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The Effectiveness of The Integrated Service Center for Women and Children Empowerment (P2TP2A) Child Abuse Hotline

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Abstract. Child abuse is still a serious public problem in Indonesia that requires public services that are accessible, responsive, and effective in providing immediate protection for victims. The Cirebon Regency Integrated Service Center for Women and Children Empowerment (P2TP2A) hotline is the first contact point in reporting child abuse cases and has an important role in facilitating timely intervention and referral services.This study aims to review the effectiveness of the P2TP2A hotline service in dealing with child abuse cases through analysis of service processes, human resources, supporting facilities, and public trust. The research employed a qualitative descriptive method, which was supported by descriptive quantitative data. Data were collected by means of interviews with P2TP2A officers and questionnaires distributed to 28 service users. The analysis was based on the organizational effectiveness theory of Richard M. Steers, which includes goal attainment, integration, and adaptation. The results indicate that the hotline service is effective in general. The service procedures are easy to understand, the responses are provided within a maximum of 24 hours, and the staff show competence, professionalism, and effective coordination with related institutions. Supporting facilities like the Siaga Katon 112 system and digital reporting services have improved public access. However, there are challenges, especially limited human resources and the need to strengthen the complaint management system to ensure consistent service quality. In summary, Cirebon Regency's P2TP2A hotline has successfully handled child abuse reports, but human resource capacity, complaint resolution, and ongoing service evaluation must improve to sustain and improve child protection services.

Keywords: P2TP2A; Public Services; Child Protection

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INTRODUCTION

The provision of services to meet the needs of the public in accordance with established rules and procedures can be defined as public service. Since the government is fundamentally designed to serve the public, quality service is essential for both service providers and the public as a whole (Supriadi et al., 2020). According to Rasyid (2000), The government is responsible for providing an environment that allows every citizen to live in safety and security. Therefore, public services are a testament to the state's role in protecting its citizens' most fundamental rights, one of which is the right to feel safe and protected from violence (Supriadi et al., 2020). Services in the field of women's and children's protection are a type of public service that plays a vital role.

The government's Integrated Service Center for Women and Children Empowerment (P2TP2A) is a center that provides support, advocacy, and assistance to the victims of violence against women and children. The local government of Cirebon Regency has prioritized violence

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against women and children. After interviewing the victims, the Cirebon Regency DPPKBP3A found that the P2TP2A phone service was designed to report incidents quickly and secretly. The hotline is the first interface to the integrated protection system. After determining victim needs, each report is sent to the appropriate department or agency based on the crime. The organization also provides emergency shelters, or safe houses. The Cirebon Regency P2TP2A Hotline provides various channels of complaints. They can report emergencies through Siaga Katon 112. Customers can also contact the Cirebon Regency P2TP2A complaint hotline 081220041819. This hotline makes it quick, safe, and easy to report abuse against women and children. Child abuse in Cirebon Regency is a severe issue. Cirebon Regency Open statistics as of 2024-2025 show a high number of victims of violence. 202 died in 2024. 248 died in 2025. Open Data Kab. The most common forms of abuse are psychological, sexual and physical (Open Data Kab. Cirebon, 2026)

This condition means that complaint services that are quick, fast and easy to access are still very much needed (Open Data Kab. Cirebon, 2026). The occurrences happen in the home and in public settings which means many youngsters still lack protection (Informatika, 2025). Informants said that the amount of reports received through the hotline had increased over time. This is seen as a sign of growing public awareness and confidence in reporting incidents. In addition, media reports indicate that cases of violence continue to be reported through service agencies and local government reporting channels. This situation suggests that complaint services have not always been able to reach all segments of society with (Mahardika, 2025).

Several other regions in Indonesia have experienced the same thing. A study conducted by Syaroh & Widowati (2018) indicates that the rate of violence against women and children continues to rise each year in Semarang Regency. This finding led to the establishment of P2TP2A, an agency that handles complaints and provides protection for victims of violence. The Cirebon Regency hotline service strives to respond as quickly as possible within 24 hours of receiving a report. This is achieved by dividing tasks among departments such as complaints handling, legal assistance, psychological counseling, and administration, as well as by collaborating with the police, social service agencies, hospitals, psychologists, and legal aid organizations. The effectiveness of the service is regularly evaluated through monthly meetings to discuss cases and service improvements.

A strong legal foundation supports child protection. This is regulated in Undang-Undang (UU) Nomor 23 Tahun 2002 Tentang Perlindungan Anak (2002), which was subsequently amended into Undang Undang Nomor 35 Tahun 2014 tentang Perubahan Atas Undang Undang Nomor 23 Tahun 2002 tentang Perlindungan Anak (2014). The state is responsible for

safeguarding the well-being of all its citizens, including protecting children's rights as human rights. Children are viewed not only as the nation's future leaders but also as a gift and a trust from the Almighty God. They possess dignity and the potential to grow into a generation of noble character. Thus, Undang Undang Nomor 35 Tahun 2014 tentang Perubahan Atas Undang Undang Nomor 23 Tahun 2002 tentang Perlindungan Anak (2014) provides equal opportunities for the physical, mental, and social growth of every child. To achieve this, systems and institutions are needed that can ensure children's rights are fulfilled and protected from violence. P2TP2A, which provides protection services that are prompt, responsive, and organized, embodies this principle within local government (Syaroh & Widowati, 2018).

The role of the hotline as the first step in reporting cases is a barrier that hinders the efficiency of the service. The main focus of this study is the effectiveness of the P2TP2A telephone service in handling reports of child abuse received by telephone in Cirebon Regency. According to Syaroh & Widowati (2018), This situation may be influenced by a lack of supporting infrastructure and facilities. Such restrictions include limited communication and operational support facilities. Also, reaction to incoming report may be affected by budget shortages and insufficient human resources. Conversely, the incidence of child abuse is on the rise in the Cirebon region. According to data from the DPP3APPKB, 36 cases of child abuse were recorded in 2023, and 48 cases of sexual and psychological abuse were recorded in 2024. However, 34 cases of physical abuse have increased in 2025. According to the Indonesian Child Protection Commission (KPAI), the need for efficient and easily accessible services is becoming increasingly urgent (Humas KPAI, 2025). This situation indicates that enhancing the role of hotlines as the first point of contact for obtaining protection for children is crucial to the child protection system in every region. While research on public services and the protection of women and children has increased, there is still room for further research that warrants attention.

Research that were conducted by Syaroh & Widowati (2018) titled "The Effectiveness of the Integrated Service Center for Women and Children Empowerment (P2TP2A) in Semarang Regency" indicates that there is a lack of interagency coordination, a shortage of support staff such as psychologists and advocates, and no safe houses for victims of violence. Conversely, the study Sugianto et al. (2023), entitled "The Effectiveness of the Digitalization System at the Karawang Regency Integrated Service Center for Women and Children Empowerment (P2TP2A) in Preventing Violence Against Women and Children in Karawang Regency," indicates that the digitalization of services can help improve access to reporting channels, despite resource constraints. The second research presents a useful overview of the management of women's and

children's protection services, but does not specifially look at hom the complaint hotline is used as the initial point of contact by victims, notably in Cirebon Regency with its own peculiar conditions and issues.

Efficiency is the extent to which a public organization can achieve its goals. Dwiyanto (2021) states that the efficaccy of public services is seem from the extent to which the results of public services match the requirements and expectations of service recipients. This indicates that the quality of services is not just determined by the number of persons who follow protocols, but also by the results experienced by the general public as service users. The efficiency of public services is one of the important metrics of the effectiveness of government performance say (Dharmika & Subanda, 2023). Effective service is reflected in the methodical achievement of organisational goals and their congruence. In addition to offering a reporting mechanism, the P2TP2A complaint hotline allows the organization to promptly and comprehensively reports in order to provide suitable protection for children who are victims of violence. Richard M. Steers' theory of organizational effectiveness places a strong emphasis on integration, adaptation, and the accomplisment of organizational objectives (Steers, 1985). His theory is consistent with this understanding.

This study is important because we need to understand the P2TP2A hotline service in Cirebon Regency qualitatively in the field. The inability of the hotline to assist a victim can also have an impact on subsequent protection measures, as victims turn to the hotline as their initial point of contact. The quality of service, however, remains low, due to a lack of money and people. Research on hotlines is nonexistent performance. This may lead to services being improved without a clear rationable or explicit objectives. So this study is important as a review that can provide current information on how to improve the quality of child protection services to be speedier, effective, and better in accordance with victim's requirements.

Numerous studies have been conducted in various regions of Indonesia to assess the effectiveness of P2TP2A services. According to Syaroh & Widowati (2018), P2TP2A services in Semarang Regency are not yet functioning effectively. This is due to a lack of interagency coordination, a shortage of support staff, and the absence of safe houses for victims of violence (Syaroh & Widowati, 2018). Research conducted by Sugianto et al. (2023) shows that the digitization of P2TP2A services in Karawang Regency can help improve public access to reporting channels. However, service infrastructure and human resources remain obstacles (Sugianto et al., 2023).

In addition, the effectiveness of public services is also influenced by an organization's ability to provide services that are prompt, responsive, and tailored to the needs of the community (Dwiyanto, 2021). Based on this previous research, it is clear that the effectiveness of P2TP2A services is influenced by the quality of human resources, interagency coordination, and the service system in place. However, research on the effectiveness of the complaint hotline as the initial point of contact for reporting cases of child abuse in Cirebon Regency remains limited. Therefore, this research is focused on the usefulness of the P2TP2A complaint hotline in Cirebon Regency in handling child abuse cases.

Researchers in several parts of Indonesia have studied the effectiveness of the P2TP2A service. The ineffectiveness of P2TP2A services in Semarang Regency was caused by the lack of coordination of agencies, the lack of professional personnel, and the unavailability of shelters for victims (Syaroh & Widowati, 2018). Sugianto et al. (2023) found that the digitalization of P2TP2A services in Karawang Regency improved public access to reporting services but still faced infrastructure and human resource problems. However, these studies were more focused on institutional performance and service digitalization, while little attention has been paid to the effectiveness of complaint hotline services as the first point of contact in handling child abuse cases, especially in Cirebon Regency.

This gap indicates that empirical evidence regarding the role of hotline services in facilitating rapid reporting, inter-agency coordination, and victim protection is still limited. Therefore, the novelty of this study lies in its specific focus on evaluating the effectiveness of the P2TP2A complaint hotline as the initial access point for reporting child abuse cases in Cirebon Regency using Richard M. Steers' organizational effectiveness theory through the dimensions of goal attainment, integration, and adaptation while also incorporating users' perceptions of service quality. Based on this research gap, this study aims to analyze the effectiveness of the P2TP2A complaint hotline in handling child abuse cases in Cirebon Regency and to provide recommendations for strengthening child protection services..

METHODS

This Qualitative research and descriptive quantitative data were used to describe the response of the P2TP2A hotline to violence against women and children in Cirebon Regency. The qualitative approach investigates service delivery, initial response mechanisms, cross-sectoral coordination and staff experiences (Sugiyono, 2019). Qualitative research studies the meaning, processes and natural conditions of social phenomena. This research was conducted at DPPKBP3A Cirebon Regency which is under the management of P2TP2A services. The selected

research informants were the Head of the General and Personal Subdivision and the Senior Social because they know and are directly involved in the service system in an effort to get data relevant to the study. Data was generated through in depth interview on the goals of the hotline, the functioning of the hotline, response times within 24 hours, types of legal, psycological and social assistance provided, referral mechanism to the police, social service agencies, hospitals and legal aid organisations, evaluation mechanisms during monthly meetings and challenges such as limited human resources and budget constrains. Second, the questionnaire was used to study the users' opinion on service quality.

Miles et al. (1994) proposed the data reduction, data display and conclusion as the data analysis models of qualitative data analysis. The interview data was analysed using a research-led thematic approach. Meanwhile, survey data were descriptively analysed using response frequency and interpreted to support qualitative findings (Miles et al., 1994). The study is an ethical research practice by protecting the informants. The questionnaire data is anonymized and used for academic purposes. No direct contact was taken to safeguard the victims and avoid psychological trauma. This method is expected to provide an objective assessment of the effectiveness of the P2TP2A hotline and improve women's and children's protection services in Cirebon Regency.

RESULTS AND DISCUSSION

Efficiency of Service Workflows in Case Management

The complaint hotline service begins by receiving reports from the public via the complaint hotline and the Siaga Katon 112 service. When officers are called out, they indentify the victim and the type of assault that they have suffered. The report is subsequently transmitted to the appropriate legal, psychiatric, medical and social services. To speed up processing, P2TP2A sometimes works with the police, hospitals, social services and legal aid organisations. Monitoring and evaluation are then carried out to see how the victim's situation is being handled.

The effectiveness of the service process in this study was also assessed based on the complaint mechanism process from the first report received, the clarity of the process, the clarity of the process, the speed of response, and the follow up of the report in accordance with the needs of the victim. In addition to speed, a good service process is also characterised by public access, simlicity and clarity.

The results of a survey of 28 service users showed that 16 people found the service procedures "easy," and 12 found them "very easy." There was no information indicating that the procedures were difficult. This suggests that the public does not feel burdened by the service steps that must be completed from an initial technical standpoint. 19 people stated that the

service was “very fast” and 9 people stated that the service was “fast” in terms of completion time. All respondents provided positive feedback. This data aligns with interview results, which indicate that an initial response to a report is sought within a maximum of 24 hours after receipt. To determine whether the victim requires legal, psychological, medical, or social assistance, this initial response is the first step.

Table 1
Service Flow Efficiency Data

No	Evaluated Aspects	Assessment Categories	Number of Informants
1.	Simplicity of the Procedure	Very Easy	12
		Easy	16
2.	Timeliness of Service	Quick	19
		Fast	9
3.	Complaint Handling	Well-Managed	12
		Not Functioning Optimally	16

Source: *Survey data from 28 informants who used the P2TP2A hotline in Cirebon Regency in 2025, compiled by the researcher (2026).*

Interviews with informants indicate that every report received through the hotline is immediately followed up with an initial assessment of the victim’s condition. Efforts are made to complete this initial response process no later than 24 hours after the report is received. Now officers assess the victim’s needs, which could include social help, legal aid, psychological services or medical treatment. Once the needs assessment is completed, the report is forwarded to the department that is suitable to the type of case reported. Cases that require cross-sectoral collaboration are addressed by referral to competent agencies such as police, social services, hospitals or legal aid organisations.

This condition can be explained by the theory of organisational effectiveness proposed by Steers (1985), notably in terms of measures of organisational goal achievement. These measures reflect an organisation’s potential to achieve its pre-determined service goals. The P2TP2A hotline service as a responsive complaint mechanism has been achieved, as reflected in the relatively simple service procedures and the short response time.

These results are also consistent with the research of Dharmika & Subanda (2023) that stated the effectiveness of public services might be judged by the ability of an organisation to provide responsive services that meet the needs of the community. Easy to understand

processes and quick response of the service system. It indicates that the system is successful in attaining the organisation's purpose of safeguarding the community.

The poll results also indicate disparities in the public's perception of the entire complaint handling process. 12 of the 28 service users who participated in the poll felt that their issues were addressed well. Sixteen of the other informants said the complaint system was not yet working at its full capacity. This difference in assessment is an indication that although the initial phases of receipt and reaction to reports have been well addressed, some elements in the further handling process require improvement to enhance service quality.

The findings imply that the efficiency of handling complaints should be assessed based on the regularity of follow-up services provided until the matter is settled as well as the promptness of the initial response. Dwiyanto (2021) asserts that the degree of service that satisfies the requirements and expectations of service users is a measure of the efficacy of public services. Hence, while the P2TP2A hotline has demonstrated adequate responsiveness, there is need to improve complaint management to ensure victims receive comprehensive and sustainable protection. This finding further supports Steers' (1985) assertion that organizational effectiveness is achieved not only through goal achievement but also through continuous improvement in organizational performance.

The Quality of Human Resources and the Public's Level of Confidence in the Effectiveness of Services

The quality of human resources is a key issue in hotline services. Services for victims of abuse require not just technical abilities, but also sensitivity, ethical standards and a strong dedication. The quality of human resources in this study is evaluated through the competencies of the officers, the attitude of service, and the dedication to secrecy and professionalism. A poll of 28 service customers found that 15 informants evaluated the staff as "competent" and 13 as "highly competent". No negative ratings were recorded in this category. For service behaviour, 16 informants reported that the personnel were "very polite and friendly", and 12 informants said they were "polite and friendly". All informants offered favourable scores for the staff"s attitude.

Interviews with informants also showed that each staff member works to a given division of labour in the delivery of services. The complaints, legal assistance, psychiatric support and admnistrative departements collaborate in the processing of each incoming case. Futhermore, the hotline service also involves working with other external actors, such as the police, social services, hospitals, psychiatrists, legal assistance organisations, etc. Integrated case

management is ensured through formal referrals and direct communication to establish this teamwork.

Table 2.
Data on Human Resource Quality and Public Confidence in Service Effectiveness

No	Evaluated Aspect	Assessment Categories	Number of Informants
1.	Staff Competencies	Very Competent	13
		Competent	15
2.	Attitude of Staff	Very Polite and Friendly	16
		Polite and Friendly	12

Source: Survey data from 28 informants who used the P2TP2A hotline in Cirebon Regency in 2025, compiled by the researcher (2026).

This condition is connected to integration indicators, which are an organisation's ability to encourage collaboration and coordination both internally and externally, according to Steers (1985) theory of organisational effectiveness. Nos ingle agency can deal with cases of abuse against children alone. It is essential that many parties with different authorities and competencies be involved. Thus the cooperation that P2TP2A does with several key entities shows an effort to combine services. Reports received every year are on the increases violence through the emergency hotline. This builds public trust. The public evaluation of officers attitudes and competence has led to a rise in public confidence in public services. But as the interviews reveal, the difficulty of maintaining consistent service delivery over the long term due to limited human resources and severe workloads remains.

The findings suggest that the presence of quality and professional human resources has a significant influence on public trust in protection services. This is in line with the SERVQUAL model proposed by Parasuraman et al. (1988) which focuses on assurance and empathy as key dimensions of service quality that influence users' confidence and satisfaction. While the perceptions of staff competence and attitude are generally positive, the shortage of personnel may further influence service consistency and increase workloads, which may ultimately affect service quality. Thus, building human resource capacity to improve organizational effectiveness is still vital.

Facilities and Infrastructure to Support the Hotline Service

Facilities and infrastructure are key determinants in the effectiveness of services. Good facilities can greatly contribute to the comfort, accessibility and smooth operation of services. In this study, the role of facilities and infrastructure in supporting the P2TP2A hotline service in

Cirebon Regency may be analysed from two viewpoints, namely physical facilities and support of the service system. On the basis of survey data obtained from 28 customers of the service, the status of the service area was judged to be fairly adequate. Sixteen people said it was “clean”. None of the informants gave a negative rating of the cleanliness or condition of the service area. With regard to the level of facilities and infrastructure, 17 informants assessed them as “good” and 11 as “very good”. These findings suggest that, overall, the facilities in place have been comfortable for service consumers.

Table 3.
Data on Facilities and Infrastructure Supporting the P2TP2A Hotline Service

No	Evaluated Aspect	Assessment Category	Number of Informants
1.	Cleanliness of Service Areas	Very Clean	16
		Relatively Clean	12
2.	Quality of Facilities and Infrastructure	Excellent	11
		Very Good	17

Source: Survey data from 28 respondents who used the P2TP2A hotline in Cirebon Regency in 2025, compiled by the researcher (2026).

The data show that the hotline service has physical facilities such as an administrative support room and a service room. Hotline workers operate in shifts so that incoming reports can be handled promptly instead of having to wait until the end of the workday. People can also utilise the Siaga Katon 112 service, a toll-free emergency number that can be utilised to report various crises.

Technological advances are also the driving force behind the move to a far more flexible reporting structure. Reports no longer have to be submitted in person at the office, but can be sent through a variety of available communication means. The modifications is intended to offer better access to the public, especially those with limits of time, distance or mental health. Adaptability in reference to Richard M. Steers’s theory of organisational effectiveness is an indicator of an organisation's ability to adjust to changes in the environment and societal demands. Now, the P2TP2A in Cirebon Regency is trying to adjust the service system so that it is easier for the public to access. This is shown by the provision of a hotline service, the use of a digital reporting system, and the support of suitable service facilities. Overall, the available facilities and infrastructure have permitted the hotline to function pretty efficiently. However, interview findings suggest that there are constraints on budget and personnel levels, and this means that employees have to do more than one job at a time. This condition is one of the

difficulties that must be addressed to ensure that the sustainability of the service is maintainaed adequately.

The existence of appropriate facilities and easy complaint channels increases the convenience and satisfaction of the community and promotes the effectiveness of public services. The findings of Alfiani et al. (2025) are consistent with this finding, as they found that service facilities have a significant effect on public satisfaction with government services. To increase the efficiency and long-term sustainability of P2TP2A hotline service, the first priority should be to fortify the auxiliary facilities and service infrastructure.

CONCLUSION

Based on the findings of the research, it is revealed that the P2TP2A hotline service in Cirebon Regency is generally efective in handling situations of child abuse. This is clear from the simplicity of access to the service, fast response times and follow up reports within a maximum of 24 hours. The staff's experience, friendly attitude and professionalism also demonstrate high quality service delivery. Also, the cooperation with other relevant instituisions, including police, hospitals, social services and legal aid organisations, in the management of cases aids in the provisio of services. The service also enjoys cooperation with several partners like police, hospitals, social services and legal aid agencies in processing cases. Facilities and infrastructure are rated sufficient, while service facilities are also rated sufficient. There is also a hotline and online reporting system through which residents can file complaints. But there are still challenges like lack of human resources, overworked personnel that mean poor service, lack of funding and bad complaint management. Thus, in order to make the hotline more successful, the service infrastructure and human resources need to be renewed.

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