

HANDLING CASES OF DOMESTIC VIOLENCE BY THE CENTRAL KALIMANTAN REGIONAL POLICE

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Abstract

This study aims to analyze the implementation of Law Number 23 of 2004 on the Elimination of Domestic Violence (KDRT) in handling domestic violence cases by law enforcement officers in Palangka Raya and to explore the challenges and obstacles faced by social institutions and law enforcement in protecting victims. This research uses an empirical juridical approach with a descriptive method to illustrate the handling process of domestic violence and evaluate the effectiveness of victim protection. The findings show that although law enforcement has followed the procedures outlined in the Domestic Violence Law, significant challenges remain, such as low case continuation after reporting, social stigma against victims, and limited resources such as safe houses and internal psychologists. Furthermore, coordination between law enforcement and social institutions is not optimal, hindering the effectiveness of victim protection. Therefore, this study recommends enhancing law enforcement training, strengthening social institutions, and expanding public education about the rights of domestic violence victims to improve legal protection and case continuity.

Keywords: *Domestic violence, Law enforcement, Victim protection.*

INTRODUCTION

Domestic violence (DV) is a human rights violation that remains a serious problem in many regions. ¹Despite various regulations guaranteeing protection for victims, the reality is that many cases of domestic violence go unreported or are not properly handled by authorities. This is rooted in social norms that often discredit women and ignore their rights, leaving victims feeling unable to report or seek help. ²Furthermore, a lack of understanding of victims' rights, particularly among less educated communities, and limited access to legal and social services exacerbate this situation. ³

The Ministry of Women's Empowerment and Child Protection (Kemen PPPA) recorded 28,789 cases of violence in Indonesia throughout 2024, with 24,973 cases involving women and 3,816 cases involving men. Of these, 19,045 cases were domestic violence (KDRT), making it the most common form of violence based on location. Furthermore, the Central Statistics Agency (BPS) recorded 5,174 divorce cases in 2023 due to domestic violence. Meanwhile, Indonesian National Police data shows that 11,098 cases of domestic violence were the most frequently reported crime throughout 2024. ⁴

Compared to the previous year, data collected by the Central Kalimantan Province's Women's Empowerment, Child Protection, Population Control, and Family Planning Agency (DP3APPKB) shows that in 2023 there were 294 cases of violence against women and children. These cases were spread across various districts, with the highest number recorded in West Kotawaringin (84 cases) and East Kotawaringin (34 cases). Of this total, the most frequently

¹ Pramana, A (2023). *Legal Justice for Women as Victims of Domestic Violence (KDRT)*. Wijaya Putra Journal of Legal Studies, Vol. 1, No. 2, pp. 148-159 <https://doi.org/10.38156/jihwp.v1i2.105>

² Iksan, RR (2024). *Health Education Against Sexual Violence in Adolescents in Region X*. Journal of Community Service Creativity (PKM). Journal of Community Service Creativity (PKM), Vol. 7, No. 4, pp. 1766-1774

³ Anggreany & Dwi Seno (2021). "Legal Protection for Women Victims of Verbal Violence (Catcalling)". KRTHA BHAYANGKARA 15 (1): 143-50. <https://doi.org/10.31599/krtha.v15i1.594>

⁴ Kurnianingrum, Trias Palupi. The Urgency of Protecting Victims of Domestic Violence. Brief Info Vol. XVII, No. 1/I/PUSAKA/January/2025. Jakarta: Parliamentary Analysis Center, Expert Body of the Indonesian House of Representatives, 2025. <http://pusaka.dpr.go.id>

reported form of violence was sexual violence (146 cases), followed by physical violence (89 cases) and psychological violence (60 cases). The total number of victims reached 308 people, consisting of 258 women and 50 men.⁵ According to a 2017 report by the National Commission on Violence Against Women, 226 cases of violence against women were recorded in Palangka Raya City, the majority of which involved domestic violence (KDRT) resulting in divorce. Data collected from nine institutions showed that 118 cases were handled by Bhayangkara Hospital, 53 by PPT/P2TP2A, 36 by the Central Kalimantan Provincial Social Service, and 30 cases were resolved through traditional institutions. The remainder were distributed among the Central Kalimantan Regional Police (9 cases), OBH Sahabat Hukum Palangka Raya (5 cases), PERADI Central Kalimantan (3 cases), ELSPA Palangka Raya (2 cases), and Kanwilukumham Central Kalimantan (10 cases), bringing the total to 266 cases. However, only about 4.42% of cases were actually pursued through the legal realm, while most victims chose to remain in their marriages for religious, economic, social, or psychological reasons.⁶

Cases of domestic violence (KDRT) in Palangka Raya that are used as grounds for divorce lawsuits are recorded as being quite numerous when filed in court. Based on a study conducted by Mulida Hayati, Aristotle, Evi and Angelica Rya in 2024 in Palangka Raya which was published in a journal article entitled Judge's Considerations Regarding Divorce Decisions Due to Psychological Violence at the Class IA Palangka Raya District Court, three decisions at the Class IA Palangka Raya District Court, namely Decision Number XX/Pdt.G/2022/PN.Plk, Number XY/Pdt.G/2024/PN.Plk, and Number XZ/Pdt.G/2024/PN.Plk, show that although the main reason for the lawsuit filed by the plaintiff is psychological violence that causes mental and emotional stress, the judge still granted the lawsuit stating that divorce can be filed if there are continuous disputes and quarrels in the household.⁷

In addition, in 2022, a study by Rita Rahmaniati and Sanawiah entitled "Palangka Raya City Government Policy on Legal Protection for Women and Children Amidst the Covid-19 Pandemic" was conducted. Domestic Violence (KDRT) cases in Palangka Raya during the Covid-19 pandemic showed a worrying trend. In June 2020, there were two cases of women (NR and WR), each with three children, whose husbands had left them for mistresses for 4–5 years; and in November 2020, a case of domestic violence emerged involving a student named NA, who married a police officer in March 2020 and whose case was brought to the Religious Court, assisted by three lawyers. These data indicate that the pandemic exacerbated the vulnerability of women and children to domestic violence in Palangka Raya.⁸

In 2024, a case of domestic violence (KDRT) was recorded in Palangka Raya, resulting in serious injuries to the victim. The case was reported to the authorities, but the handling was not immediately followed up, demonstrating the weak legal protection for victims at the local level.⁹ In fact, domestic violence is a form of violence that should be handled with criminal penalties. Criminal law itself is a collection of regulations governing prohibited acts with the threat of criminal penalties as sanctions.¹⁰ This incident aligns with national data showing that domestic violence remains the dominant form of gender-based violence in Indonesia. As of November 2024, the Online Information System for the Protection of Women and Children (SIMFONI-PPA) recorded 24,256 cases of violence, with approximately 65% of these occurring in the domestic or household sphere.¹¹ According to a 2022 study, data on

⁵ Pro Kalteng Board of Directors. *294 Cases of Violence Against Women and Children Occurred in Central Kalimantan in 2023*. Pro Kalteng – Jawa Pos. <https://prokalteng.jawapos.com/prohukrim/pro-kalteng/22/11/2023/294-kasus-kekerasan-perempuan-dan-anak-terjadi-di-kalteng-selama-2023/> accessed March 28, 2025

⁶ Nurleni, Evi, and Riamona S. Tulis. "Dynamics of Survivor Resilience in the Palangkaraya Healthy Mother Community." *Journal of Sociology* 2, no. 2 (December 2019): 50–63.

⁷ Mulida Hayati, Aristotle Aristotle, Evi Evi, and Angelica Rya. 2024. "Judge's Considerations on Divorce Decisions Due to Psychological Violence at the Class IA Palangka Raya District Court". *UNES Law Review* 6 (4), 12603-9. <https://doi.org/10.31933/unesrev.v6i4.2265>.

⁸ Rahmaniati, Rita, and Sanawiah. "Palangka Raya City Government Policy on Legal Protection for Women and Children Amidst the Covid-19 Pandemic." *Public Enlightener* 9, no. 1 (April 2022): 1–11. <http://journal.umpalangkaraya.ac.id/index.php/pencerah>.

⁹ Rajib Rizalo (2024). City legislator regrets domestic violence still occurring in Palangka Raya. *Antra News Central Kalimantan*. <https://kalteng.antaranews.com/berita/729565/legislator-kota-sesalkan-kdrt-masih-terjadi-di-palangka-raya> accessed August 17, 2025

¹⁰ Kristanto, Kiki, and Kautsar Ismail. "Transformation of the Indonesian Criminal Law Paradigm from the Principle of Concordance to the National Criminal Code." *Proceedings Series on Social Sciences & Humanities* 23 (2025). *Proceedings of the National Seminar on the Renewal of the National Criminal Code and the Urgency of Renewing the Criminal Procedure Code*. <https://doi.org/10.30595/pssh.v23i.1550>

¹¹ Christianto (2024). Meisy Papayungan: 24,256 Cases of Violence Recorded Until November 2024. *Radio Republik Indonesia*. <https://rri.co.id/makassar/daerah/1159125/meisy-papayungan-hingga-november-2024-tercatat-24-256-kasus-kekerasan> accessed August 17, 2025

domestic violence (KDRT) in Palangka Raya shows that sexual and physical violence are the most frequently reported forms. This violence is often considered serious only if it results in physical injury and occurs repeatedly. Many cases of domestic violence, particularly verbal and psychological violence, are not recognized as forms of violence by the community, which still considers these issues to be private family matters. Reporting procedures at institutions such as the P2TP2A and PPA of the Central Kalimantan Regional Police show that although reports can be filed, many victims choose not to pursue their cases, often after family mediation. Communities¹² around Palangka Raya also show reluctance to report cases of domestic violence, citing fear of interfering in other people's private affairs.

According to Central Kalimantan Provincial Regulation No. 16 of 2008, the Mantir Adat institution has the authority to handle these cases peacefully, with the goal of restoring social balance through resolutions that prioritize deliberation and peace. In the resolution process, perpetrators of domestic violence who are proven to have violated customary law, such as in the case of a husband committing violence against his wife, will be subject to a customary fine (singer/jipen). This fine serves as compensation and a symbol of apology, accompanied by a customary ritual.¹³

In addition to domestic violence that occurs with physical violence, there is also a form of psychological violence that is often used by victims as a reason for filing for divorce. In the Class IA Palangka Raya District Court, psychological violence is considered a valid reason for filing for divorce, in accordance with the regulations contained in the Marriage Law and the Law on the Elimination of Domestic Violence. However, although psychological violence that causes mental or emotional distress is the reason for the plaintiff to file for divorce, this is not always the main reason in the judge's consideration to grant the lawsuit.¹⁴

Divorce cases filed on the grounds of psychological violence often face evidentiary challenges, with victims required to present evidence in the form of a Psychiatric Visum et Repertum (VeRP) certificate issued by a psychiatrist. Nevertheless, courts are still required to examine, adjudicate, and decide cases based on the principles of justice and the common good, in accordance with the principle of "ius curia novit," which requires judges to determine the appropriate law in each case filed.¹⁵ This means that domestic violence that attacks the psychological cannot be immediately handled by law enforcement.

Despite existing regulations protecting victims of domestic violence, law enforcement officials often fail to respond optimally to these cases. In many cases, authorities fail to respond promptly to reports, and investigations are often hampered by bureaucratic obstacles or a lack of resources.¹⁶ Furthermore, authorities sometimes display a lack of empathy toward victims, ultimately impacting their willingness to pursue their reports. Distrust of the legal system and fear of retaliation from perpetrators often lead victims to feel they have no recourse, leading them to withdraw their reports.¹⁷ This demonstrates a gap between existing regulations and their implementation, leading to injustice for victims.

Social institutions that support victims of domestic violence also play a role in handling domestic violence cases, but they often face various obstacles. One of the biggest challenges is limited funding, which hinders these institutions' ability to provide intensive and ongoing support to victims.¹⁸ Furthermore, poor coordination between social institutions, the police, and the judiciary often hinders the legal process. Social institutions often struggle alone in ensuring victims receive fair access to adequate services, despite limited resources. This study aims to analyze the implementation of Law Number 23 of 2004 concerning the Elimination of Domestic Violence (DV) in handling domestic violence cases by law enforcement officers in Palangka Raya. This study also explores the challenges faced by social institutions and law enforcement officers in protecting victims of domestic violence. By examining factors

¹²Nurleni, Evi, and Riamona S. Tulis. 2023. "COMMUNITY RESPONSE TOWARDS HANDLING OF CASES OF VIOLENCE AGAINST WOMEN IN PALANGKA RAYA". *Journal of SOCIOLOGY* 5 (2):52-68. <https://doi.org/10.59700/jsos.v5i2.8185>.

¹³Krisno, BY. (2022). Thesis on the Resolution of Domestic Violence Cases Carried Out by the Mantir Adat Institution in Jakatan Raya Village, Rungan District, Gunung Mas Regency. Tampung Penyang State Hindu Institute, Palangka Raya.

¹⁴Mulida Hayati, Aristotle Aristotle, Evi Evi, and Angelica Rya. 2024. "Judges' Considerations Regarding Divorce Decisions Due to Psychological Violence at the Class IA District Court of Palangka Raya." *UNES Law Review* 6 (4), 12603-9. <https://doi.org/10.31933/unesrev.v6i4.2265>

¹⁵*Ibid*, p. 12606

¹⁶Indonesian NGO Council (2024). Weaknesses of Law Enforcement Officials in Implementing the Domestic Violence Law. <https://konsillsm.or.id/kelemahan-aparat-penegak-hukum-dalam-implementasi-uu-pkdr> Accessed March 28, 2025

¹⁷National Commission on Violence Against Women (2025). *Executive Summary – Organizing Data, Sharpening Direction: Reflections on Documentation and Trends in Cases of Violence Against Women, Annual Report on Violence Against Women 2024*. <https://komnasperempuan.go.id/download-file/1316> Accessed March 28, 2025

¹⁸Elista, A. *The Role of Stakeholders in the Domestic Violence Prevention Program in Semarang City*. *Journal of Public Policy and Management Review*, Vol. 10, No. 3, pp. 1-15 DOI: 10.14710/jppmr.v10i3.31422

that hinder law enforcement and victim protection, this study is expected to provide recommendations for improving the effectiveness of legal protection for victims of domestic violence in Palangka Raya.

FORMULATION OF THE PROBLEM

1. How is the implementation of handling domestic violence cases by the Central Kalimantan Regional Police in the Central Kalimantan jurisdiction?
2. What are the challenges and obstacles faced by the Central Kalimantan regional police in handling domestic violence cases in the Central Kalimantan jurisdiction?

METHOD

This study uses an empirical juridical method, which combines legal research with a social approach to analyze how the legal process for police officers involved in handling cases of domestic violence (KDRT) in Palangka Raya, by highlighting the implementation of Law No. 23 of 2004 concerning the Elimination of Domestic Violence in field practice by the Central Kalimantan Regional Police. In this case, the resource person in this study is Iptu Fauziah, SE, MM, M.Psi. who is Subdit IV Renakta Ditreskrimsus POLDA Central Kalimantan. This study uses a descriptive qualitative approach to describe the experiences of law enforcement officers, social institutions, and victims in handling cases of domestic violence, as well as the challenges faced in law enforcement and regulatory implementation.

RESULTS & DISCUSSION

1. Identification of Forms and Definitions of Domestic Violence According to Law No. 23 of 2004

Law Number 23 of 2004 provides a comprehensive definition of Domestic Violence (DV). Based on Article 1 number 1, DV is "any act against a person, especially women, which results in physical, sexual, psychological misery or suffering, and/or neglect of the household, including threats to commit acts, coercion, or unlawful deprivation of liberty within the household." This definition includes not only visible violence such as physical violence, but also non-physical forms of violence such as psychological and neglect. The focus on protecting women demonstrates gender sensitivity in this legal protection, but it also does not rule out the possibility for men to become victims.¹⁹

According to Article 2 paragraph (1), the scope of the household regulated in this Law includes the relationship between husband, wife, children, and people who have family relationships due to blood, marriage, breastfeeding, care, and guardianship, as well as people who work to help with the household and live in the house.²⁰ This shows that the scope of legal protection in the context of the household is very broad, not limited only to the relationship between husband and wife. Thus, household caregivers and foster children are also included as legal subjects who are protected from domestic violence.

Article 6 of Law No. 23 of 2004 defines physical violence as "an act that results in pain, illness, or serious injury." This form of violence is the easiest to identify because it usually leaves physical evidence such as wounds, bruises, or a post-mortem examination. However, in practice, the evidentiary process still requires legal procedures such as a post-mortem examination. This type of physical violence is also categorized as a crime against humanity because it directly attacks the victim's bodily integrity.²¹

Article 7 states that psychological violence is "an act that results in fear, loss of self-confidence, loss of ability to act, feelings of helplessness, and/or severe psychological suffering in a person." This is a form of violence that is often invisible but has profound effects. Because of its non-physical nature, psychological violence is often overlooked by society and law enforcement officials. However, victims of psychological violence need the same serious protection and recovery as victims of physical violence.

¹⁹Firdaus, Emilda. 2016. "Implementation of Law Number 23 of 2004 concerning the Elimination of Domestic Violence in Batam City". IUS QUIA IUSTUM Law Journal 21 (1):139-54. <https://doi.org/10.20885/iustum.vol21.iss1.art8>.

²⁰SUPRAPTO, DEBRIANTI KR PUTRI (2024) REFORMULATION OF ARTICLE 2 OF LAW NUMBER 23 OF 2004 CONCERNING THE ELIMINATOR OF DOMESTIC VIOLENCE RELATED TO LEGAL PROTECTION OF UNCONDITIONAL WIVES WHO ARE VICTIMS OF DOMESTIC VIOLENCE. Undergraduate thesis, University of Muhammadiyah Malang.

²¹National Commission on Violence Against Women. 2020. Recognizing Domestic Violence (KDRT). Accessed from <https://komnasperempuan.go.id/instrumen-pemantauan-dan-monev-detail/menemukenali-kekerasan-dalam-rumah-tangga-kdrt> on February 20, 2026.

According to Article 8, sexual violence is divided into two categories: (a) forced sexual intercourse against someone within the household and (b) forced sexual intercourse between a household member and another party for commercial or other purposes. This reflects the state's recognition that even within a marital relationship, non-consensual sexual acts can be considered violence. This represents an important legal development that places the right to bodily autonomy above cultural norms that have long legitimized sexual coercion within marriage.

Article 9 stipulates that neglect occurs when a person who is legally responsible fails to provide adequate living, care, or maintenance. Paragraph (2) adds that neglect also includes attempts to make the victim economically dependent, such as prohibiting the victim from working. This form of violence is structural and systemic because it reinforces power imbalances within the household, particularly in patriarchal households where women are positioned as dependents.

The identification of forms of domestic violence in this law demonstrates the state's recognition of the complexity of power relations within the household, which can lead to various forms of violence. By including psychological violence and neglect as equal categories alongside physical and sexual violence, Indonesian law strives to meet human rights standards. However, implementation challenges remain, particularly in terms of evidence and legal outreach at the grassroots level.²² For example, many victims of psychological violence do not report cases because they feel they will not be believed or lack concrete evidence. Therefore, strengthening community-based legal education and advocacy institutions is crucial.²³

Based on the explanation of Law Number 23 of 2004, it can be concluded that this regulation provides a strong and progressive legal basis in dealing with domestic violence (KDRT), whether in the form of physical, psychological, sexual, or neglect. With a broad and comprehensive definition as stated in Article 1 paragraph (1), the state not only recognizes the existence of various forms of domestic violence, but also shows sensitivity to gender inequality that often occurs in household relations. The protection provided is not limited to wives or husbands, but also children, caregivers, and other individuals within the household as regulated in Article 2. This indicates that Indonesian law has moved from a conservative approach to a more realistic and humanistic understanding of social relations.

However, the implementation of this law still faces significant challenges, particularly in proving psychological violence and neglect, as well as a lack of public education regarding victims' rights. Many victims are reluctant to report cases due to fear, stigma, or even distrust of law enforcement.²⁴ Therefore, although the forms of violence are clearly identified in the law, concrete efforts need to be strengthened in its implementation. This law will be more effective if accompanied by a serious commitment from the state and society to creating a responsive, inclusive protection system that upholds justice for every victim of domestic violence.

2. Mechanism for Handling Domestic Violence Cases by Law Enforcement Officers at the Central Kalimantan Regional Police

Based on an interview with First Inspector Fauziah, SE, MM, M.Psi., Sub-Directorate IV of the Criminal Investigation Directorate of the Central Kalimantan Regional Police, her office handles domestic violence cases by law enforcement officers in Palangka Raya starting from the victim's report to the authorities.²⁵ This process can be done directly to the police station, either at the Sector Police, Resort Police, or Regional Police level. However, victims can also submit reports through the Technical Implementation Unit for the Protection of Women and Children (UPT PPA), non-governmental organizations, or accompanying parties. This mechanism aims to facilitate access to reporting, especially for victims who are reluctant to come directly to the police station due to psychological pressure, shame, or fear of the perpetrator.

²²Rahmawati, Faizatur, Solehati Nofitasari, Abd. Manab, Yuli Winiari Wahyuningtyas, and Moh. Khalilullah A. Razaq. 2025. "Legal Protection for Victims of Silent Treatment as a Form of Psychological Violence in the Household". *WELFARE STATE Journal of Law* 4 (2):336-55. <https://doi.org/10.56013/welfarestate.v4i2.4737>.

²³Wulandari, Putri, Nandhyra Aisyah, Ajeng Sejati, Katlea Hardisafitri, and Ubaidillah Kamal. 2025. "Inequality in Access to Justice for Women Victims of Domestic Violence". *Wahana Pendidikan Scientific Journal* 11 (12.A), 192-210. <https://www.jurnal.peneliti.net/index.php/JIWP/article/view/12171>.

²⁴Wibowo, Muhammad Kurniawan Budi, Aditya Fajri Kurnia Pradana, and Muhammad Luthfi Dwi Pramukti. "Legal Education and Psychological Awareness of Domestic Violence Through Interactive Counseling for the Cawas Klaten Community." *Jurnal Medika* 5, no. 1 (2026): 139-146. E-ISSN 2985-7295. <https://doi.org/10.31004/dmpdaf27>

²⁵Interview with First Inspector Fauziah, SE, S.Psi., MM as Sub-Directorate IV Renakta Ditreskrimsus POLDA Central Kalimantan, which was held on June 25, 2025, at 10:55 WIB

In practice, the authorities continue to open the widest possible space for victims to submit complaints through the safest and most comfortable channels.

Before an official report is filed, the police, along with a supporting agency, first assess the victim's needs. This assessment covers the victim's physical and psychological condition, as well as the social situation they are facing. The assessment results will form the basis for designing the necessary protection and assistance. Following the assessment, a police report is prepared, and if necessary, the police will request a post-mortem examination to document physical injuries and a referral to a psychologist to evaluate the psychological impact. These steps ensure that case management focuses not only on the legal process but also on the victim's protection and recovery.²⁶

Victims are supported from the initial reporting stage through the trial. The Women's Empowerment and Child Protection Unit (UPT PPA) and other social institutions provide psychological support, physical protection, and legal assistance. If victims require safe housing, safe houses are provided as an alternative to protect them from further violence. Social institutions also ensure that victims do not face the legal process alone and remain informed about their rights throughout the process. The presence of these advocates significantly helps victims navigate the process with greater stability and empowerment.

Police in Palangka Raya also ensure that victims' medical and psychological needs are met. After receiving a report, the police send a formal request to the hospital for a medical examination or physical recovery, including a post-mortem. The same is true for psychological needs, where victims can be referred to professional services. All of these processes are facilitated by the police without the victim's request, as they are part of standard procedures for handling domestic violence. This demonstrates that the response is not merely reactive but responsive to the victim's overall needs.

In carrying out the legal process, the police also maintain close coordination with the prosecutor's office and the judiciary. Once the case files are complete, they are transferred to the prosecutor's office, and then forwarded to the court. Throughout this process, cross-agency communication is maintained to avoid delays that could harm the victim. This coordination also ensures consistency in the legal process and integrated protection for victims. This performance demonstrates that domestic violence cases in Palangka Raya are handled not by a single institution, but through inter-agency collaboration.

In simple terms, the mechanism for handling domestic violence cases by law enforcement officers in Palangka Raya can be seen in the following chart:

²⁶Interview with First Inspector Fauziah, SE, S.Psi., MM as Sub-Directorate IV Renakta Ditreskrimsus POLDA Central Kalimantan, which was held on June 25, 2025, at 10:55 WIB

Chart 1.1

Diagram of the Mechanism for Handling Domestic Violence Cases by the Central Kalimantan Regional Police

Source: Processed from the results of an interview with First Inspector Fauziah, SE, MM, M.Psi., Sub-Directorate IV of the Criminal Investigation Directorate of the Central Kalimantan Regional Police.



The handling of cases of Domestic Violence (KDRT) carried out by police officers basically refers to the provisions of Law Number 23 of 2004 concerning the Elimination of Domestic Violence, which regulates victim protection, law enforcement processes, and the obligations of officers to provide services from a victim perspective. In addition to being guided by the law, the internal mechanisms of the National Police are also subject to disciplinary regulations and professional codes of ethics, so that if the perpetrator is a member of the police, the process can proceed through general criminal channels as well as ethical and disciplinary examinations. Based on the results of interviews with BANIT I SUBDIT III/JATANRAS DITRESKRIMUM Polda Kalimantan Tengah, the SOP flow for handling cases begins with the receipt of a Police Report (LP) or public complaint (Dumas), followed by the appointment of an investigator to handle the case and the preparation of investigation administration. Next, the investigator sends a Notification Letter of Progress of Investigation Results (SP2HP) to the reporter as a form of accountability, conducts examinations of witnesses and related parties, and conducts a case title to determine the continuation of the legal process. Thus, procedurally, the SOP in the Central Kalimantan region has been implemented in accordance with the provisions of applicable laws and regulations and internal police mechanisms, although in practice, supervision is still needed to ensure objectivity and victim protection when the reported party is a police officer.²⁷ Although the system is in place, authorities acknowledge challenges in its implementation. Some victims, after reporting, choose to reconcile with the perpetrator and are reluctant to pursue legal action. Others initially report simply to intimidate the perpetrator, with no intention of pursuing legal action. Decisions to withdraw these reports are often made without prior notice, complicating the handling process. Furthermore, budget constraints also limit training for law enforcement officers on handling domestic violence, particularly regarding sensitive approaches to women and children.²⁸

²⁷Interview with First Inspector Fauziah, SE, S.Psi., MM as Sub-Directorate IV Renakta Ditreskrimsus POLDA Central Kalimantan, which was held on June 25, 2025, at 10:55 WIB

²⁸Interview with First Inspector Fauziah, SE, S.Psi., MM as Sub-Directorate IV Renakta Ditreskrimsus POLDA Central Kalimantan, which was held on June 25, 2025, at 10:55 WIB

Nevertheless, preventive efforts continue through legal counseling and education for the community. Officials are willing to act as resource persons in various social activities to spread awareness about victims' rights and procedures for handling domestic violence. The hope is that the public will no longer view domestic violence as a private matter that must be hidden. This approach aims to encourage the public to be more courageous in reporting and supporting victims, while also applying social pressure so that perpetrators do not feel protected by the prevailing norm of silence. The legal approach is coupled with efforts to change social attitudes to create a safe and just environment for victims of domestic violence.

In addition to technical assistance to victims, law enforcement officials in Palangka Raya also strive to ensure that the legal process proceeds without neglecting the victim's emotional and psychological well-being. When a victim files a report, a companion from the UPT PPA (PPA Women's Empowerment and Child Protection Unit) or social worker is involved from the outset to provide a sense of security and accompany the victim through every stage. The companion not only explains the victim's legal rights but also helps them understand the legal process and the steps they will face. This effort ensures that victims feel less alone in facing pressure from the perpetrator or family, which may encourage amicable resolution. The companion's role also encourages victims to continue following the process to completion.

However, several obstacles remain in the implementation process. One frequently encountered obstacle is the victim's reluctance to continue the legal process after filing a report. Many victims who have filed a report are unwilling to attend further investigations, either due to pressure from the perpetrator, family considerations, or compassion for the perpetrator. In some cases, the report is made merely as a warning to the perpetrator to prevent repeating their actions. This situation certainly impacts the continuation of the legal process, as the victim's statement and presence are often key pieces of evidence. Although the police continue to pursue the investigation, the victim's absence can hinder the completion of the case.

On the other hand, public awareness of the rights of victims of domestic violence is considered quite developed, but not yet widespread. Some still view domestic violence as a private matter that should not be brought to the legal realm. Stigma against victims also often arises, especially when women report cases against their husbands. Some believe that women who report their husbands are dishonoring the family name or exposing the family's disgrace. This is one reason why victims hesitate to report or choose to reconcile despite experiencing violence. Therefore, legal education for the public is still needed so that reporting domestic violence is no longer seen as a deviant act, but rather as an effort to defend the rights and dignity of those within their immediate environment.

3. The Role and Coordination of Social and Judicial Institutions

Social institutions such as the Technical Implementation Unit for the Protection of Women and Children (UPT PPA), NGOs, and social workers play a significant role in supporting victims from the beginning of the reporting process.²⁹ Their presence helps bridge victims with law enforcement, especially those who are afraid or confused about reporting directly to the police. In some cases, these institutions even serve as the first point of contact for victims before being directed to law enforcement. With facilities such as psychological services, safe houses, and counseling, social institutions assist victims not only in legal matters but also in their emotional recovery.

Before an official report is received by the police, the UPT PPA often conducts an assessment to identify the victim's needs. This ensures that interventions are tailored to the victim's physical and psychological condition.³⁰ This assessment also determines whether the victim needs temporary housing, legal assistance, or medical access. This procedure demonstrates that the work of social institutions extends beyond administrative procedures to comprehensively understanding the victim's situation. This step is then followed by assistance in preparing a police report and accompanying the investigation and trial.

During the investigation phase, coordination between social institutions and the police is evident in their collaboration on obtaining medical examinations, submitting psychological examinations, and requesting additional protection. Social institutions support the completion of evidence by providing initial information from the victim and acting as a liaison between the victim and medical personnel or hospitals. When the victim requires a medical examination or psychological certificate, social institutions will assist in

²⁹Diaz Dinar Moza, Nabila (2025) Psychological Assistance of the Lampung Province Women and Children Protection Unit (PPA) for Victims of Domestic Violence (KDRT). Faculty of Social and Political Sciences, University of Lampung

³⁰HASRUN, RAHMI (2025) Counseling as an Effort to Handle Cases of Sexual Violence against Women at the UPTD PPA of Makassar City. Thesis, Hasanuddin University.

connecting them with the relevant agencies, and the police will prepare an official request.³¹ In this way, the process is structured while still taking the victim's personal circumstances into account.

Social institutions also play an active role in ensuring continued support through to the trial stage. During the legal process, victims often face significant mental stress, especially when confronted with the perpetrator in the courtroom. Therefore, social workers remain with victims throughout the process, helping explain the trial process and providing emotional support.³² They can also provide additional information to the panel of judges if necessary, particularly regarding the victim's psychological condition or social background. This allows the legal process to focus not solely on formalities but also on the humanitarian side.

In practice, cooperation between social institutions, the police, the prosecutor's office, and the courts in Palangka Raya is mutually supportive. According to interviews, law enforcement officers routinely coordinate with the prosecutor's office to transfer case files. There are no significant obstacles to this coordination, and even when the process takes place outside of working hours, the relevant institutions continue to follow up on cases as needed. This ongoing communication is part of an effort to avoid delays in the process and ensure victims continue to receive support until the end of the case.

On the other hand, social institutions also carry out educational and prevention functions in the community. They frequently conduct outreach and legal counseling to help the public understand that domestic violence is not simply a personal matter. In these activities, social institutions collaborate with law enforcement officials as resource persons, demonstrating cross-sectoral involvement. This approach not only builds legal awareness at the community level but also strengthens public trust in institutions handling violence cases. Collaboration in counseling programs is a way to expand the reach of protection for vulnerable groups.³³

However, in its implementation, social institutions face a number of obstacles, particularly limited human resources and budget. Training for law enforcement officers and social workers is still not conducted regularly due to minimal budget support.³⁴ Yet, handling domestic violence cases requires continually updated understanding in line with social and legal developments. The hope expressed through interviews is to increase the number of trained female investigators and social workers so that the handling process is not only expeditious but also addresses the victims' needs comprehensively and meaningfully.

4. Challenges of Implementation and Strategies for Improving Victim Protection

Based on an interview with First Inspector Fauziah, SE, MM, M.Psi., Sub-Directorate IV of the Criminal Investigation Directorate of the Central Kalimantan Regional Police, in implementing protection for victims of domestic violence in Palangka Raya, the first challenge often faced comes from the victims' own attitudes. Many victims do not pursue legal proceedings after filing an initial report. Some stated that they have reconciled with the perpetrator, while others only intend to provide a deterrent effect without wanting to take the case to court. This situation makes it difficult for authorities to follow up on cases because the presence of the victim as a reporter and witness is crucial. When the victim withdraws, the legal process can be halted, even if the violence is severe and repeated. This situation shows that protection depends not only on written laws, but also on the victim's steadfastness in persisting in the process.³⁵

Another barrier is the social stigma within society. Many still believe that domestic violence is a private matter that shouldn't be discussed outside the home. This perception often influences victims and their families to keep the incident a secret, even when the violence has been ongoing for a long time. Furthermore, there is psychological pressure from those around them who encourage amicable resolutions, citing the need to protect the family's reputation or maintain marital integrity. This attitude makes victims feel guilty when

³¹Dr. Rira Nuradhawati. 2025. Breaking the Chain of Domestic Violence: A Collaboration Between the Government and the Indonesian Community. Sonpedia Book Publisher. Jambi. P. 36

³² *Ibid*, p. 83

³³Lenny Meilany. "The Role of Social Institutions in Handling Domestic Violence (Domestic Violence Against Husbands)". 2025. Multidisciplinary Scientific Research Journal 1 (03): 1098-1105. <https://ojs.ruangpublikasi.com/index.php/jpim/article/view/697>.

³⁴Rohmah, Siti Mufidhatur, Wiwit Ariyani, and Suyoto. "Facilitation of Settlement of Domestic Violence Crimes by the Social Services, P3AP2KB, Kudus Regency." Responsive Law Journal 2, no. 1 (2025): 62-73. <https://doi.org/10.59923/rlj.v2i1.399>

³⁵Interview with First Inspector Fauziah, SE, S.Psi., MM as Sub-Directorate IV Renakta Ditreskrimsus POLDA Central Kalimantan, which was held on June 25, 2025, at 10:55 WIB

seeking legal protection. As a result, reporting is delayed or dropped altogether. On the other hand, limited training and provision for law enforcement officers is also an unresolved challenge. According to interviews, budget constraints prevent routine training on handling women and children. This impacts personnel's readiness to handle cases that require a sensitive and empathetic approach. Yet, handling victims of domestic violence requires an understanding beyond simply applying criminal procedure, as the victim's psychological state and social dynamics also influence the course of treatment. Therefore, officers' communication and support skills need to be continuously strengthened.

Another challenge is the disproportionate number of investigators and support staff to the volume of cases. The availability of female investigators, for example, remains limited, even though in domestic violence cases many female victims feel more comfortable being assisted by other women. Similarly, not all cases of social workers or psychologists receive these services promptly due to inadequate professional staff. This situation has the potential to cause delays in providing protection or recovery. To address this, greater attention is needed to the distribution of support staff and policy support at the regional level to ensure victims' needs are promptly met.³⁶

Strategies to improve victim protection can begin with improvements to the initial assessment system. From the moment a report is received, a comprehensive and prompt assessment of the victim's needs must be conducted to avoid delays in intervention. This assessment should encompass the victim's physical, psychological, economic, and social environment. Furthermore, assessment results must be effectively communicated between the involved agencies, including the police, the Women and Child Protection Unit (UPT PPA), social services, and hospitals. This ensures that all parties have a shared understanding of the victim's needs, allowing them to work synergistically and avoiding service delays.

Public education regarding victims' rights also needs to be expanded. Although counseling and outreach have been conducted, their reach is not uniform. In some areas, people still don't understand that verbal abuse and neglect are included in the category of domestic violence. More intensive outreach at the neighborhood (RT/RW), school, place of worship, and women's community levels can help reduce this misconception. Furthermore, the existence of a complaint hotline also needs to be disseminated so that the public knows where to report if they witness or experience violence. Improving legal literacy is not only about understanding the law, but also fostering the courage to use legal channels.³⁷

strategies must involve synergy between prevention and response. Law enforcement officers should not only act after an incident occurs but also engage in educational activities. Police in Palangka Raya, for example, are willing to serve as resource persons in community outreach activities. Such activities can be expanded with support from educational institutions, women's organizations, and local media. Prevention doesn't have to take the form of large-scale campaigns; it can begin with small discussions that build collective awareness that domestic violence is not something that should be tolerated. In this way, victim protection becomes part of a collaborative effort, not just the responsibility of legal or social institutions.

CONCLUSION AND SUGGESTIONS

Based on the research results, the implementation of Law Number 23 of 2004 concerning the Elimination of Domestic Violence (KDRT) in handling domestic violence cases by law enforcement officers in Palangka Raya has been carried out in accordance with applicable legal procedures. Handling begins with the victim's report, which can be submitted directly to the police station or through supporting institutions such as the UPT PPA and NGOs. This process begins with an assessment of the victim's condition, both physical, psychological, and social, which serves as the basis for designing the protection and assistance needed. Although police officers and social institutions have collaborated in accompanying victims during the legal process, the implementation of this regulation still faces challenges, such as limited training for law enforcement officers, and a lack of available resources in the field. The main challenge faced by social institutions and law enforcement officials in protecting victims of domestic violence in Palangka Raya is the inability to pursue legal proceedings because many victims choose to reconcile with their perpetrators or discontinue their reports. Social stigma against victims and the perception that domestic violence is a private matter also pose significant obstacles to reporting and law enforcement. Furthermore, limited facilities, such

³⁶Interview with First Inspector Fauziah, SE, S.Psi., MM as Sub-Directorate IV Renakta Ditreskrimsus POLDA Central Kalimantan, which was held on June 25, 2025, at 10:55 WIB

³⁷Interview with First Inspector Fauziah, SE, S.Psi., MM as Sub-Directorate IV Renakta Ditreskrimsus POLDA Central Kalimantan, which was held on June 25, 2025, at 10:55 WIB

as safe houses, and the lack of in-house psychologists within social institutions reduce the effectiveness of victim protection. To enhance victim protection, there needs to be increased coordination between institutions, regular training for law enforcement officials, and a strengthened role for social institutions in providing more intensive support. By increasing public awareness and strengthening the support system, it is hoped that victims of domestic violence can obtain more effective legal protection.

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