the program can adapt quickly to changing community needs (Magdalena et al., 2023). In addition, the use of evidence and data in the evaluation and decision-making process is the main principle in this approach. Valid and relevant data is the basis for every money decision-making allowing for an objective and measurable improvement in the quality of the program.

Within the framework of CIPP (Context, Input, Process, Product), IEH offers a structured and comprehensive approach. The Context stage evaluates the background and needs that form the basis of the program, Input assesses the resources and strategies used, Process oversees the implementation and running of the program, while Product assesses the results and impacts achieved. With this framework, the evaluation can cover each program implementation, providing a comprehensive picture of success as well as identifying areas that need improvement.

The integration of services at IEH is another important aspect. This program aims to integrate various services across institutions, so as to avoid duplication and increase efficiency in service delivery. This integration ensures that beneficiaries get complete and targeted services. In addition, IEH also emphasized the importance of proper communication with stakeholders. Effective communication allows for the delivery of feedback from the field to the decision-making level, so that the results of the evaluation can be immediately processed with corrective actions. The evidence-based approach applied in IEH ensures that decisions are always supported by strong data, thereby increasing the adaptability of the program, to dynamic field situations. Overall, in the IEH model, the researchers offer a holistic and evidence-based form of evaluation that

not only assesses program performance but also provides a foundation for continuous improvement. This approach ensures that programs can be more adaptive, sustainable, and in accordance with the needs of the community, and able to have a significant and measurable impact.

Holistic Evaluation Innovation (IEH) is an approach designed to improve program effectiveness through synergistic collaboration between various institutions and stakeholders. This approach focuses on the responsiveness of the program to the needs of the community and victims, thus ensuring that the program can run in accordance with the goals that have been set.

1) Synergy

Synergy is one of the main pillars in IEH. By prioritizing collaboration between institutions and stakeholders, IEH creates better coordination in program implementation. This not only increases efficiency, but also ensures that all parties are involved in achieving common goals. This synergy allows for the incorporation of different resources and expertise, so that the program can be more comprehensive and effective.

2) Responsive

Responsiveness is an important aspect of IEH, which ensures that programs can quickly adapt to the changing needs of society. By involving victims and the community in the evaluation process, the program can better understand and respond to the challenges faced. This creates an environment where feedback from the field can be immediately integrated into program strategy.

3) Monitoring

Continuous Monitoring Monitoring is a dynamic evaluation tool in IEH. This process allows for quick identification of issues and fixes during the implementation phase. With a regular monitoring mechanism and periodic reports, the program can take corrective action based on the feedback received, thereby improving the quality and effectiveness of the program as a whole.

4) Service Integration

Service integration is a key focus within IEH, which aims to integrate a wide range of services across agencies. This is important to avoid duplication and improve efficiency in service delivery. With this integration, beneficiaries can receive complete and targeted services, thereby increasing the positive impact of the programs carried out.

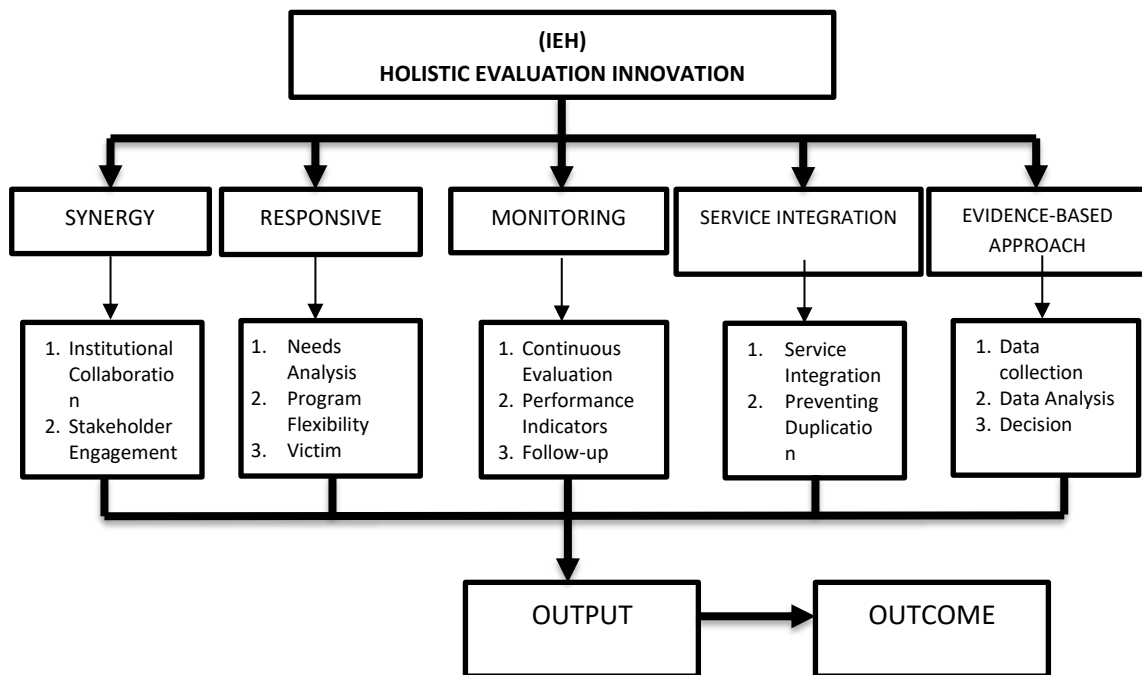
5) Evidence-Based Approach

The evidence-based approach in IEH guarantees that every decision taken is supported by robust data. Data collection and analysis are the main principles in the evaluation and decision-making process. By using valid and relevant data, programs can be more adaptive to dynamic field situations, as well as provide a foundation for continuous improvement.

Holistic Evaluation Innovation (IEH) produces the following outputs and outcomes:

- A. Outputs from IEH includes:
  - 1) Institutional Collaboration: Good cooperation between various institutions and stakeholders
  - 2) Stakeholder Engagement: Increased community and victim participation in the evaluation process
  - 3) Shared Purpose: Achieving more targeted and measurable program goals
- B. Outcomes from IEH includes:
  - 1) Increased Program Effectiveness: Programs that are more responsive and adaptive to the needs of the community
  - 2) Better Quality of Service: Beneficiaries get more integrated and comprehensive services
  - 3) Significant Positive Impact: Increased impact of the program on communities and victims, which can be objectively measured.

Thus, Holistic Evaluation Innovation not only focuses on assessing program performance, but also provides a foundation for continuous improvement based on data and real needs on the ground.



Design of a holistic evaluation innovation model for the implementation of violence victim recovery

Source: Processed by the researcher

Table 2 Matrix of elaboration of the design of the holistic evaluation innovation model for the implementation of violence victim recovery

<b>Evaluation Aspects</b>	<b>Sous-marine Bagian</b>	<b>Assessment Criteria</b>	<b>Success Indicators</b>	<b>Note</b>
Synergy	Institutional Collaboration for Stakeholder Involvement with Common Goals	Emphasizing synergy between various institutions and stakeholders in program evaluation.	There is effective collaboration between institutions, increased stakeholder involvement, directed coordination, and smooth communication between institutions.	Evaluate the involvement of each institution.
Responsive	Analysis of the Flexibility Needs of Victim Engagement Programs	Focus on program responsiveness to the needs of the community and victims.	The program is able to respond to emergency needs, the level of satisfaction of beneficiaries, and the flexibility of the program in adjusting to the field situation.	Monitor feedback from the community.
Monitoring	Continuous Evaluation of Follow-up Performance Indicators	Emphasizing the importance of continuous monitoring and evaluation for program improvement.	There is a routine monitoring mechanism, periodic reports, feedback on changes in strategy, and corrective actions that are immediately taken.	Evaluate the effectiveness of monitoring and its results.

<b>Evaluation Aspects</b>	<b>Sous-marin Bagian</b>	<b>Assessment Criteria</b>	<b>Success Indicators</b>	<b>Note</b>
Service Integration	Service Integration Prevents Duplication of Directed Services	Demonstrate efforts to integrate various services in the recovery program.	Coordinated services between departments, minimal duplication of services, and increased program efficiency through synergy between institutions.	Analyze how well the service is integrated
Evidence-Based	Data Collection Decision-Making Data Analysis	Emphasizing the importance of data and evidence in the evaluation and decision-making process.	The use of valid data in every program decision, in-depth analysis reports, transparency in the use of data for evaluation.	Review data quality and decision-making processes.

Source : Compiled by Researcher

## CONCLUSIONS AND RECOMMENDATIONS

From the description and analysis of the discussion of the research results, it can be concluded that;

- 1) The evaluation of the violence victim recovery program in the technical implementation unit of the women and children protection area of East Kalimantan Province is:
  - a) Context, contextual evaluation shows that the violence victim recovery program at the UPTD PPA of East Kalimantan Province is relevant to the basic needs of victims, but there is a significant variation in needs in various regions. Some communities face specific social and economic challenges that affect the acceptance and effectiveness of programs. The program has tried to adapt to the local context, but there is still a need for a more in-depth analysis of diverse contextual factors.
  - b) Inputs, in terms of inputs, the study identified that the allocation of resources, including budgets, staff, and facilities, has been done quite well but still needs improvement. There are several shortcomings in terms of staff training and infrastructure that affect the quality of services provided. Resource management needs to be

optimized to ensure that all aspects of the program can be implemented effectively.

- c) Process, process analysis shows that the implementation of the recovery program is running according to the general plan, but there are several challenges faced during implementation. Problems related to coordination, communication limitations, and adjustment of procedures in the field indicate the need for improvement in program management and operations. The assessment of the process shows that strengthening the internal monitoring and evaluation mechanism is urgently needed to improve the quality of program implementation
  - d) Product, product nature, impact evaluation shows that recovery programs provide positive results in the short term, such as improvements in victim well-being and increased access to support services. However, the long-term impact of the program still requires further assessment. There are indications that the program has not fully achieved its final goal related to long-term changes in the lives of victims. Therefore, a long-term assessment needs to be carried out to get a more complete picture of the effectiveness of the program.
- 2) The evaluation model in the implementation of the program of the violence victim recovery program in the technical implementation unit of the women's and child protection area of East Kalimantan Province uses the Holistic Evaluation Innovation Model (IEH) where IEH offers a comprehensive and systematic approach to increase the effectiveness of the violence victim recovery program. By emphasizing collaboration between institutions and strategists, IEH ensures the responsiveness of the program to the needs of the community and victims. This approach facilitates better coordination and increases efficiency.
- a) Continuous monitoring is an important tool in IEH, allowing for dynamic improvement during implementation and adaptation to changing needs, the CIPP Framework is used to evaluate various aspects of the program thoroughly, providing a clear picture of successes and areas for improvement.
  - b) Service integration and effective communication between stakeholders are crucial aspects that support the success of the program. With an evidence-based approach, IEH aims to take decisions that are supported by valid data, thereby increasing manners
  - c) Program tability to dynamic field situations. Overall, the IEH model not only assesses program performance, but also provides a foundation for continuous improvement, ensuring that programs can meet the needs of the community significantly and measurably

Based on the results of the evaluation of the violence victim recovery program conducted by the UPTD PPA of East Kalimantan Province using the CIPP (Context, Input, Process, Product) evaluation model, the following are strategic recommendations for the government. These recommendations aim to improve every aspect of the program based on the findings of the evaluation that include the context, inputs, processes, and products of the program

1. Context Evaluation, increasing Program Relevance and Needs. The government needs to conduct an in-depth analysis of the actual needs of victims of violence in various regions, including remote areas. Continuous contextual evaluation must be conducted to ensure that recovery programs remain relevant and adaptive to social dynamics and the needs of victims because by understanding the changing context and needs, governments can adapt programs to be more effective in addressing the challenges faced by victims of violence
2. Input Evaluation, Resource Optimization and Planning. Improve the allocation and management of resources needed for recovery programs. This includes ensuring adequate funding, increasing staff capacity through regular training, and ensuring the availability of necessary facilities as the optimization of inputs will ensure that the program can be implemented with good quality, minimize problems related to resource limitations, and improve the effectiveness of program implementation
3. Process Evaluation, improve Implementation and Management. Strengthen monitoring and evaluation mechanisms during program implementation to ensure that programs are implemented in accordance with established plans and procedures. In addition, the government needs to ensure effective feedback from participants and staff for continuous improvement because by focusing on process management and feedback, the government can identify and address issues that arise during implementation, thereby improving the quality and consistency of services
4. Product Evaluation, developing more comprehensive indicators to assess the outcomes and long-term impact of recovery programs. In addition, conducting in-depth surveys and impact studies to measure the effectiveness of the program in achieving the set goals as a more thorough evaluation of the results and impacts will provide a clear picture of the extent to which the program has achieved the final goal and its impact on the welfare of victims, as well as provide a basis for future program adjustments. Strengthen stakeholder engagement, including local communities, NGOs, and other stakeholders, in program planning and evaluation. This can increase support and ensure that different perspectives are taken into account in program improvement. Increase transparency in reporting and communication regarding program results to the public and stakeholders. This can help build trust and support program accountability

## ADVANCED RESEARCH

Every research certainly has limitations. Limitations in the sense of research limitations that affect the researcher's ability to explore the data being studied, the limitations of available data, or external factors of the research such as time and resource limitations. So that further research is needed for the perfection of this research.

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