

Women's Crisis Center (WCC) movement: Steadfast advocacy for young survivors of sexual abuse in Palembang

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Abstract

Sexual violence against women and children in Palembang City continues to increase, encouraging the emergence of women's movements such as the Women's Crisis Center (WCC) Palembang, which focuses on the issue of violence against women. This research aims to assess the effectiveness of WCC Palembang's role in advocating for victims of sexual violence and identifying the obstacles faced. This research uses a qualitative method with a phenomenological approach, with data obtained through observation, interviews and documentation. The subjects in this research comprised three sources: the Executive Director, the Supporting Staff, and the WCC Palembang Program Coordinator. After the data is collected, it is analyzed in three stages: data reduction, data presentation, and conclusion. The research results show that even though there are internal obstacles, such as limited funds and human resources, WCC Palembang is effective in advocating for victims of violence and plays an active role in collecting data on the National Commission on Violence against Women's CATAHU. WCC Palembang has also made a significant contribution to dealing with sexual violence in Palembang City.

Keywords: Women's Crisis Center, Advocacy, Sexual Violence Victims, Minors

Abstrak

Kekerasan seksual terhadap perempuan dan anak di Kota Palembang terus meningkat, mendorong munculnya gerakan perempuan seperti Women's Crisis Center (WCC) Palembang yang fokus pada isu kekerasan terhadap perempuan. Penelitian ini bertujuan untuk menilai efektivitas peran WCC Palembang dalam



mengadvokasi korban kekerasan seksual serta mengidentifikasi kendala yang dihadapi. Penelitian ini menggunakan metode kualitatif dengan pendekatan fenomenologi, dengan data yang diperoleh melalui observasi, wawancara dan dokumentasi. Subjek pada penelitian ini terdiri dari 3 narasumber yaitu Direktur Eksekutif, Staf Pendamping, dan Koordinator Program WCC Palembang. Setelah data dikumpulkan, selanjutnya dianalisis melalui tiga tahap: reduksi data, penyajian data dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa meskipun terdapat kendala internal seperti keterbatasan dana dan SDM, WCC Palembang efektif dalam advokasi korban kekerasan dan berperan aktif dalam pendataan CATAHU Komnas Perempuan. WCC Palembang juga telah memberikan kontribusi signifikan dalam menangani kekerasan seksual di Kota Palembang.

Kata Kunci: *Women's Crisis Center, Advokasi, Korban Kekerasan Seksual, Anak di Bawah Umur*

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INTRODUCTION

Sexual violence against minors is a serious concern in Indonesia and a global problem (Z. Hasan et al., 2016). The country with the highest ranking of sexual violence cases in the world is South Africa. As many as 15% of rape victims are under the age of 11, and 50% of children experience abuse before reaching the age of 18, with a total of 24,892 cases of child rape (Mustaqim, 2022). As the nation's successor, children should receive protection and supervision to prevent acts of discrimination or violence (Kencana et al., 2023). As mandated in Article 28 of the 1945 Constitution, which guarantees the right to life and protection from all forms of violence (Wulandari, 2021)? However, the fulfillment of children's rights is still lacking, so they are vulnerable to becoming victims of violence, especially sexual violence.

According to Andez (2006), violence against children includes various forms of acts that cause harm or loss, whether physical, mental, or sexual. It includes neglect, mistreatment, exploitation, including sexual exploitation, as well as child trafficking. However, the violence that children often experience is sexual violence (Khoiroh, 2019). This problem also occurs throughout Indonesia, including Palembang City and South Sumatra.

South Sumatra is one of the provinces with the highest violence in Sumatra Island. Recorded in 2023, the amount of violence in South Sumatra is increasing. This increase in the number of violence has resulted in many victims, especially minors. In 2023, the number of victims of violence against women and children reached 551 cases. Muara Enim Regency has the highest

number of cases of violence in South Sumatra, with 81 cases of violence. 3 Then, followed by Palembang City with 72 cases. Of these cases, the most common are cases of sexual violence, especially against women and children (SIMFONI PPA, 2024).

According to End Child Prostitution in Asia Tourism, child sexual abuse involves interactions between children and adults (Darmawan et al., 2019). Most perpetrators have a close relationship with the victim, with around 30% coming from a family environment such as a brother, biological father, uncle, or cousin, and even grandfather, and 60% from other acquaintances, such as friends, caregivers, or neighbors. At the same time, strangers were recorded at around 10% involved in cases of child sexual abuse (Humaira B et al., 2007). Lacks of understanding and low education are triggering factors, while the role of parents and community support is vital in preventing child sexual abuse (Rizka et al., 2022). One of them is a women's movement that aims to defend and protect the rights of women and children. This movement is known as the women's movement or feminism (Silawati, Eilli Nurhayati, 2001) .

The feminist movement attempts to represent women's collective identity, express women's guidance, and seek to address the injustices experienced by women in society (Martyn, 2005). Meanwhile, according to Humm (2007) in Wiyatmi, feminism involves several perspectives on women's rights and acts as an organized movement that seeks to achieve women's human rights (Wiyatmi, 2013). Fundamentally, the feminist movement aims to eliminate the oppression experienced by women in various social, political, economic, and cultural aspects (Dalimoenthe, 2020).

Women's Crisis Center (WCC) is an organization committed to supporting and protecting women victims of violence, including domestic, sexual, and harassment violence (Simbolon, 2022). The WCC's primary focus is providing a safe place for women, counseling services, emotional support, legal assistance, information, education, and advocacy (WRC Armenia, 2020). Women's Crisis Center (WCC) has spread in several cities in Indonesia, including Palembang City. WCC Palembang is an independent social and non-profit organization offering support and advocacy for protecting and fulfilling women's rights and health (Della Theana, 2019). Many victims of violence feel reluctant to report due to trauma and fear (Ningsih & Hennyati, 2018). Thus, WCC Palembang is present to provide a place or forum for women of various ages who are victims of violence in Palembang City.

Previous research, such as that conducted by (Setyowati, 2020) on the role of Government Agencies, especially the PPKB and PPPA Offices, in dealing with sexual violence against children in Jombang Regency, the study found

challenges, such as the lack of sex education for children and low public awareness of the seriousness of sexual violence cases. Meanwhile, research by (Wijayanti & Safitra, 2023) at SMAN 1 Mulak Ulu, Lahat Regency, South Sumatra, emphasized the importance of education on sexual violence based on Law No. 12 of 2022. The aim is to protect students from becoming victims or perpetrators and create a safe educational environment. The two previous studies show that many researchers are interested in the topic of education and socialization in handling and preventing sexual violence against children.

One of the previous studies relevant to this research is "The Role of Non-Governmental Organizations in Handling Victims of Sexual Violence in Jombang District" (Mahmudah & Widiyarta, 2023). However, there is no similar research in Palembang City. The difference between previous research lies in the object of research; in previous research, NGOs such as WCC Jombang explained the handling of victims of sexual violence in women of various ages. So, this research fills the novelty or lacuna by raising the theme of sexual violence that focuses on victims of sexual violence in children, specifically regarding the role of the Women's Crisis Center (WCC) Palembang movement in advocating for victims of sexual violence in children, as well as identifying the obstacles faced by WCC Palembang in advocating for victims of such violence.

METHOD

This research uses a qualitative method with a phenomenological approach. According to Van Mannen in Muhammad Hasan (2023: 92), phenomenology is an in-depth investigation of the direct experience of individuals (M. Hasan, 2023). Therefore, this research focuses on the role of the Women's Crisis Center (WCC) Palembang in assisting victims of sexual violence against minors. Through this approach, researchers gain an in-depth understanding of social phenomena related to sexual violence against minors in Palembang City.

In this phenomenological research, the selection of informants was purposive. Informants were selected based on their direct involvement in advocacy and mentoring activities carried out by WCC Palembang, as well as their ability to provide in-depth information related to the issue of sexual violence against children. Three primary informants were identified: the Executive Director of WCC Palembang, the Advocacy Staff, and the Program Coordinator of Women's Crisis Center (WCC) Palembang. They are considered individuals who have direct knowledge and experience in handling and

advocating for cases of child sexual abuse so that they can provide a rich and in-depth view of this phenomenon.

This research uses two sources of data: primary and secondary data. Primary data was obtained through direct interaction with key informants through in-depth interviews. Meanwhile, secondary data was obtained from various literature sources such as books, documents, scientific journals, articles, and other sources relevant to the research objectives (Murdiyanto, 2020).

The data collection techniques included direct observation, in-depth interviews with resource persons, and documentation (Somantri, 2005). After the data was collected, the researcher evaluated the data using the data analysis model according to Milles and Huberman (1984), which involves three main stages: data reduction, data presentation, and conclusion drawing (Nugrahani, 2014). By using this procedure, the research is expected to provide a comprehensive picture of the role of the women's movement in advocacy and protection for victims of sexual violence against children in Palembang City.

RESULTS AND DISCUSSION

In the reform era, political and mass organizations' attention to women's protection, empowerment, and gender equality is minimal. Although many women's non-governmental organizations (NGOs) actively fight for women's rights, most still need more human resources and access to influence public policy (Bendar, 2019). Therefore, women's organizations were formed to fight for gender rights, equality, and justice. This movement was born from the awareness of inequality, discrimination, and oppression against women, which is called feminism (Khoirul Faizain, 2012).

According to Humm (2007), feminism encompasses various perspectives on women's rights and acts as an organized movement that fights for women's human rights and social transformation toward justice. This movement is local, national, and international, involving women from various backgrounds to create social change (Wiyatmi, 2013). One of the organizations that emerged in the reform era was the Women's Crisis Center (WCC) Palembang, established in 1998 as a response to significant problems in women's lives. This research focuses on the Women's Crisis Center Palembang and uses Humm's (2007) theory with two leading indicators: social transformation and perspective and advocacy.

Cases of violence in Palembang City are currently a common occurrence in the community, both physical and non-physical violence. The most common violence in Palembang City is sexual violence, where the majority of victims are women and children (Wagisri & Pusnita, 2022). Thus, the following is the 6

number of cases of violence against women of various ages in Palembang City from 2020-2024 presented in the form of a graph:

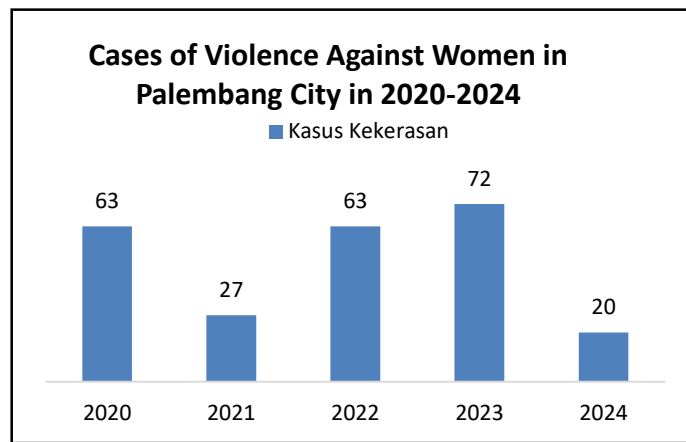


Figure 1. Graph of Violence Cases in Palembang City 2020-2024
Source: SIMFONI.PPA, 2024

The graph shows that cases of violence in Palembang City in 2021 decreased by 50% compared to the previous year, namely to 27 cases, but in 2022, the figure increased again like in 2020, namely to 63 cases. Then, in 2023, it increased to 72 cases. In 2024, from January 01, 2024, to August 20, 2024, there were 20 cases of violence against women recorded in Palembang City (SIMFONI PPA, 2024). This unstable number has become one of the concerns of the Palembang City Government and related institutions, one of which is the Women's Crisis Center Palembang.

Women's Crisis Center (WCC) Palembang is a social institution that provides assistance and advocacy for fulfilling women's rights. WCC Palembang protects women victims of gender-based violence, including violence against wives, rape, incest, human trafficking, dating violence, and sexual harassment. The organization serves all women regardless of religion, class, ethnicity, or social status. The Women's Crisis Center (WCC) was established on September 22, 1998, and WCC Palembang was initiated by several women activists and lawyers in Palembang dedicated to defending women's rights (WCC Palembang, 2024b).

WCC Palembang was established to address the issue of gender equality, where women are often positioned as second-class citizens in homes, schools, offices, and government and non-government organizations. Many cases of violence against women occur in South Sumatra Province, especially in Palembang City. The Palembang City Government's lack of response to the issue of women and children in Palembang City, thus, WCC Palembang is present to protect women victims of violence, increase public awareness that

violence is a social problem, encourage victims to report, and provide practical solutions in handling cases. As well as providing solutions to deal with and solve problems experienced by victims effectively. The following are some of the findings of this study, namely:

1. Stages of Victim Reporting to WCC Palembang

WCC Palembang provides information support and various alternative solutions as part of its assistance, but the final decision remains in the hands of the victim/client. In addition to providing counseling to victims, WCC Palembang also provides counseling to perpetrators, especially in cases of violence against wives, provided the victim consents.

Based on the researcher's interview with Ms. Nelly Hartati regarding the stages of reporting cases of violence at WCC Palembang, she said:

"Reporters who want to report their case can come directly to the office or can go through hotlines such as whatsapp or email, then the victim gets treatment and medical evidence (visum) from the hospital, the WCC will help make a case report, after that WCC reports to UPPA and gets protection and recovery from WCC. WCC will accompany the victim during the court process until the reported case is completed, and the victim becomes a survivor." (Interview Result, March 05, 2024)

Thus, the author describes the stages of reporting so that it can be understood by victims or families of victims who experience cases of violence in any form. The following are the stages of reporting cases to WCC Palembang:

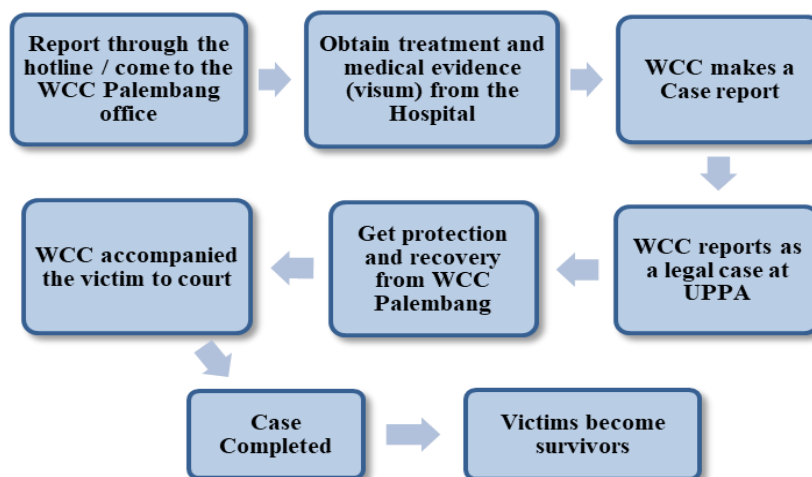


Figure 2. Case Reporting Stage at *Women's Crisis Center* Palembang
Source: WCC Palembang and Processed by the Author, 2024

In the figure above, the stages of reporting cases to the Women's Crisis Center (WCC) Palembang can be described:

- 1) Victims can report their cases through the Hotline or directly to the WCC Palembang office. WCC Assistance Staff will direct victims who report their cases through the Hotline to conduct online counseling or need WCC Palembang's assistance in picking up the victim.
- 2) Victims who have reported their case to WCC Palembang will immediately get treatment and medical evidence (visum) *if needed* from the relevant hospital, such as Bhayangkara Hospital, or the hospital the victim wants.
- 3) After receiving care and treatment, WCC Palembang will make a report regarding the case that has been reported to WCC Palembang.
- 4) Then, WCC Palembang reported the case to the authorities, namely to UPPA Polda South Sumatra or Palembang City Police.
- 5) The victim will receive protection and recovery from WCC Palembang after reporting the case.
- 6) WCC Palembang will assist the victim in pursuing legal action in court until the reported case is resolved.
- 7) When the case is over, the victim has become a survivor.

From these stages, reporting cases to the Women's Crisis Center Palembang has been made as easy as possible for victims who want to do so (WCC Palembang, 2024a). WCC Palembang has carried out its role by providing existing data, namely data on victims of violence who have been handled or who report their cases to WCC Palembang.

2. Women's Crisis Center Palembang Database

Women's Crisis Center Palembang has data on victims whom WCC Palembang has handled for the last 5 years from 2020-2024, which includes data from rape and sexual violence, domestic violence, dating violence, trafficking in women and children, and other violence. The following is data on various forms of violence against women and children in Palembang City that the Palembang Women's Crisis Center has handled since 2020-2024:

Forms of Violence	Number of Victims				
	2020	2021	2022	2023	2024 (jan-jul)
Sexual Violence (Rape, Sexual Harassment and other Sexual Violence)	46	51	44	36	10
Domestic Violence (DV)	41	39	29	47	17
Dating Violence (KDP)	15	12	20	18	3
Other Violence	11	6	17	12	2
Trafficking	-	-	2	1	1
Total Cases	113	108	112	114	33

Table 1. Data on victims of violence handled by WCC Palembang in 2020-2024 (January-July)

Source: WCC Palembang, 2024

Age of Victim (Year)	Number of Victims			
	2020	2021	2022	2023
<5	1	3	1	1
6-12	14	8	14	7
13-18	20	30	20	21
19-24	18	25	18	21
25-40	51	36	51	34
>40	8	8	8	30
Total	113	108	112	114

Table 2. Data of Victims of Violence handled by WCC Palembang in 2020-2023 (by age)
 Source: WCC Palembang, 2024

Based on the table above, it can be concluded that the violence that often occurs is sexual violence which includes rape, sexual harassment, and other sexual violence. Victims who experience sexual violence are on average 13-18 years old and 25-40 years old (WCC Palembang, 2024a). Reporting from WongKito.co, the most victims assisted by WCC are students and college students, and the perpetrators are mostly people close or known to the victims with various professions or occupations, such as laborers, entrepreneurs, students, even lecturers or teachers as well as students and college students (Ertina, 2022).

The graph of violence data that has been handled by WCC Palembang from 2020-2024 based on data available at WCC Palembang:

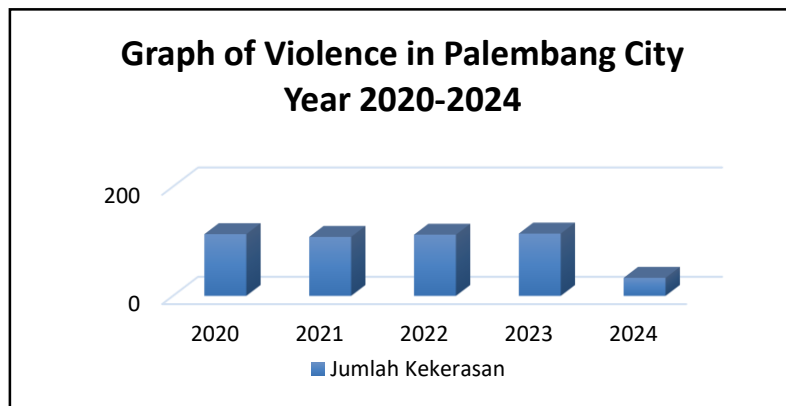


Figure 3. Graph of Violence in Palembang City 2020-2024
 Source: WCC Palembang, 2024

Based on the graph of the last 5 (Five) years, it can be seen that sexual violence such as, rape, sexual harassment, and other sexual violence are most often handled by WCC Palembang. The data shows that the number of sexual violence cases handled by WCC has fluctuated from 2020 to 2024, indicating that sexual violence against minors in Palembang City is still quite high. Based on this data, WCC Palembang has carried out its role, namely internal and external roles. The following is the role of Women's Crisis Center Palembang

and the obstacle factors of Women's Crisis Center Palembang in advocating for victims:

3. The Role of Internal and External in Women's Crisis Center Palembang

In an effort to eliminate discrimination and violence against women and children, WCC Palembang has carried out two roles, both internal and external:

a) The Internal Role of WCC Palembang

Women's Crisis Center Palembang offers complete counseling services, ranging from face-to-face sessions, email, hotline, telephone, to legal assistance. Based on the results of the interview with Ms. Nelly Hartati as the Assistance Staff said that:

"The procedure is that victims who need assistance can go through hotlines such as email or telephone, for now WCC provides assistance services via WhatsApp. Some come directly here, and some we even pick up at the victim's house if the victim cannot come here himself. So, victims come directly served according to their needs. WCC also accompanies victims to the hospital if they need medical treatment or medical evidence." (Interview Result, March 05, 2024).

Based on the results of the interview above, that the services provided by WCC Palembang have 2 ways, namely:

- 1) The victim came directly to the WCC Palembang office;
- 2) The victim is picked up by WCC Palembang at the place or location where the victim is located (if necessary or in an emergency condition).

With these 2 methods, WCC Palembang hopes to be able to help victims and assist victims properly. In addition, WCC Palembang also provides legal assistance services. Ms. Nelly also said that:

"We also provide legal assistance in two ways, namely, first directly, where the attorney from WCC accompanies the victim until the court process. Secondly indirectly, such as WCC only helping victims only to the extent of consultation and helping to draft a lawsuit or so on." (Interview Result, March 05)

WCC Palembang not only provides psychological or medical services, but also legal assistance according to the needs of victims. WCC Palembang also has a safe house (shelter) which has been operating since 2000, but has been closed since the end of 2019 (Silawati, Eilli Nurhayati, 2001). Currently, WCC only serves victims offline at the office or online via email and WhatsApp. WCC hopes that the Palembang Government can provide a safe house for victims who need protection. In addition to counseling, WCC Palembang involves psychologists and psychologist

specialists in handling victims, although victims will be charged more affordable fees than other psychologists. WCC also helps victims get assistance for recovery.

It can be concluded that the internal role of WCC Palembang in handling violence against women and children in Palembang City has been running according to the objectives of this organization, through counseling and legal assistance programs that provide protection and support for victims. Not only that, WCC is also responsive to cases of violence that occur in Palembang City.

b) External Role of WCCPalembang

WCC Palembang has also conducted activities to contribute to the prevention and handling of cases of violence in Indonesia, especially in Palembang City. Such as socialization to the community, agencies, schools about the prevention of violence, especially sexual violence.

Related to the activities carried out by the Women's Crisis Center Palembang, researchers also conducted an interview with Mrs. Ersah Hairunisah as the Program Coordinator, where she mentioned that:

"WCC conducts several activities, one of which is on the day of anti-violence, precisely on Valentine's Day by conducting a seminar or socialization to one of the high schools in Palembang City by promoting the theme of Love Vs Violence. The reason for taking this theme is because there are still many children who do not know about the day of love. Many modes are carried out by the perpetrators, with the mode on the day of love that dating must give more affection to their partners in the sense of giving (kisses, hugs and even having sex like husband and wife)." (Interview Results, March 18, 2024).

Based on the results of these interviews, that WCC Palembang utilizes the moment to hold these activities where Valentine's Day or Valentine's Day has become commonplace for children who are growing up. Therefore, WCC Palembang took the initiative to hold this activity with the aim of providing education about the prevention and handling of victims of violence against women and girls to children who are still underage, especially in Palembang City. As reported by news.republika.co.id, the socialization activities carried out by WCC Palembang to schools to provide an explanation of sexual violence against children to students, and young women are expected to be a reference for how to behave and act if they face the problem (Marbun, 2014).

In addition, WCC Palembang holds offline and online seminars (webinars). Seminars conducted online ten, referred to as webinars 14, began after COVID-19 in Indonesia in 2020, so socialization activities such as seminars are online. WCC Palembang also actively acts as a resource person, moderator, and facilitator in various trainings related to gender issues, women's rights, and efforts to fight violence against women. WCC Palembang is also one of the South Sumatra representatives who supported eradicating or eliminating violence against women in Indonesia with Komnas Perempuan Indonesia (Banjarnahor, 2020). WCC Palembang has actively participated as a Collective Agent in the field who participated in recording violence in Palembang City. Then, WCC Palembang joined the stakeholder forum, FKPAR (Grassroots Women's Community Forum) South Sumatra. WCC Palembang formed several groups of women and young women in each district and Palembang City, namely OKI, Banyuasin, and Muara Enim. Each district has 3 (three) villages and several groups, and in Palembang City, there is Kemuning. With the existence of several assistance groups in several villages, victims can conduct counselling through assistance groups in their villages. If the victim needs assistance from WCC, the victim will be referred to WCC Palembang for help with the case, and the purpose of forming the group is for women's economic empowerment. Then, WCC Palembang joined the Permampu Consortium, where Permampu is the Women of Sumatra Mampu, consisting of 8 non-governmental organizations from Aceh to Lampung. WCC Palembang also cooperates with institutions in Australia through the Permampu Consortium, and the Australian and Indonesian Governments support some activities carried out by WCC Palembang through the inclusion program. 15 It can be concluded that the Palembang Women's Crisis Center movement not only plays an internal role but also an external role and the Palembang WCC is quite a well run. Active activities with forums and related institutions in other provinces can prove this. The database of victims of violence proves the internal role that the Palembang Women's Crisis Center has handled. Thus, the role of WCC Palembang has been running optimally and effectively.

4. Obstacle Factors of WCC Palembang in Overcoming Victims of Violence

In carrying out its role, there are several obstacles in providing services to victims, namely in the form of internal factors and external factors as follows:

a) Internal Barriers

Internal factors are factors contained in the Palembang Women's Crisis Center organization, namely Funds and Human Resources:

1) Dana

Funds are the most important thing in the running of an organization. There are obstacles in carrying out the handling of cases of violence against children and women, namely an insufficient budget (LBH Palembang, 2021). WCC Palembang in providing services to victims who report is completely free of charge in the process of assisting their cases. All funds spent are personal funds owned by WCC Palembang. WCC Palembang is an independent organization that does not have definite funds.

Based on an interview with Ms. Yesi Ariyani as Director of Women's Crisis Center Palembang, she said:

"The first funds to establish WCC Palembang came from personal funds, namely from donations from the Founding Board, Management Board, 16 Supervisory Board, and several other women activists" (Interview result, June 03, 2024).

Based on the results of these interviews, it can be concluded that the money used so far at WCC Palembang comes from the personal funds of the founders of the organization and other officials. Furthermore, WCC Palembang receives funding for its continued operations from various sources, including citizens and businesses in Palembang City that donate corporate social responsibility (CSR) funds. These funding sources include permanent and non-permanent individual donors as well as institutional donors from both domestic and international sources.

The funds obtained are used by WCC Palembang to finance the operations of the institution, such as staff transport, and assistance transport, purchase of office supplies, secretarial, information and documentation and mostly used for activities/programs and the costs are used for programs made by WCC Palembang. Not only that, WCC Palembang also obtained funds by becoming a resource person or presenter at various seminars related to women. So that part of the funds are put into WCC Palembang, partly for the speakers. In addition, WCC Palembang also works together with the community

The Palembang City Government does not provide financial support for WCC Palembang, from the beginning of the establishment of WCC Palembang until now WCC Palembang only relies on existing personal funds. With such conditions, it can be said that WCC's funds are quite

minimal, causing activities in WCC to be sometimes active, sometimes passive.

2) Human Resources

WCC Palembang board members are volunteers who voluntarily donate their energy and thoughts to help fight for women's rights in Palembang City by joining WCC Palembang. Based on an interview with Mrs. Nelly Hartati as the staff of WCC Palembang, she said that:

"There is no official recruitment process for members, the board members at WCC are all volunteers, those who are willing to donate their energy, time and thoughts to help victims" (Interview Results, March 05, 2024).

Based on the results of these interviews, with limited human resources at WCC, this has become one of the obstacles in the services provided by WCC Palembang. Thus, WCC Palembang is currently serving victims with existing human resources.

b) External Barriers

External factors are factors from outside, namely efforts to approach victims persuasively, such as from victims where victims are very difficult to ask for information, especially for underage victims. This is what makes the process of collecting information very difficult. With children's limitations in communication, as well as the shame and fear they experience, it hinders efforts to obtain the information needed in handling cases.

Furthermore, the researchers conducted an interview with Mrs. Nelly Hartati as the Assistance Staff, she said:

"Most victims are lazy to report, some are afraid, embarrassed, many more. It takes time for them to start telling their stories, especially when the victims are children. There are also those who are confused about where to report, so most cases, especially sexual violence experienced by children, are reported by their parents or families" (Interview Results, March 05, 2024).

Based on the results of these interviews, it can be concluded that this is one of the obstacles of WCC in providing services to victims, especially to minors, even adult female victims also often do the same thing such as difficult to provide information or difficult to talk to and are afraid to report their cases. Thus, parents or family or people closest to them report their cases to WCC Palembang to get legal assistance and protection.

It can be concluded that WCC Palembang experiences many obstacles or constraints in maximizing its role. The main factors are funds and finance, as it is known that WCC Palembang is an independent organization that only relies on funds from individuals and donors; if there is a lack of funds, then the service process for victims does not run optimally. Likewise, with human resources, with limited human resources, WCC services to victims are hampered. This is what needs to be considered and improved by WCC Palembang to continue to provide good services to victims. Related to external factors faced by WCC Palembang, it should be further enhanced in the recovery process and persuasive approach to victims and socialize the TPKS Law with communities and related parties to the people of Palembang City to provide public awareness of sexual violence cases.

CONCLUSIONS

Women's Crisis Center (WCC) Palembang has played an effective role in advocating and protecting victims of sexual violence, especially children in Palembang City. WCC Palembang has reduced the number of violent incidents through various programs such as counseling, legal assistance, and education. WCC Palembang also collaborates with multiple institutions to strengthen advocacy and is committed to supporting government efforts to eliminate violence against women and children in the future. The novelty of this research lies in its focus on describing the effective local strategies of WCC Palembang in sexual violence advocacy, particularly in the context of local wisdom and demonstrating the direct impact of their approach. This research also provides detailed new directions to improve the effectiveness of WCC programs, such as through more intensive socialization of services, improving the quality of human resources through recruitment and training, and counseling on the Anti-Sexual Violence Law.

However, this study has several limitations, including the fact that the number of informants is limited to internal parties of WCC Palembang, so it has not accommodated the perspectives of other parties, such as victims or families of victims and partner institutions. This research also only focuses on Palembang City, limiting geographical coverage. In addition, the measurement of the effectiveness of the WCC program in reducing the number of sexual violence is explored chiefly qualitatively and has not been supported by quantitative data to measure changes in the number of cases in the long term. There are also limitations in exploring external factors that affect program effectiveness, such as government support or policy changes.

To increase the effectiveness and reach of the program, the Women's Crisis Center (WCC) Palembang is advised to increase the socialization of services, improve the quality of human resources through recruitment and training, expand assistance groups throughout South Sumatra, raise funding, and provide counseling on the TPKS Law. The implementation of these suggestions is expected to strengthen the role of WCC Palembang in protecting and advocating for victims of sexual violence, as well as creating a safer environment for women and children in Palembang and surrounding areas.

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