

VICTIM'S RIGHT COMPLIANCE IN DOMESTIC VIOLENCE CASES BASED ON A VICTIMOLOGY PERSPEKTIVE

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Abstract

Domestic violence is a serious issue that continues to be a major challenge in Indonesia. In the context of resolving domestic violence conflicts, the fulfillment of victims' rights is a crucial aspect that is often overlooked. Victims' rights such as the right to protection, justice, recovery, and restitution should be prioritized at every stage of the conflict resolution process. The research offers a critical understanding of the gaps between formal legal frameworks and the lived experiences of victims, highlighting the need for a more integrated, victim-centered approach to domestic violence response in Indonesia. The author acknowledges that qualitative research is descriptive in nature and typically uses analytical techniques; the more thorough the analysis, the higher the quality of the research outcomes. This study is linked to Travis Hirschi's Social Bond Theory, which is suitable for understanding how the rights of domestic violence victims can be fulfilled. This theory posits that the stronger a person's bonds to others, social values, and positive activities, the less likely they are to commit violations or experience injustice. The results of this study on efforts to fulfill rights in resolving domestic violence conflicts from the victim's perspective indicate that this issue requires serious attention. Women are highly vulnerable to becoming victims of domestic violence due to their social and cultural positions that place them in a disadvantaged condition, as well as power imbalances within the household.

Keywords: *Domestic Violence, Victim, Police, Fulfilling The Right, National Commission on Violence Against Women*

INTRODUCTION

Domestic violence is a serious issue that continues to be a major challenge in Indonesia. The National Commission on Violence Against Women (Komnas Perempuan) reported that throughout 2024, there were 445,502 reported cases of violence against women an increase of 10 percent compared to the previous year. Among these cases, domestic violence remains one of the most frequently reported forms of abuse. This indicates that although awareness is increasing, the system of protection and fulfillment of victims' rights is still far from optimal. Many victims do not receive proper justice, either due to slow legal processes or lack of support from their surroundings. According to the Ministry of Women Empowerment and Child Protection (KPPPA), as of April 2025, the number of reported cases has reached 5,949. Data from the National Commission on Violence Against Women (Komnas Perempuan) indicates that cases of domestic violence continue to increase every year. Contributing factors include the persistent patriarchal culture, gender inequality, and the lack of education about women's rights. Victims of domestic violence often face confusion in deciding how to resolve the situation whether to preserve the household or fight for their rights. Fear of social stigma, economic dependence on the perpetrator, and a lack of trust in the legal system are among the reasons many victims choose to remain silent and take no action.

Table 1. Domestic Violence Data

No	Year	Total
1.	2016	7.474 cases
2.	2017	17.943 cases
3.	2018	18.118 cases
4.	2019	17.132 cases

5.	2020	17.574 cases
6.	2021	21.753 cases
7.	2022	25.053 cases
8.	2023	26.161 cases
9.	2024	27.658 cases
10.	2025	5.949 cases
		(Until April)

Source: Metrotvnews.com

In the context of resolving domestic violence conflicts, the fulfillment of victims' rights is a crucial aspect that is often overlooked. Victims' rights such as the right to protection, justice, recovery, and restitution should be prioritized at every stage of the conflict resolution process. However, in reality, victims of domestic violence frequently face numerous obstacles in accessing their rights, including injustices within the legal process, lack of psychological support, and difficulties in obtaining adequate recovery. Moreover, victims from lower-income backgrounds often lack access to essential legal and psychosocial services, particularly those in remote areas (Siregar & Rahmah, 2021). This economic disparity restricts their ability to engage with formal institutions or even to access information about their rights.

Formal institutions such as the Indonesian National Police, through the *Unit Pelayanan Perempuan dan Anak (PPA)*, and the National Commission on Violence Against Women (Komnas Perempuan) play pivotal roles in receiving reports and facilitating victims' access to justice and protection. However, these institutions often operate in silos. The police serve primarily to process complaints and carry out investigations, while Komnas Perempuan focuses on advocacy, monitoring, and issuing referrals to relevant service institutions. This fragmented approach, combined with a lack of trauma-informed protocols, often results in victims not receiving adequate protection or emotional support (Arifin & Sari, 2020). Moreover, institutional trust significantly influences a victim's willingness to seek formal help. Tyler (2006) emphasizes that perceptions of fairness, impartiality, and respect during the legal process are more predictive of compliance and cooperation than the actual outcome of a case.³ In the context of domestic violence, this suggests that institutions must prioritize procedural justice and trauma-informed approaches to build trust with victims.

This study utilizes Travis Hirschi's Social Bond Theory as its theoretical foundation. The theory emphasizes four elements attachment, commitment, involvement, and belief as key components in maintaining social conformity and deterring deviant behavior (Hirschi, 1969). When applied to victims of domestic violence, Social Bond Theory provides insight into the relational and emotional factors that influence a victim's decision to report abuse, withdraw complaints, or seek institutional support. For instance, victims who possess strong familial or community support are more likely to pursue justice, whereas those isolated or emotionally dependent on the perpetrator are often constrained in exercising their rights. By examining interviews with both victims and institutional representatives, this paper explores how the process of fulfilling victims' rights unfolds in practice, and how it is shaped by both institutional performance and the victims' social environment. The research offers a critical understanding of the gaps between formal legal frameworks and the lived experiences of victims, highlighting the need for a more integrated, victim-centered approach to domestic violence response in Indonesia.

METHOD

The approach used in this study is the qualitative research method. This method focuses more on observing phenomena and exploring the meaning behind them. The depth of analysis and sharpness in qualitative research heavily depend on the strength of the words and sentences used (Rizal Safarudin, 2023). According to Sugiyono (as cited in Rizal Safarudin, 2023), qualitative research is a method applied to investigate natural conditions, contrasting with experimental methods. In this approach, the researcher acts as the primary instrument, data collection techniques involve triangulation (a combination of methods), data analysis is inductive, and the results emphasize meaning rather than generalization. The author acknowledges that qualitative research is descriptive in nature and typically uses analytical techniques; the more thorough the analysis, the higher the quality of the research outcomes. This study was conducted over a period of four months, beginning in January 2025. To obtain accurate data and information, the research targeted six subjects, including two relevant institutions the police and the National Commission on Violence Against Women (KOMNAS Perempuan) as well as four individuals who are survivors of domestic violence.

Primary data refers to information obtained directly from its source, such as through direct observation and structured interviews. In this research, primary data was collected by interviewing subjects to explore whether the efforts to fulfill the rights of domestic violence victims have met their recovery needs. Secondary data was used to

gather additional information and to support the ongoing research. The sources of secondary data in this study include websites, books, scholarly journals, and other internet based or documented materials relevant to the topic. This method was applied to complement the primary data and ensure that the information collected is reliable and accountable.

RESULTS AND DISCUSSION

Fulfillment of Victims' Rights to Resolving Domestic Violence Conflicts

Based on the research conducted through interviews with law enforcement officers, women's service institutions, and survivors of domestic violence, it was found that the fulfillment of victims' rights in the resolution of domestic violence conflicts remains suboptimal. Although legal frameworks such as Law No. 23 of 2004 concerning the Elimination of Domestic Violence are already in place, the actual implementation in the field still faces numerous challenges. Victims often do not receive adequate protection from the beginning of the reporting process. In many cases, victims experience delays in response from the police due to a lack of physical evidence or because the case is perceived as a "private family matter" that should be resolved internally. This reflects a persistent patriarchal mindset within some law enforcement institutions.

In this study, the direct experiences of victims serve as a crucial entry point to understanding how their rights are fulfilled or neglected in the resolution of domestic violence (DV) conflicts. Based on in-depth interviews with four women who survived DV, it became clear that the road to justice is far from easy. Each survivor came from a different background and experienced various forms of abuse, yet a common thread was evident they endured deep physical and emotional wounds, while facing complex dilemmas about speaking out. One of the survivors, K (48 years old), a civil servant, experienced repeated abuse from her husband. She recounted being physically assaulted on five different occasions, including being hit so hard her cheek was swollen and her molar broke. K stayed in the marriage due to social pressure, feelings of shame, and a desire to maintain her family for the sake of her children. She initially believed that reporting the abuse to authorities was not a viable option, as the legal process felt exhausting and uncertain. However, after encouragement from her daughter, K finally sought help marking a turning point in her journey.

K's daughter, a 22-year-old university student, witnessed the abuse firsthand. While she wasn't physically harmed, the psychological toll was significant. She shared how she often felt anxious, angry, and even blamed herself for not being able to stop her parents from fighting. When her mother asked whether she should report the abuse, the daughter firmly told her that she needed to seek help at the very least, report it to the police. This underscores the vital role of support from loved ones in empowering victims to claim their rights. Another victim, R (27 years old), a content creator, shared that she experienced more verbal harassment. Although there were no physical injuries, the hurtful words, cheating, and intimidation left deep emotional scars. At first, she was hesitant to call herself a victim, because she thought her experience was not as bad as others. However, through the interview process, she realized that no matter what form it takes, harassment is harassment and her rights as a woman and a human being deserve to be protected. The last survivor, D (31 years old), a housewife, experienced severe physical abuse in 2022. She described how her husband would resort to violence even over small matters. The worst incident involved him lifting a hammer and threatening to hit her if she resisted. Though he never struck her with it, the threat alone was traumatizing. D never reported the abuse out of fear of her husband's retaliation and of her children losing their father. She felt trapped in a cycle of violence that left her powerless. These stories highlight that each victim faces unique challenges and barriers in asserting their rights. Some benefit from emotional support, while others suffer in silence. Internal factors like shame, fear, and economic dependence along with external barriers such as complicated legal procedures and societal stigma create formidable walls that prevent victims from coming forward.

Analysis of Victims' Reporting Behavior and Rights Fulfillment through Social Bond Theory

In addressing Domestic Violence (DV) cases, it is essential to understand that a victim's decision to report or remain silent is often shaped by complex social and psychological factors. Through in-depth interviews with three survivors identified as K, R, and D it was revealed that their social bonds with family, institutions, and personal beliefs greatly influenced the actions they took after experiencing violence. K (48), a civil servant, admitted to having suffered physical abuse from her husband five times. She initially reported the abuse to the police but withdrew the report days later after reaching a reconciliation with her husband, influenced by extended family intervention. During the interview, K stated: "I reported it, but my extended family advised me not to escalate the matter. My husband apologized and promised not to do it again, so I eventually withdrew the report." This situation reflects a weak level of commitment, one of the four elements in Hirschi's Social Bond Theory (1969). Her commitment to legal and formal procedures was not strong enough to withstand social pressure from her family. The decision to withdraw the

report demonstrates how close social systems, like family, can sometimes overpower formal legal mechanisms in influencing victims' decisions.

The second survivor, R (27), a content creator, experienced verbal abuse and chose to file a report. However, the institutional response was extremely slow. She suspected that this was due to her husband working in the same institution. She shared: "I filed a report, but there was no follow-up. I know my husband works there, so I felt like my report was ignored or deliberately stalled." This reflects a crisis of belief in the fairness and integrity of formal institutions. According to Tyler (2006) in *Why People Obey the Law*, trust in procedural justice and the legitimacy of law enforcement is crucial for individuals to rely on legal channels. When this trust is eroded, victims may hesitate to involve institutions, fearing unfair treatment. Meanwhile, D (31), a housewife, chose not to report her case despite experiencing severe physical violence, including an instance where her husband threatened her with a hammer. She explained: "I didn't report it because of my child. If her father went to jail, it would destroy her. So, I held it in, even though it hurt and scared me." D's statement illustrates the emotional bond with her family, especially her child, which heavily influenced her decision. From a Social Bond Theory perspective, this case reflects a weak attachment and involvement with formal institutions. D felt a greater responsibility to preserve family unity than to seek legal protection. (Arifin and Sari 2020) argue that trauma-informed and empathy-based approaches must be prioritized in public service systems so that victims feel supported, rather than burdened by guilt or fear.

These three cases demonstrate that fulfilling victims' rights in domestic violence cases cannot rely solely on legal frameworks. It requires active strategies to strengthen victims' social bonds with formal institutions. Institutions must earn victims' trust, provide emotional support, and respond swiftly and fairly to reports. Without such efforts, victims may remain trapped in a cycle of silence and false reconciliation, prolonging their suffering. Therefore, understanding the victims' perspectives through the lens of Social Bond Theory offers crucial insights for policymakers and law enforcers. As Hirschi (1969) emphasized, social bonds not only influence an individual's tendency to obey the law but also affect how much they trust and feel protected by the system.

The Role of Institutions in Fulfilling Victims' Rights

In efforts to resolve domestic violence conflicts, formal institutions such as the Police and the National Commission on Violence Against Women (Komnas Perempuan) play a crucial role in ensuring protection, access to justice, and the restoration of victims' rights. These institutions not only serve as the initial point for reporting cases but also contribute to the victims' physical, psychological, and social recovery through legal processes and advocacy.

1. Police

The police are a key frontline institution in handling cases of domestic violence. Their role goes beyond merely receiving reports; they conduct thorough investigations, ensure the safety of victims, and facilitate victims' access to legal channels. Supporting investigators like Mr. Daru emphasize the importance of sensitivity and professionalism when dealing with victims who often experience trauma, so that the reporting process can proceed smoothly and victims feel secure. Additionally, the police coordinate with other support services such as medical and psychological assistance to provide comprehensive recovery for victims, both physically and mentally. However, in practice, the police often face challenges including limited resources, social stigma, and victims' lack of trust toward law enforcement officers. Therefore, continuous training and proactive community outreach are necessary to build better relationships and increase victims' confidence in reporting and seeking justice. On May 6, 2025, the researcher conducted an interview with Briptu Daru, an assistant investigator at the Women and Children Service Unit (PPA) of the Police. During the interview, Briptu Daru explained that the Police have the primary responsibility to receive and process reports of domestic violence. After receiving a report, the Police will refer the case to relevant institutions competent in fulfilling victims' rights. Specifically, the Police cooperate with the Integrated Service Unit for the Protection of Women and Children (UPT PPPA) to provide psychological support to victims experiencing trauma. Furthermore, the Police continue to monitor victims to ensure the recovery process proceeds effectively.

2. National Commission on Violence Against Women

The National Commission on Violence Against Women (Komnas Perempuan) acts as an advocacy and oversight institution monitoring the implementation of policies related to women's protection and handling violence, including domestic violence. Led by figures such as Commissioner Sundari, Komnas Perempuan plays a vital role in receiving complaints, providing legal aid, and facilitating victim referrals to appropriate institutions. Komnas Perempuan not only focuses on individual assistance but also actively promotes policy reform and raises public awareness about violence against women. Through its advocacy

efforts, Komnas Perempuan strives to ensure that victims' voices are heard and their rights respected across social and legal spheres. Although it does not have direct law enforcement authority, Komnas Perempuan holds a strategic role in establishing victim-centered approaches, connecting victims with formal institutions, and creating a more supportive environment for victims to obtain justice and recovery. Collaboration with various stakeholders from government bodies and civil society organizations to local communities is key to Komnas Perempuan's success in fulfilling its mission. An interview with Commissioner Sundari Waris from KOMNAS Perempuan on May 22, 2025, revealed that KOMNAS Perempuan functions as a referral and supervisory institution in handling domestic violence cases. Through its Referral Submission Unit (UPR), KOMNAS receives reports, records victim identities and needs, and directs victims to appropriate service institutions based on their domicile. If obstacles arise in police handling of cases, KOMNAS issues recommendation letters to expedite case resolution. Moreover, KOMNAS emphasizes the importance of understanding the social bonds and emotional relationships between victims and perpetrators. Emotional and financial dependency experienced by victims poses unique challenges in the recovery process. Therefore, KOMNAS encourages law enforcement officers and service providers to adopt a victim-centered, contextual, and holistic approach, rather than solely focusing on legal aspects.

These findings affirm that addressing domestic violence cases requires close collaboration between law enforcement and women's protection institutions to ensure comprehensive fulfillment of victims' rights. An integrated approach combining legal, psychological, and social dimensions is crucial to provide protection and facilitate the recovery process for domestic violence victims.

CONCLUSION

The results of this study on efforts to fulfill rights in resolving domestic violence conflicts from the victim's perspective indicate that this issue requires serious attention. Women are highly vulnerable to becoming victims of domestic violence due to their social and cultural positions that place them in a disadvantaged condition, as well as power imbalances within the household. Additionally, traditional gender roles that expect women to obey their husbands further increase this vulnerability. In the process of fulfilling victims' rights, the Police only receive and record complaints; if a victim shows signs of severe trauma, the Police will refer the case to the Integrated Service Unit for the Protection of Women and Children (UPT PPPA). Meanwhile, KOMNAS Perempuan does not have direct authority to handle domestic violence cases but only receives reports which are then forwarded to relevant service institutions.

This study is linked to Travis Hirschi's Social Bond Theory, which is suitable for understanding how the rights of domestic violence victims can be fulfilled. This theory posits that the stronger a person's bonds to others, social values, and positive activities, the less likely they are to commit violations or experience injustice. In the context of domestic violence, this theory explains why victims can be highly vulnerable and how support from their social environment can assist them. For example, if victims have good relationships with family or friends, they are more likely to seek help. Having clear life goals and aspirations for a better future can motivate victims to leave abusive situations. Furthermore, involvement in social activities helps victims access necessary information and assistance. Finally, when victims and their surroundings share the belief that violence is wrong and that victims deserve protection, the process of fulfilling their rights becomes easier. Therefore, by examining the social bonds of victims, we gain a better understanding of the importance of support from the environment in ensuring that victims' rights are truly fulfilled.

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