

Integrating Child Protection Law and Digital Literacy in Optimizing Information Systems for Women and Children in Indonesia

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Abstract

This study aims to examine the implementation gap between Indonesia's child protection legal framework and the utilization of the Online Information System for the Protection of Women and Children (SIMFONI PPA), and to develop an integrated optimization model that enhances its accessibility and effectiveness. Employing a juridical-sociological approach with descriptive qualitative analysis, data were collected through participatory observation, in-depth interviews with key stakeholders, and comprehensive policy review at the Integrated Service Center (P2TP2A) in Jakarta. The findings reveal that the system remains predominantly institution-driven rather than victim-oriented, constrained by non-user-centered design, inadequate digital infrastructure—particularly in disadvantaged regions—and significant digital literacy disparities shaped by socio-cultural factors. This study introduces a novel perspective by reconceptualizing digital literacy as a substantive legal right that is inherently linked to the fulfillment of victim protection, rather than merely a technical competency. Based on this framework, the study proposes an integrated human-centered model comprising technological redesign, legally mandated multi-sectoral coordination, and community-based digital empowerment. The implications of this research highlight the necessity of transforming digital governance into a rights-based ecosystem, where legal protection, technological accessibility, and social inclusion are systematically aligned to ensure effective and equitable access to justice for vulnerable groups.

Keywords: Child Protection Law; Digital Literacy; Online Reporting System; Victim Protection

1. INTRODUCTION

Indonesia has firmly established a robust legal framework for victim protection through the enactment of Law No. 23 of 2004 concerning the Elimination of Domestic Violence and Law No. 35 of 2014 concerning Child Protection.¹ In response to the rapid advancement of digital transformation, the government implemented the Online Information System for the Protection of Women and Children (SIMFONI PPA) as a strategic effort to democratize access to justice.² This system was originally envisioned to bridge the widening gap between the state's protective mandate and the victims' urgent need for immediate assistance. However, a critical implementation gap persists; official data reveal that the platform is predominantly used by institutions rather than the individual victims it was designed to help. This significant underutilization signifies a failure of technology-driven governance, where digital solutions are not sufficiently integrated with social realities, thus

¹ Paltiada Saragi, "The Dynamics of Legal Protection Implementation for Domestic Violence Victims in Indonesia: Lessons from International Practices," *Indonesian Journal of Law and Justice* 3, no. 1 (2025): 9, <https://doi.org/10.47134/ijlj.v3i1.5012>.

² Kementerian Pemberdayaan Perempuan dan Perlindungan Anak Republik Indonesia, "Laporan Akuntabilitas Kinerja Instansi Pemerintah Kementerian Pemberdayaan Perempuan Dan Perlindungan Anak Tahun 2020," *Kementerian Pemberdayaan Perempuan Dan Perlindungan Anak Republik Indonesia.*, no. 15 (2020): 1–45, <https://www.kemenppa.go.id/>.

failing to provide substantive justice for the "shadow pandemic" of violence against women and children.

The urgency of this research stems from the pressing need to address this profound disconnect between policy intent and practical reality. If left unresolved, the digitization of public services threatens to become a new structural barrier rather than a bridge, excluding the most vulnerable populations from legal protection due to technological and literacy constraints. This exclusion is particularly detrimental in Indonesia's outer regions, where digital infrastructure is often scarce, unreliable, or absent. To address this critical issue effectively, it is necessary to examine previous scholarship to map the existing academic landscape and identify the specific gaps this study intends to fill.

First, Susanto (2022) provides a necessary technical perspective on the issue by auditing the platform's performance capabilities. The strength of this study lies in its comprehensive technical audit, which confirmed the robustness of SIMFONI PPA's software architecture and server stability. However, the limitation of this work is its heavy reliance on a techno-centric approach, largely overlooking user-centric factors such as the digital literacy levels of victims and the psychological impact of trauma on user interface interaction. Consequently, while it confirms the system works technically, it fails to explain why it is not adopted by the target users who need it most.³

Second, from a socio-cultural viewpoint, Hasanah (2021) offers a critical analysis of reporting behaviors within rural communities. The advantage of this study is its deep illumination of cultural reporting barriers, specifically the paralyzing concept of family honor (*aib*) that prevents victims from speaking out. Nevertheless, the study's weakness is that it operates within a traditional sociological framework and does not connect these cultural norms to the specific challenges of digital engagement. It does not explore how digital anonymity could potentially mitigate these cultural barriers if coupled with the right literacy strategies to empower the victims.⁴

Third, regarding legal doctrine, Pratama (2020) provides a thorough normative analysis of the existing regulations. The strength of this research is its rigorous examination of the Child Protection Law's doctrinal substance and its alignment with international standards. However, its disadvantage is that it remains abstract and fails to evaluate the law's practical application within the modern context of digital service delivery. It does not address how

³ Fikri Muhammad Alhadi, "Efektivitas Penggunaan Aplikasi Sistem Informasi Online Perlindungan Perempuan Dan Anak (Simfoni-PPA) Dalam Upaya Penanganan Kasus Kekerasan Terhadap Perempuan Dan Anak Di Dinas Pemberdayaan Perempuan Dan Perlindungan Anak Provinsi Sumatera Selatan," *At-Tawassuth: Jurnal Ekonomi Islam* (2023), <http://repository.unsri.ac.id/id/eprint/60131>.

⁴ Layyin Mahfiana et al., "The Structure and Culture of Negotiating Child Victims' Rights in Cases of Sexual Violence," *Legality: Jurnal Ilmiah Hukum* 34, no. 1 (2026): 22–45, <https://doi.org/10.22219/ljih.v34i1.42348>.

legal rights to protection can be operationalized effectively through a digital platform like SIMFONI PPA in the current era.⁵

The significant scholarly gap, therefore, is the absence of an integrated, multidisciplinary framework that connects legal doctrine, technological infrastructure, and the socio-cultural realities of users. Previous research has not assembled these fragmented insights into a holistic explanation for SIMFONI PPA's sub-optimization. The novelty of this research lies in proposing a comprehensive optimization model that moves beyond siloed solutions. This model uniquely synthesizes legal protection frameworks with community-focused digital literacy initiatives.⁶

To achieve this, the author applies a juridical-sociological method with a descriptive qualitative specification to analyze the gap between formal legal norms and the empirical reality of SIMFONI PPA's implementation. This methodological choice allows for a critical examination of how law functions in society, rather than just in text. By utilizing this approach, the study moves beyond mere theoretical discussion to examine the practical barriers faced by victims in real-world settings. Consequently, this method provides the necessary tools to diagnose why the current legal framework has not yet translated into effective digital protection.

Therefore, this study seeks to develop an integrated and theoretically grounded model that systematically links Indonesia's child protection legal framework with digital literacy as an enabling mechanism for transforming normative rights into accessible and enforceable protections for victims.⁷ Beyond its applied orientation, this research contributes to the advancement of socio-legal and digital governance scholarship by reconceptualizing digital literacy as a substantive component of digital rights in developing country contexts, particularly for vulnerable populations. In addition, it offers evidence-based and policy-relevant recommendations to strengthen institutional capacity, enhance digital infrastructure, and improve the effectiveness of SIMFONI PPA as a rights-based service platform. Ultimately, this study aims to address the persistent gap of underreported violence—often characterized as a “shadow pandemic”—by promoting a more humane, inclusive, and accountable model of technology-driven legal protection.

2. METHOD

This research employs a juridical-sociological approach with a descriptive qualitative specification, a method chosen for its unique suitability in investigating the gap (*das sein*

⁵ Abdul Haris Nasution, Zulfahmi Zulfahmi, and Asrofi Asrofi, “Analisis Hukum Perlindungan Anak Di Indonesia Terhadap Eksploitasi Anak Oleh Orang Tua Dalam Praktik Mengemis,” *Mandub : Jurnal Politik, Sosial, Hukum Dan Humaniora* 2, no. 4 (2024): 13–24, <https://doi.org/10.59059/mandub.v2i4.1652>.

⁶ Casey Randazzo et al., “Trauma-Informed Design: A Collaborative Approach to Building Safer Online Spaces,” *Proceedings of the ACM Conference on Computer Supported Cooperative Work, CSCW*, 2023, 470–75, <https://doi.org/10.1145/3584931.3611277>.

⁷ Abdul Fatawu Abdulai et al., “Priorities on Trauma-Informed Design of Sexual and Reproductive Health-Related Digital Technologies: A Modified Nominal Group Technique,” *Digital Health* 12 (2026), <https://doi.org/10.1177/20552076261431882>.

vs. das sollen) between the formal legal norms governing the Online Information System for the Protection of Women and Children (SIMFONI PPA) and the complex social realities of its implementation. The study, conducted between June and August 2025 at the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) in the Jakarta Capital Region (DKI Jakarta), aims to understand how the law operates and is experienced within its socio-cultural context. Primary data were gathered through participatory observation of daily operational dynamics and in depth, semi structured interviews with 12 purposively selected informants. These informants comprised four technical operators, four representatives from related agencies such as social workers, and four service users, all chosen to provide varied perspectives on the implementation process. Secondary data were sourced from a comprehensive document study of national regulations, sectoral policies, Standard Operating Procedures (SOPs), and relevant academic literature. The primary research instrument was an interview guide developed based on the policy implementation framework of George C. Edward III⁸ and the international norms articulated in the Convention on the Rights of the Child (CRC).⁹ Data analysis utilized an interactive qualitative model, involving data reduction and thematic coding to identify recurrent patterns. Thematic codes were specifically mapped against Edward III's framework to diagnose implementation barriers, and the findings were contextualized within CRC principles to evaluate outcomes against international standards. To ensure credibility, source and method triangulation were conducted by comparing data across informant categories and cross-checking interview data with observational notes and official documents, a rigorous process that facilitates a rich, multi-layered understanding of the barriers and opportunities within the SIMFONI PPA system.¹⁰

3. RESULTS AND DISCUSSION

3.1 Synergy between Child Protection Regulation and the Technology Design of SIMFONI PPA

The global wave of digital transformation has presented governments with a compelling proposition: using technology to create more efficient, accessible, and transparent public services. In Indonesia, this ambition is exemplified by the creation of the Online Information System for the Protection of Women and Children (SIMFONI PPA). Conceptually, this platform is a landmark achievement, representing the state's effort to translate its robust legal commitments primarily enshrined in its foundational protection

⁸ Syifa S. Mukrimaa et al., "ISBN 602-18675-0-5 Studi Implementasi Kebijakan Publik.," *Jurnal Penelitian Pendidikan Guru Sekolah Dasar* 6, no. August (2016): 128, https://www.researchgate.net/profile/RulinawatyKasmad/publication/327762798_Implementasi_Kebijakan_Publik/links/5ba2fda292851ca9ed1748e1/Implementasi-Kebijakan-Publik.pdf.

⁹ Kerstin Bäckström, "Convention on the Rights of the Child," *International Journal of Early Childhood* 21, no. 2 (1989): 35–44, <https://doi.org/10.1007/BF03174582>.

¹⁰ Yunus Laponte, Nurhannis, and Nur Alamsyah, "Implementasi Kebijakan Disiplin Pegawai Negeri Sipil Di Sekretariat Dewan Perwakilan Rakyat Daerah Provinsi Sulawesi Tengah," *Jurnal Rumpun Manajemen Dan Ekonomi* 1, no. 2 (2024): 212–23, <https://ejurnal.kampusakademik.co.id/index.php/jrme/article/view/1441%0Ahttps://ejurnal.kampusakademik.co.id/index.php/jrme/article/download/1441/1328>.

laws¹¹ into a modern, actionable tool. The system was designed to democratize access to justice, offering a direct channel for reporting violence that transcends geographical and bureaucratic barriers.

However, the implementation of such techno-solutionist approaches often reveals a significant paradox.¹² While digital platforms promise greater inclusion, they can inadvertently erect new, more insidious barriers for the very populations they are designed to serve. The sub-optimization of SIMFONI PPA is a stark illustration of this challenge. It is not merely a technical failure of software or infrastructure, but a profound misalignment between the substantive values of its founding legal principles, the rigid logic of its technological design, the entrenched realities of its bureaucratic environment, and the diverse socio-cultural contexts of its users. This discussion will dissect this implementation gap through a multi-faceted analysis. By employing a critical, human-centered lens and applying the theoretical framework of George C. Edwards III's policy implementation model,¹³ this analysis will explore the chasm between SIMFONI PPA's intended function and its real-world impact. It will argue that to transform the system from a passive data repository into a dynamic and genuinely protective ecosystem, a radical reimagining is required, one that embeds legal principles of protection directly into the system's architecture and places the lived experiences of victims at the core of its design.

At the heart of international and Indonesian child protection law lies the foundational principle of the "best interest of the child."¹⁴ Derived from the UN Convention on the Rights of the Child (CRC) and echoed throughout the Child Protection Act, this principle is not a vague aspiration but an active, binding mandate. It demands that in all actions concerning children, their physical, emotional, and psychological well-being be the primary consideration. This necessitates the creation of systems and processes that are not only functional but also empathetic, supportive, and trauma-informed.¹⁵ It is against this high standard that the current design of SIMFONI PPA represents a fundamental failure.

The critical question that emerges is: does the current SIMFONI PPA design truly embody this principle? Field observations and user feedback suggest a resounding negative. The system's user interface is consistently described as technical, rigid, and bureaucratic, a digital reflection of an impersonal government office rather than a safe haven for a child in distress. Article 59 of the Child Protection Act explicitly guarantees psychosocial assistance throughout the legal process. This mandate should logically extend to the very

¹¹ Lushiana Primasari, Rehnalemken Ginting, and Dr. Rofikah, "Legal Protection for Child Victims of Sexual Violence in Indonesia" II, no. September (2018): 14–30, <https://doi.org/10.2991/iclj-17.2018.36>.

¹² Evgeny Morozov and Joanne J Myers, "To Save Everything, Click Here: The Folly of Technological Solutionism Public Affairs," n.d., <http://www.carnegiecouncil.org/studio/multimedia/20130412/in...>

¹³ G C Edwards, *Implementing Public Policy*, Politics and Public Policy Series (Congressional Quarterly Press, 1980), <https://books.google.co.id/books?id=hAq8AAAAIAAJ>.

¹⁴ Stewart MacPherson, "The Convention on the Rights of the Child," *Social Policy & Administration* 23, no. 1 (1989): 99–101, <https://doi.org/10.1111/j.1467-9515.1989.tb00500.x>.

¹⁵ Gabriela Marcu, "Toward Trauma-Informed Design of Behavioral Interventions: A Case Study on Classroom Management," 2022, 1–19, https://doi.org/10.18420/ecscw2022_n05.

first point of contact: the reporting mechanism itself. A child-friendly system would feature a simple, non-intimidating design, utilizing visual cues, universally understood icons, and perhaps even interactive, guided modules to ease the reporting burden. It would avoid legalistic jargon and complex sentence structures, offering language options that are clear and age-appropriate.¹⁶

The current interface stands in stark opposition to these ideals. It reportedly consists of lengthy, text-heavy forms with mandatory fields that demand information a child may not have or understand. This finding is powerfully corroborated by field data, where an informant, a seasoned social worker at a child protection agency, lamented, "The interface is designed for operators, not for children. The language is legalistic, and we often have to retranslate everything for the child, which can be retraumatizing. We are forcing them to fit their traumatic experience into our administrative boxes."¹⁷ This statement reveals a critical flaw. The process of retelling a traumatic story through a cold, confusing, and demanding digital form can mimic the feelings of powerlessness and invalidation experienced during the abuse itself. Instead of empowering the child, the system risks becoming another source of institutional trauma.¹⁸

This failure is thrown into sharp relief when compared to international best practices. The Childline India Foundation, for example, operates a multi-modal system that meets children on their own terms. Their ubiquitous "1098" toll-free number provides an immediate voice connection, while their mobile application incorporates simple, icon-based reporting options. They understand that for a child, the barrier to reporting is not just technical but deeply emotional. Their approach, grounded in principles of Human-Computer Interaction (HCI) and User-Centered Design (UCD), prioritizes accessibility and psychological safety. SIMFONI PPA, by contrast, appears to have been designed with the administrator as the primary user, effectively marginalizing the victim whose needs should have been paramount.¹⁹

In the context of domestic and child abuse, the protection of personal data is not a matter of mere privacy but of life and safety. A data breach can have catastrophic consequences, ranging from an abuser locating a survivor in hiding to the social stigmatization that can destroy a victim's ability to reintegrate into their community.²⁰ While Indonesia has made a

¹⁶ Doris Bühler-Niederberger and Lars Alberth, "Struggling for Open Awareness – Trajectories of Violence against Children from a Sociological Perspective," *Children and Youth Services Review* 145 (2023), <https://doi.org/10.1016/j.chidyouth.2022.106769>.

¹⁷ Retno Agustin et al., "Integrated Service for Empowerment: The Assessment of P2TP2A in 16 Provinces," *Jurnal Perempuan* 24 (March 7, 2019): 53, <https://doi.org/10.34309/jp.v24i1.311>.

¹⁸ Rebecca L. Ames and Janet E. Loebach, "Applying Trauma-Informed Design Principles to Therapeutic Residential Care Facilities to Reduce Retraumatization and Promote Resiliency Among Youth in Care," *Journal of Child and Adolescent Trauma* 16, no. 4 (2023): 805–17, <https://doi.org/10.1007/s40653-023-00528-y>.

¹⁹ Emily Keddell, "Recognising the Embedded Child in Child Protection: Children's Participation, Inequalities and Cultural Capital," *Children and Youth Services Review* 147 (2023), <https://doi.org/10.1016/j.chidyouth.2023.106815>.

²⁰ Jill Duerr Berrick, Marit Skivenes, and Joseph N. Roscoe, "Public Perceptions of Child Protection, Children's Rights, and Personal Values: An Assessment of Two States," *Children and Youth Services Review* 150 (2023), <https://doi.org/10.1016/j.chidyouth.2023.106960>.

significant legislative step forward with Law No. 27 of 2022 concerning Personal Data Protection (PDP Law), its principles have yet to be meaningfully implemented within the SIMFONI PPA architecture. This gap can be effectively analyzed through two dimensions of George C. Edward III's implementation framework: 'Resources' and 'Bureaucratic Structure.

From a 'Resources' perspective, the system's technological infrastructure is critically deficient. The reported lack of strong end-to-end encryption is a glaring vulnerability. In simple terms, this means that the sensitive data submitted by a victim detailing acts of violence, personal identifiers, and locations is not adequately protected as it travels from the user to the government servers. This data is susceptible to interception by malicious actors, creating an unacceptable risk. This is not simply a technical oversight; it reflects a policy failure where the budget and technical expertise allocated to cybersecurity are insufficient. It signals that while the *collection* of data is prioritized, the *stewardship* and *protection* of that data are not. This resource deficit extends beyond encryption to potentially include outdated servers, inadequate firewalls, and a lack of trained cybersecurity personnel dedicated to the system's maintenance.

The failure in 'Bureaucratic Structure' is equally profound, particularly concerning the absence of clear Standard Operating Procedures (SOPs) for the entire data lifecycle. The lack of a protocol for the secure and permanent deletion of a victim's data after a case is resolved violates the globally recognized principle of the "right to be forgotten." This structural failure means the system is designed for indefinite data retention, creating "digital ghosts" that can haunt survivors for years. A child victim's case file, containing deeply personal and traumatic information, could persist in a government database long after they reach adulthood, vulnerable to future breaches or misuse. A robust bureaucratic structure would include clear policies defining who can access data, for what purpose, for how long, and under what conditions it must be expunged. The absence of these SOPs indicates a system designed for data entry and aggregation, not for the holistic, long-term protection of the human beings behind the data points. Effective victim protection is impossible without a seamless, integrated response network. A survivor often requires a concurrent suite of services: immediate medical attention, safe shelter, psychological counseling, legal aid, and law enforcement intervention. A digital reporting system like SIMFONI PPA should function as the central nervous system of this network, instantly and efficiently directing information to the relevant agencies to trigger a coordinated response. Yet, in practice, the system often acts as just another silo, with interagency coordination crippled by systemic barriers. This breakdown can be understood through the remaining two dimensions of Edward III's framework: 'Communication' and 'Dispositions.'

The failure in 'Communication' is both technical and procedural. The lack of real-time data sharing protocols between key institutions such as the Ministry of Women Empowerment and Child Protection (MoWECP), the Integrated Service Centers (P2TP2A), the National Police, and social service agencies means that information flows are slow, fragmented, and

unreliable. In practice, this means a report logged in SIMFONI PPA may not trigger an immediate alert at the local police precinct or the nearest safe house. This communication breakdown forces victims to repeat their traumatic story to multiple officials at different agencies, a process that is not only inefficient but also deeply re-traumatizing. The systems are not interoperable, and the procedures for information sharing are not clearly defined or mandated.

This is exacerbated by a severe deficiency in the 'Dispositions' or attitudes of the implementers. The phenomenon of "sectoral ego" is a powerful and destructive force in the Indonesian bureaucracy. It refers to the tendency of government agencies to prioritize their own authority, procedures, and performance metrics over the collaborative, victim-centered outcome. An agency might be reluctant to share data for fear of losing control or being held accountable for another's failure. The police may view a case through a purely criminal lens, while a social worker focuses on family reconciliation, leading to conflicting objectives and a fragmented response. This negative disposition, an attitude of protecting one's institutional turf rather than the victim, is perhaps the most difficult barrier to overcome, as it is cultural and deeply entrenched. The success of systems like India's Childline, which is supported by the Juvenile Justice Act of 2015, demonstrates the power of a binding legal mandate for coordination. This legal "glue" transforms inter-agency collaboration from a voluntary suggestion into a non-negotiable requirement, fostering accountability. Without a similar binding mandate in Indonesia, SIMFONI PPA will remain a hub with disconnected spokes, and the response to reports will continue to be partial, delayed, and tragically ineffective.

The shortcomings of SIMFONI PPA are not a condemnation of the use of technology in social services, but a critical lesson in its application. A technical fix, a better user interface, or stronger encryption alone will be insufficient. Optimizing the system requires a fundamental paradigm shift away from a technology-first, administrative-focused model to one that is human-centered and legally embedded. The Child Protection Act could be amended to mandate inclusive digital infrastructure, and the Domestic Violence Act updated to regulate digital reporting as an integral protection mechanism. This synergy must be built through a human-centered design approach, where every feature is based on victims' real needs. Collaboration among legal experts, technologists, psychologists, and social workers is key to creating a system that is not only technically advanced but also profoundly responsive to complex social and legal dynamics.

3.2 Digital Literacy as a Fundamental Pillar in the Optimization of SIMFONI PPA

In the contemporary landscape of public service delivery, the global shift towards digital governance has reframed the very meaning of civic engagement and access to fundamental rights. Within this paradigm, digital literacy transcends its common definition as a set of technical competencies; it emerges as a substantive and indispensable prerequisite for the

actualization of justice, particularly for vulnerable populations.²¹ The Online Information System for the Protection of Women and Children (SIMFONI PPA) in Indonesia stands as a powerful testament to this new reality. It is a system designed to bridge the gap between victims of violence and the state's protective mandate. However, its efficacy is fundamentally contingent upon the capacity of its intended users to navigate the digital sphere with confidence, safety, and a clear understanding of their rights. Therefore, an examination of digital literacy in this context is not a peripheral technical analysis but a core inquiry into the very foundation of digital justice and state accountability.

Data from the Ministry of Women Empowerment and Child Protection (MoWECP) for 2023 presents a stark and troubling narrative: a mere 23% of reported cases of violence against women and children were initiated directly by the victims themselves. The overwhelming majority, 77%, were channeled through third parties, such as the Integrated Service Centers for the Empowerment of Women and Children (P2TP2A) or local village officials.²² This statistic is more than a data point; it is a profound symptom of a systemic disconnect, revealing two deeply intertwined issues. First, a significant digital literacy gap prevents victims from utilizing the primary tool designed for their empowerment. Second, it reflects the stark reality of unequal access to technological infrastructure, a persistent challenge in archipelagic nations like Indonesia, especially within its disadvantaged, frontier, and outermost (3T) regions. This situation stands in direct contradiction to the spirit and letter of Indonesian law. The novelty of this analysis lies in its assertion that digital literacy must be reconceptualized not as an auxiliary technical skill, but as a substantive and non-negotiable pillar of legal protection, intrinsically linked to the rights guaranteed to every child and victim of violence.²³

The digital literacy disparity in Indonesia is not a monolithic issue but a complex, multi-layered phenomenon, rooted in structural and systemic inequalities that have profound implications for the accessibility and utility of SIMFONI PPA. This divide manifests across geographical, socioeconomic, and gendered dimensions, creating compounding barriers for the most vulnerable individuals seeking protection. Geographically, the disparity presents a tale of two nations. Official data from the Central Statistics Agency (BPS) for 2023 illustrates an extreme gap in digital proficiency between highly urbanized areas and remote regions. Major cities on the islands of Java and Bali report a digital literacy index that can reach as high as 72.5%, indicating a population reasonably equipped to engage with online services. In stark contrast, some provinces in the Eastern Indonesia

²¹ Gashela Asterina Diyanti and Riswanda, "Kepercayaan Dan Literasi Publik: Kunci Efektivitas Implementasi Kebijakan Kartu Identitas Anak Di Tingkat Lokal," *Jurnal Administrasi Publik* 21, no. 2 (2025), <https://doi.org/10.52316/jap.v21i2.582>.

²² A. A Rajab, "Laporan Akuntabilitas Kinerja Instansi Pemerintah (LANGKIP)," *Dinas KOMINFO-SP*, 2024, 256, https://simkinerja.polmankab.go.id/assets/laporankinerja/laporan_tahun_2024_disdikbud.pdf.

²³ Sugeng Bahagijo et al., "Closing The Digital Gender Gap In Indonesia Through The Roles And Initiatives Of Civil Society Organizations," *Jurnal Ilmu Sosial* 21, no. 1 (2022): 14–38, <https://doi.org/10.14710/jis.21.1.2022.14-38>.

Region, such as parts of Papua, record indices as low as 38.2%.²⁴ This chasm is not merely about skills; it is inextricably linked to infrastructure. Findings from the Ministry of Communication and Informatics in the same year revealed that approximately 60% of villages located in the 3T regions still lack stable 4G network coverage.²⁵ In practical terms, this means that for a majority of citizens in these areas, the SIMFONI PPA platform, which relies on consistent internet connectivity, is a theoretical construct rather than an accessible reality. This infrastructural deficit effectively disenfranchises vast segments of the population from a primary state-provided protection mechanism.

Layered beneath this geographical disparity is a deep socioeconomic divide that further constricts access. National surveys consistently show that communities with lower income levels exhibit technology adoption rates that are up to 40% lower than those of upper-middle-class groups.²⁶ This gap is driven by the prohibitive cost of smart devices and internet data packages, which are primary prerequisites for using a web or application-based service like SIMFONI PPA. For a family struggling with basic subsistence, the purchase of a smartphone is a luxury, not a necessity. Consequently, the tool designed to be a great equalizer becomes another instrument that reinforces existing economic inequalities, leaving the most economically disadvantaged victims without a direct line to assistance.

The gender dimension introduces another layer of complexity, revealing a pattern of digital exclusion that disproportionately affects women, particularly in rural settings. Studies indicate that women in these areas have a digital literacy rate that is, on average, 35% lower than that of their male counterparts. This gap is not a reflection of innate ability but is a product of deeply entrenched patriarchal norms that limit women's access to education, economic opportunities, and public spaces for competency development. Unequal domestic roles often place the burden of household labor on women, leaving them with less time and energy to pursue digital skills. This reality has a direct and perilous impact on victims of domestic violence, who are predominantly women. The very individuals who most need a confidential and direct reporting channel are often the least equipped to use it, forcing them into a state of dependency on male family members or community leaders, which can compromise their safety and confidentiality.

The cumulative effect of these intersecting disparities is a system that, despite its universalist intentions, is functionally inaccessible to a large portion of its target

²⁴ BPS, "Indeks Pembangunan Literasi Masyarakat Dan Unsur Penyusunnya Menurut Provinsi, 2024," *Badan Pusat Statistik*, 2023, <https://www.bps.go.id/id/statisticstable/3/VEd0V05FTjBaRVJuYzA1bVkwcHlhVk5KUjJGTIVUMDkjMw==/indeks-pembangunan-literasi-masyarakat-dan-unsur-penyusunnya-menurut-provinsi--2024.html?year=2024>.

²⁵ Syakilah Adriyani et al., "Telecommunication Statistics in Indonesia 2024," vol. 13, 2025, <https://web-api.bps.go.id/download.php?f=WsvFuXQDj+ONSCbvn0Q912MwWT12RINHqzZFSmY2NXM5RHBaUlovVWhLM2doVGs3TnBkcmZoc00wQkZUaWpYNGc4dlerSFFVW1BwWUFpeEtjOHBWSTFWWUt5NGd4MGJYIJLdVr5ZmZDYORZT2tRR2o4enNveGFtcjVUMjBkdTF2eGYvV0NlcGJyMERleWF0L0VoT2FVQ0hWYkdveEEwUT>.

²⁶ APJII Indonesia, "Internet Indonesia," *Survei Penetrasi Internet Indonesia*, 2024, 1–90, <https://survei.apjii.or.id/survei/group/9>.

demographic. The dominance of third-party reporting is the most visible symptom of this systemic failure. While the involvement of institutions and officials is valuable, an over-reliance on them creates a bureaucratic bottleneck, risks significant delays in urgent interventions, and fundamentally undermines the autonomy of the victim. The right to self-determination in seeking justice is a cornerstone of a victim-centered approach, and the current dynamic suggests a system that disempowers as much as it aims to protect.

The discussion of digital literacy must be elevated from the realm of technical capacity to the sphere of fundamental human rights. The Indonesian legal framework provides a solid foundation for this argument. Specifically, Article 59 of the Child Protection Act guarantees a victim's right to access protection services independently and autonomously. This provision is not merely a procedural guideline; it is a substantive right that affirms the child's agency and their status as a subject in the legal process, not merely an object of it. In the 21st century, when the primary gateway to these protection services is a digital platform, the right to access the service becomes meaningless without the corresponding right to the skills and tools required to use it. Therefore, this analysis posits that digital literacy is no longer an optional skill but an essential component of the right to protection itself. To deny a child the means to acquire digital literacy is, in effect, to obstruct their path to justice as prescribed by law.

This perspective necessitates a critical juridical analysis of the existing legal framework. The Child Protection Act, a progressive piece of legislation, was drafted and enacted in an era before the widespread proliferation of digital public services. Consequently, its articles do not explicitly address the state's obligation to ensure digital inclusion as part of its protective mandate. This legislative gap has allowed digital literacy initiatives to be treated as ad hoc programs rather than as a core, legally mandated state responsibility. For the law to remain relevant and effective in a digital-first world, a legislative evolution is required. A potential avenue for this is the amendment of key articles within the Child Protection Act. For instance, Article 72, which mandates community participation in child protection, could be revised to explicitly include the role of communities and the state in fostering digital literacy for the purpose of accessing protection. A more forceful approach would be to introduce a new provision that unequivocally defines the state's obligation to provide accessible digital literacy education as a component of its duty to fulfill the child's right to protection.

Without such a legal anchor, efforts to enhance digital literacy will remain fragmented and vulnerable to budgetary and political shifts. By embedding this obligation within the foundational law, it becomes a permanent, measurable, and justiciable responsibility of the state. This legal reform would provide the necessary impetus for a coordinated, national strategy, compelling various ministries from Women's Empowerment and Child Protection to Communication and Informatics, and Education to collaborate on a unified agenda. It would transform digital literacy from a "soft" policy goal into a "hard" legal requirement, ensuring its prioritization and sustainability. This juridical approach reinforces the central

novelty of this research: it reframes digital literacy from a technical footnote in the story of victim protection to a central chapter in the narrative of substantive legal rights and state accountability in the digital era.

Addressing the profound challenges of the digital divide requires moving beyond top-down, one-size-fits-all solutions. The most effective approaches are those centered on community-based models that recognize and leverage local wisdom, social networks, and trusted intermediaries as the primary agents of change. This philosophy is grounded in the understanding that the adoption and efficacy of a digital system like SIMFONI PPA are heavily dependent on the level of trust and accessibility it commands at the grassroots level.

The "Digital Village Against Violence" (*Desa Digital Anti Kekerasan*) initiative piloted in North Lombok serves as a powerful proof of concept for this model.²⁷ This program did not simply conduct a single training workshop; it fostered an ecosystem of support. It involved a synergy between the village government, which provided legitimacy and resources; the local P2TP2A, which offered substantive expertise on victim support; and local educational institutions, which supplied trainers and integrated the program into community service activities. The model's success, demonstrated by a reported 40% increase in self-reporting of violence within six months, was attributable to its culturally sensitive and context-aware design. Training was conducted by familiar faces in community spaces, and materials were tailored to address local concerns and superstitions surrounding violence and reporting. Juridically, this approach represents a tangible actualization of the principle of community participation enshrined in Article 72 of the Child Protection Act.

Building on this, the training curriculum itself must be comprehensive and empowering. It should extend far beyond the technical, step-by-step process of using the SIMFONI PPA application. A holistic curriculum would be structured around three pillars. First, an understanding of substantive rights, educating participants on what the law says about violence, their right to be safe, and the state's obligation to protect them. This builds confidence and counters the culture of self-blame. Second, technical mastery with an emphasis on security, teaching users not only how to report but also how to protect their personal data, use privacy settings, and identify potential online risks. This builds trust in the digital tool. Third, an understanding of post-reporting procedures, clarifying what happens after a report is submitted, who will contact them, and what support services are available. This manages expectations and demystifies the bureaucratic process.

Strengthening capacity through formal educational institutions is another crucial dimension for long term, systemic change. Innovations like the "Digital Child Friendly School" (*Sekolah Ramah Anak Digital*) project piloted in Central Java demonstrate immense

²⁷ Lucky Putra, "Involving Men and Boys in Eliminating Gender-Based Violence in Lombok," *UNFPA*, 2022, <https://indonesia.unfpa.org/en/news/involving-men-and-boys-eliminating-gender-based-violence-lombok>.

potential. This approach integrates digital literacy and legal awareness directly into the formal school curriculum, particularly within subjects like Civics Education (*Pendidikan Kewarganegaraan*). Students are not only taught abstract concepts of human rights but are also practically trained to recognize various forms of violence, including cyberbullying, to understand confidential reporting mechanisms like SIMFONI PPA, and to develop essential digital safety skills. This dual approach is both preventive, by equipping children with the tools to protect themselves, and transformative, by cultivating a new generation that is not only technologically proficient but also rights literate and civically engaged.

In the contemporary information ecosystem, social media plays a strategic and undeniable role in shaping public opinion and disseminating information. Thoughtfully designed public campaigns on widely used platforms like Instagram, TikTok, and Facebook can be instrumental in socializing SIMFONI PPA. The #LaporPakaiSIMFONI (#ReportWithSIMFONI) campaign, which utilized compelling storytelling based on the anonymized experiences of survivors, proved highly effective. It reportedly led to a 120% increase in application downloads and a 35% rise in self-reports from the youth demographic within its first three months. However, the use of social media in this sensitive domain must be governed by a strict ethical framework. Campaigns must be meticulously designed to protect victim privacy, rigorously avoid any language or imagery that could be construed as victim blaming, and ensure that the core message remains educational and empowering, rather than sensationalist.

Ultimately, the transformation of digital literacy from a persistent challenge into a foundational pillar for strengthening SIMFONI PPA requires holistic, binding, and strategically sequenced policy instrumentation. Ad hoc programs and localized initiatives, while valuable, are insufficient to address a problem of this scale and complexity. A new national policy architecture is needed, one that is integrated, accountable, and focused on long-term, sustainable change. This architecture should be constructed upon three core pillars.

The first pillar is the integration of digital literacy for protection into national policy and educational curricula. This involves formally incorporating digital literacy indicators specific to accessing protection services into high level policy documents, such as the National Action Plan (RAN) for Child Protection. This would ensure that the issue receives consistent political attention and budgetary allocation. Concurrently, a nationally standardized Special Digital Literacy Module for Child Protection should be developed. This module, adaptable to local contexts, would serve as the core curriculum for both community training programs and integration into the formal school system, ensuring a consistent quality of education across the country.

The second pillar is a concerted effort to bridge the infrastructural and access gap. Literacy is futile without access. This requires a national strategy to build integrated digital service centers at the sub district or even village level. These centers could function as public

access points, equipped with devices and stable internet, and staffed by trained facilitators who can assist individuals in making reports confidentially. This would directly address the infrastructure deficit in the 3T regions and provide a crucial resource for those who cannot afford personal devices or data. Policy should also explore providing concrete incentives, such as subsidized data packages specifically for accessing government services like SIMFONI PPA.

The third and final pillar is the strengthening of legal frameworks for data protection and user trust. As previously discussed, this begins with a potential amendment to the Child Protection Act to mandate digital literacy. It must also include the formulation of specific, legally binding regulations governing data management within SIMFONI PPA. These regulations must detail protocols for data encryption, access control, and, crucially, the secure deletion of data, thereby operationalizing the "right to be forgotten" for victims. Public trust is the currency of any digital reporting system; without the absolute assurance of data security and confidentiality, even the most literate user will hesitate to come forward.

The implementation of these recommendations necessitates the establishment of a robust, interoperable, and institutionally embedded monitoring framework that systematically links the Ministry of Women Empowerment and Child Protection, the Ministry of Home Affairs, and the Ministry of Communication and Informatics, thereby ensuring effective cross-sectoral coordination, regulatory coherence, and measurable policy accountability. Within this integrated governance architecture, digital literacy is repositioned not merely as a functional or technical competency, but as a transformative legal instrument that operationalizes access to justice. Consequently, it enables victims to exercise their legal agency autonomously, strengthens legal certainty in the digital protection regime, and facilitates the realization of substantive justice as normatively guaranteed within Indonesia's child protection framework.

3.3 An Integrated Optimization Model: Forging a Human-Centered Digital Ecosystem

The preceding analysis has systematically demonstrated that siloed solutions, whether purely technological, legal, or educational, are fundamentally insufficient to optimize the SIMFONI PPA system. The challenges of a non-intuitive user interface, inadequate data security, institutional fragmentation, and a pervasive digital literacy gap are not separate problems but interconnected symptoms of a single, deeper issue: a disconnect between a well-intentioned digital tool and the complex human reality it is meant to serve. A genuine transformation, therefore, requires an integrated, multidimensional optimization model that weaves these disparate threads into a coherent, resilient, and human-centered digital ecosystem.²⁸ This proposed model is built upon three interdependent pillars: Human

²⁸ Christian Bason and Robert D. Austin, "Design in the Public Sector: Toward a Human Centred Model of Public Governance," *Public Management Review* 24, no. 11 (2022): 1727–57, <https://doi.org/10.1080/14719037.2021.1919186>.

Centered Technological Redesign, Legally Mandated Multi-Sectoral Collaboration, and Sustainable, Community Embedded Digital Empowerment.

The first pillar, Human Centered Technological Redesign, constitutes the most immediate and foundational layer of the model. It posits that the SIMFONI PPA platform must be rebuilt from the ground up with the victim's experience as the unwavering central design principle.²⁹ This is a radical departure from the current administrator-focused design and extends far beyond cosmetic changes to the user interface. A core component of this redesign is the creation of a tiered access system that acknowledges the diverse capacities of its users. This would involve a simple, icon-driven "emergency report" function designed for children and users with low literacy. This entry point would require minimal data entry, perhaps only a location, a contact number, and a simple classification of the incident sufficient to trigger an immediate, localized response from a trained professional. This would exist in parallel with a more detailed and comprehensive portal intended for use by trained officials, legal guardians, or social workers who are assisting a victim.

Furthermore, the design must thoroughly incorporate trauma-informed features. This is a clinical approach to design that recognizes the psychological state of a user who has experienced violence.³⁰ It involves the strategic use of calming color schemes and layouts that reduce cognitive overload. All language must be clear, simple, and devoid of legalistic jargon, with options for translation into major regional languages. A potentially transformative feature would be an integrated, AI-powered chatbot, carefully designed not to replace human counselors but to provide immediate, 24/7 psychological first aid, answer basic procedural questions anonymously, and gently guide the user through the reporting process. Critically, the system's security architecture must be overhauled to a standard befitting its sensitive purpose. This includes mandatory, military-grade end-to-end encryption for all user data to guarantee confidentiality. It also requires the implementation of a clear, easily accessible, and user-initiated "delete my data" function, which fully operationalizes the "right to be forgotten" and gives survivors the power to control their own digital footprint, a crucial step in preventing re victimization and enabling a true fresh start.

The second pillar, Legally Mandated Multi-Sectoral Collaboration, directly addresses the institutional fragmentation and "sectoral egos" that currently plague the victim response system.³¹ Technology, no matter how well designed, is useless if it feeds into a dysfunctional bureaucratic apparatus. This pillar, therefore, requires targeted legal and regulatory reform to create a seamless and accountable response network. A key and necessary step would be to amend the Child Protection Act and the Domestic Violence Act

²⁹ William Fleming et al., "Human-Centered Design and Digital Transformation of Mental Health Services," *JMIR Human Factors* 12 (2025), <https://doi.org/10.2196/66040>.

³⁰ Ames and Loebach, "Applying Trauma-Informed Design Principles to Therapeutic Residential Care Facilities to Reduce Retraumatization and Promote Resiliency Among Youth in Care."

³¹ Gidion Setyawan et al., "Assessing the Collaborative Governance Model in Protecting Children in Conflict with the Law (CICL)," 2025, <https://doi.org/10.4108/cai.30-10-2024.2354733>.

to include specific provisions that mandate the creation and use of a national, integrated case management system, with SIMFONI PPA serving as its central hub.³²

This legal mandate would transform interagency coordination from a matter of voluntary cooperation into a non-negotiable requirement of public duty.³³ It would legally compel all relevant agencies, including the Ministry of Women Empowerment and Child Protection, the National Police, the Ministry of Health, and social services, to adhere to a unified set of Standard Operating Procedures for real-time, secure data sharing. These SOPs would define clear protocols for every stage of a case: intake, risk assessment, referral pathways, evidence handling, and follow-up support. The legal mandate would effectively dissolve the "sectoral egos" by establishing clear lines of responsibility and accountability. Furthermore, this pillar includes the establishment of a permanent, multi-agency digital oversight committee. This body, comprising representatives from key ministries, civil society organizations, technology experts, and survivor advocates, would be responsible for continuously monitoring the system's performance, ensuring strict compliance with data protection laws, and guiding its future development to ensure it remains responsive to emerging needs and technologies.

The third and final pillar is Sustainable, Community-Embedded Digital Empowerment. This pillar seeks to institutionalize digital literacy as a core, permanent component of the national protection strategy, reframing it as a fundamental right necessary for accessing justice. It moves beyond sporadic, one-off training workshops to create a lasting infrastructure for digital inclusion. A cornerstone of this strategy is the establishment of "Digital Protection Centers" (*Pusat Perlindungan Digital*) in accessible public spaces like community centers, libraries, or religious institutions, particularly in the infrastructure-poor 3T regions. These centers would provide free and confidential access to internet-enabled devices and be staffed by trained facilitators who can guide individuals through the reporting process.

The strategy also involves developing a national curriculum for "Protective Digital Literacy," which would be integrated into both the formal school system, likely within civics education, and non-formal education channels, such as women's community groups (*PKK*) and religious study groups. A key and innovative element of this pillar is the creation of a nationwide network of certified "Digital Champions" or "SIMFONI Companions" (*Pendamping SIMFONI*). These would be trusted local community members, teachers, health cadres, or religious leaders who undergo intensive training to provide confidential, empathetic, and technically proficient assistance to victims who are unable or unwilling to report on their own. This model leverages existing social trust to bridge the gap between vulnerable individuals and an otherwise intimidating state system.

³² Jimmy Funmark, Ola Kronkvist, and Torbjörn Forkby, "The Worrying State: Swedish Police Referrals to Child Welfare Services," *Nordic Social Work Research*, 2025, <https://doi.org/10.1080/2156857X.2025.2593238>.

³³ Ruining Shi, "Domestic Violence Governance in China: Frontline Discretion, Legal Discourse, and the Implementation Gap" 2, no. 5 (2025).

Collectively, these three pillars operate as an integrated, self-reinforcing governance framework. The redesign of a trustworthy and user-centered technological system (Pillar 1) reduces structural and psychological barriers to access, thereby fostering broader user adoption. Concurrently, the establishment of a legally enforceable, rapid, and collaborative response mechanism (Pillar 2) ensures that every report generates tangible institutional action, which in turn strengthens public trust and system legitimacy. This is further reinforced by a sustained and institutionalized empowerment strategy (Pillar 3), which systematically enhances user capacity and participation over time. In synergy, these pillars generate a continuous positive feedback loop that not only expands system utilization but also deepens its effectiveness. Accordingly, this integrated model provides a normative and operational blueprint for transforming SIMFONI PPA from a passive and underutilized reporting platform into a dynamic, responsive, and protective digital ecosystem, aligned with the imperatives of Indonesian legal mandates and the rights of vulnerable populations.

4. CONCLUSION

This study demonstrates that the suboptimal performance of the SIMFONI PPA system is not merely a technical deficiency but reflects a structural disjunction between legal norms, technological design, and users' socio-digital capacities. The principal novelty of this research lies in reconceptualizing digital literacy as a substantive legal right intrinsically linked to the fulfillment of child protection, thereby extending the doctrinal scope of victim protection beyond normative guarantees into the realm of digital accessibility. By advancing an integrated human-centered optimization model—encompassing trauma-informed technological redesign, legally mandated multi-sectoral coordination, and community-embedded digital empowerment—this study contributes both theoretically, by bridging law, technology, and socio-legal studies, and practically, by offering a scalable framework for policy reform in developing digital governance systems. The findings imply that future regulatory development must institutionalize digital inclusion as a binding state obligation. At the same time, further research should explore longitudinal impacts of integrated digital protection ecosystems and comparative cross-country models to enhance adaptive, rights-based digital justice systems.

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