



Information Technology for the Effectiveness of Public Service Governance for Victims of Domestic Violence in North Aceh Regency

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ABSTRACT

This study discusses the use of information technology to improve the effectiveness of public service governance for victims of Domestic Violence (KDRT) in North Aceh Regency. Victims of domestic violence need fast, safe, integrated, and protection-oriented and recovery-oriented public services. However, in practice, services for victims often face obstacles in the form of limited access to complaints, weak coordination between institutions, suboptimal case recording, and unintegrated assistance and empowerment services. This research uses a qualitative-descriptive approach through document studies, interviews, Focus Group Discussions (FGD), and mapping of service actors. The results of the study show that information technology can strengthen public service governance through the provision of digital complaint channels, validation and risk assessment systems, cross-agency referrals, legal and psychosocial assistance, victim empowerment, and continuous case monitoring. Thus, information technology not only functions as a reporting tool, but also as a link between protection, recovery, and empowerment services for victims of domestic violence.

INTRODUCTION

The urgency of improving public services for victims of domestic violence is closely related to the complexity of the problems faced by victims. Domestic violence often occurs in private spaces, making it difficult for victims to report their cases openly due to fear, shame, economic dependence, family pressure, and threats from perpetrators. In many cases, victims require immediate protection and confidential access to services so that they can report violence without increasing their vulnerability. Law Number 23 of 2004 concerning the Elimination of Domestic Violence affirms that victims have the right to receive protection, health services, legal assistance, and social rehabilitation (Indonesia, 2004). Therefore, public service governance must be able to provide an integrated mechanism that ensures victims are not only heard, but also protected and assisted throughout the recovery process.

In practice, the governance of public services for victims of domestic violence requires coordination among multiple institutions. The handling of domestic violence cases involves not only social service agencies, but also police institutions, health facilities, legal aid providers, psychological counselors, village governments, and community organizations. Without an integrated system, case handling may become fragmented, slow, and difficult to monitor. This condition can reduce the effectiveness of services and weaken public trust in government institutions. The concept of collaborative governance emphasizes that complex public problems require cooperation among various actors through shared responsibility, communication, and coordinated action (Emerson et al., 2012). Thus, strengthening coordination through information technology becomes an important step in creating more responsive and accountable public services.

Information technology can serve as a strategic instrument to improve the quality of public service governance for victims of domestic violence in North Aceh Regency. Digital systems can support online reporting, case documentation, risk assessment, referral mechanisms, service monitoring, and data-based decision-making. In addition, technology can help ensure that each case is recorded systematically and followed up according to the needs of the victim. However, the use of information technology must be accompanied by strict data protection principles because information about victims of domestic violence is highly sensitive. The implementation of digital-based services should therefore prioritize confidentiality, limited access, security, and victim safety. By integrating technology into public service governance, local governments can develop a service model that is more accessible, efficient, transparent, and oriented toward the protection and empowerment of victims.

LITERATURE REVIEW

Public services are state activities in meeting the needs of the community in a fair, transparent, responsive, and accountable manner. In the context of the protection of victims of domestic violence, public services cannot be understood only as an administrative process, but also as a form of protection of the rights of citizens who experience violence. Law Number 23 of 2004 concerning the Elimination of Domestic Violence regulates the rights of victims to obtain

protection, health services, assistance, and rehabilitation (Republic of Indonesia, 2004). In addition, Regulation of the Minister of Women's Empowerment and Child Protection Number 2 of 2022 affirms the importance of safe, integrated, and victim-oriented standards for women and child protection services (Ministry of Women's Empowerment and Child Protection, 2022). From the perspective of collaborative governance, services for victims of domestic violence require cross-sectoral cooperation because they cannot be solved by one institution alone. Collaborative governance emphasizes the importance of multi-stakeholder involvement, inter-agency communication, coordination, and joint decision-making in solving complex public problems (Emerson et al., 2012). Information technology then becomes an important instrument to support this governance because it is able to accelerate case recording, service referrals, follow-up monitoring, and data-based decision-making. Thus, the quality of public services for victims of domestic violence can be improved if cross-agency coordination is supported by a digital system that is secure, easily accessible, and oriented to the needs of the victims.

The concept of public service quality is also relevant in understanding the urgency of improving services for victims of domestic violence. Public service quality is generally reflected in the ability of government institutions to provide services that are reliable, responsive, accessible, and oriented toward citizens' needs. In the context of domestic violence, service quality is not only measured by administrative speed, but also by the extent to which services can protect victims, maintain confidentiality, reduce trauma, and ensure sustainable recovery. This is in line with the New Public Service perspective, which emphasizes that public institutions must prioritize citizens' interests, democratic values, and human dignity rather than merely focusing on bureaucratic procedures (Denhardt & Denhardt, 2015). Therefore, services for victims of domestic violence should be designed with a victim-centered approach, where safety, dignity, confidentiality, and the needs of victims become the main priority in every stage of service delivery.

Furthermore, the implementation of technology in public services is closely related to the concept of digital governance. Digital governance refers to the use of information and communication technology to improve government performance, strengthen service integration, and increase public accountability. In public service delivery, technology can simplify bureaucratic procedures, reduce service delays, and make coordination among institutions more efficient (Osborne, 2010). For domestic violence services, digital governance can support the development of integrated complaint channels, case management systems, referral dashboards, and monitoring mechanisms. Therefore, information technology should not be viewed merely as a technical tool, but as part of institutional reform in improving the effectiveness of public service governance.

From the perspective of information systems, the success of digital-based public services depends on the ability of the system to collect, process, store, and distribute information accurately and securely. Laudon and Laudon (2020) explain that information systems are important for supporting organizational coordination, decision-making, and control. In the case of domestic violence

services, an information system can help service providers record victim reports, identify case urgency, coordinate referrals, monitor follow-up actions, and evaluate service performance. However, because domestic violence cases involve sensitive personal data, the system must be designed with strong principles of privacy, data security, and limited access. Without adequate security, digital services may create new risks for victims, especially when information about their identity, location, or case status is accessed by unauthorized parties.

In addition, the protection of victims of domestic violence requires an integrated service model that connects legal, health, social, psychological, and economic support. Victims often face complex problems, such as trauma, fear of perpetrators, economic dependence, family pressure, and limited access to formal institutions. The World Health Organization emphasizes that services for victims of violence must prioritize safety, confidentiality, respect, and continuous support according to the needs of the victim (World Health Organization, 2013). Therefore, public service governance must ensure that victims are not only encouraged to report violence, but are also accompanied throughout the process of protection and recovery. Integrated services supported by information technology can reduce fragmentation among institutions and help ensure that victims receive appropriate assistance according to their needs. Thus, the literature shows that effective governance of domestic violence services requires the combination of responsive public service principles, collaborative governance, digital governance, secure information systems, and victim-centered protection.

METHODOLOGY

This research uses a qualitative-descriptive approach with the orientation of developing an information technology-based public service governance model. This approach is used to understand the service needs of victims of domestic violence, map the actors involved, identify coordination flows, and formulate information technology integration plans in public services. Research data was obtained through document studies, interviews, Focus Group Discussions (FGDs), and service model analysis. Document studies are carried out on regulations, service reports, case data, SOPs, and institutional documents related to the protection of women and children. Interviews can be conducted with service actors, such as UPTD PPA, P3A Social Service, police, health workers, legal aid institutions, village governments, and victim assistance communities. The FGD is used to validate the needs of services and the design of collaboration between institutions. The data obtained was analyzed descriptive-qualitatively through mapping actors, service flows, service constraints, and recommendations for the use of information technology.

RESULT AND DISCUSSION

The first finding indicates that the use of information technology can improve the accessibility of public services for victims of domestic violence. Victims often experience fear, shame, social pressure, and dependence on perpetrators, which make them reluctant to report violence directly to formal institutions. Therefore, digital complaint channels provide an alternative

mechanism that allows victims to submit reports more privately, quickly, and safely. Through applications, WhatsApp, call centers, or other online platforms, victims can access services without being physically present at service offices. This condition shows that information technology can reduce barriers to reporting and strengthen the initial stage of public service delivery.

The second finding shows that information technology supports a more systematic validation and risk assessment process. In handling domestic violence cases, service providers need to identify the urgency of the case, the level of threat, the victim's condition, and the type of intervention required. A digital system can provide standardized forms for recording the chronology of violence, the identity of the parties involved, the level of danger, and the immediate needs of the victim. Through this mechanism, high-risk cases can be prioritized and referred more quickly to the appropriate institutions. Thus, technology helps improve the responsiveness and accuracy of decision-making in public service governance.

The third finding reveals that the proposed digital service model can strengthen coordination among service institutions. The handling of domestic violence cases involves various actors, including UPTD PPA, social services, police, health workers, legal aid institutions, village governments, and community organizations. Without an integrated system, information about case status, referral progress, and service follow-up may become fragmented and difficult to monitor. A technology-based coordination dashboard can help each institution understand its role, track case development, and provide services according to the victim's needs. This finding shows that digital integration is important for reducing overlapping services and improving inter-agency collaboration.

The fourth finding emphasizes that data security and confidentiality are essential elements in technology-based services for victims of domestic violence. Information related to victims, perpetrators, case chronology, location, and legal status is highly sensitive and must be protected from unauthorized access. Therefore, the digital service model must include access restrictions, user authentication, data protection procedures, and clear authority for each service actor. If confidentiality is not properly maintained, digital services may create new risks for victims, especially when information is leaked or misused. For this reason, the implementation of information technology must be accompanied by strong ethical standards and data protection mechanisms.

The fifth finding shows that technology-based public services can support the continuity of victim recovery and empowerment. Domestic violence services should not stop at the reporting and referral stages, but must continue toward legal assistance, psychosocial recovery, social rehabilitation, and economic empowerment. Through digital monitoring, service providers can record the progress of each victim, identify unresolved needs, and ensure that assistance is delivered continuously. Technology can also connect victims with training programs, social assistance, counseling services, and economic support. Therefore, information technology contributes not only to administrative efficiency, but also to long-term recovery and the empowerment of victims.

The research results show that information technology can strengthen the governance of public services for victims of domestic violence by improving accessibility, responsiveness, coordination, data security, and victim empowerment. These findings are consistent with the concept of public service, which emphasizes that the state must provide services that are fair, transparent, responsive, and accountable to citizens. In the context of domestic violence, public services are not only administrative mechanisms, but also instruments for protecting the rights, safety, and dignity of victims. This is in line with Law Number 23 of 2004, which states that victims of domestic violence have the right to receive protection, health services, assistance, and rehabilitation (Republic of Indonesia, 2004). Therefore, the use of digital complaint channels, such as applications, WhatsApp, call centers, and online forms, can be understood as an effort to expand access to public services for victims who may be afraid, threatened, or unable to report directly to service offices.

The finding on accessibility also supports the victim-centered approach discussed in the literature review. Victims of domestic violence often face fear, shame, social pressure, economic dependence, and threats from perpetrators, making it difficult for them to seek help through conventional service mechanisms. Digital complaint channels provide a more private and flexible alternative for victims to report violence and request assistance. This is relevant to the principle of public service quality, which requires government institutions to provide services that are accessible, responsive, and oriented toward citizens' needs. The New Public Service perspective emphasizes that public institutions should prioritize human dignity, democratic values, and the interests of citizens rather than merely focusing on bureaucratic procedures (Denhardt & Denhardt, 2015). Thus, technology-based reporting mechanisms can strengthen the responsiveness of public services while placing victim safety and dignity as the main priority.

The research results also indicate that information technology supports a more systematic validation and risk assessment process. This is important because domestic violence cases have different levels of urgency and risk. Through digital systems, service providers can record case chronology, identify the victim's condition, assess the level of danger, and determine the appropriate type of intervention. This finding is connected to Information Systems Theory, which explains that information systems help organizations collect, process, store, and distribute information to support coordination, control, and decision-making (Laudon & Laudon, 2020). In the context of domestic violence services, risk assessment supported by technology can help service providers prioritize emergency cases and refer victims to the appropriate institutions more quickly. Therefore, digital systems contribute not only to administrative efficiency, but also to the accuracy and speed of service decisions.

Furthermore, the finding on inter-agency coordination strengthens the relevance of collaborative governance in the delivery of domestic violence services. The handling of domestic violence cases involves many actors, including UPTD PPA, social services, police, health workers, legal aid institutions, village governments, and community organizations. Without an

integrated system, case information may become fragmented, referral processes may be delayed, and follow-up services may be difficult to monitor. Collaborative governance emphasizes the importance of multi-stakeholder involvement, communication, coordination, and shared decision-making in addressing complex public problems (Emerson et al., 2012). Therefore, a technology-based coordination dashboard or shared case management system can help each institution understand its role, monitor case progress, and ensure that victims receive continuous assistance according to their needs.

The research results also show that data security and confidentiality are essential aspects of technology-based public services for victims of domestic violence. This finding is closely related to the literature on victim protection and information systems. Domestic violence cases contain sensitive personal information, including victim identity, location, case chronology, and legal status. If this information is accessed by unauthorized parties, digital services may create new risks for victims. The World Health Organization emphasizes that services for victims of violence must prioritize safety, confidentiality, respect, and continuous support (World Health Organization, 2013). Therefore, digital service models must include access restrictions, user authentication, data protection protocols, and clear authority among service actors. In this context, technology must be designed not only to improve efficiency, but also to protect victims from further harm.

Finally, the finding on victim empowerment shows that information technology-based services should not stop at the reporting and referral stages. Victims of domestic violence need long-term assistance, including legal aid, psychosocial recovery, social rehabilitation, economic support, and empowerment programs. Digital monitoring can help service providers record the progress of each victim, identify unresolved needs, and connect victims with counseling, training, social assistance, and economic recovery programs. This is consistent with the Regulation of the Minister of Women's Empowerment and Child Protection Number 2 of 2022, which emphasizes the importance of safe, integrated, and victim-oriented services for women and children (Ministry of Women's Empowerment and Child Protection, 2022). Thus, information technology can serve as an important instrument in developing public service governance that is accessible, responsive, collaborative, secure, accountable, and oriented toward the recovery and empowerment of victims.

CONCLUSIONS AND RECOMMENDATIONS

The use of information technology can serve as an important strategy to improve the effectiveness of public service governance for victims of domestic violence in North Aceh Regency. The findings show that information technology is able to integrate the process of complaint submission, validation, risk assessment, referral, assistance, empowerment, and monitoring into a clearer, safer, and more coordinated service flow. The proposed digital service model is oriented toward victim protection, data security, inter-agency coordination, service accountability, and the social and economic recovery of victims. Therefore, information technology should not be viewed merely as a reporting

tool, but as an instrument for strengthening collaborative and victim-centered public service governance. Through this approach, public services for victims of domestic violence can become more accessible, responsive, accountable, integrated, and oriented toward long-term recovery.

Based on these conclusions, several recommendations can be proposed. First, the local government needs to develop an integrated digital complaint channel that can be accessed easily and safely by victims through applications, WhatsApp, call centers, or other online platforms. Second, clear standard operating procedures should be prepared to ensure victim data protection, confidentiality, access restrictions, and ethical case management. Third, an inter-agency coordination dashboard should be established to connect UPTD PPA, social services, police, health workers, legal aid institutions, village governments, and community organizations. Fourth, service apparatus must be trained to provide services that are responsive, empathetic, confidential, and sensitive to the needs of victims. Fifth, digital-based services should be integrated with post-recovery empowerment programs, including counseling, legal assistance, social rehabilitation, skills training, social assistance, and economic support. These recommendations are expected to support the development of a public service model that is safer, more collaborative, and more victim-friendly in handling domestic violence cases in North Aceh Regency.

FURTHER STUDY

This study has several limitations that should be acknowledged. First, this research is limited to a conceptual and descriptive analysis of information technology-based public service governance for victims of domestic violence in North Aceh Regency, so it has not yet measured the direct effectiveness of the proposed digital service model in actual implementation. Second, the study focuses on the integration of complaint, referral, assistance, empowerment, and monitoring services, but it has not deeply examined technical aspects such as system architecture, cybersecurity testing, user experience, and budget feasibility. Therefore, further research is recommended to use an empirical approach through interviews, surveys, or field observations involving victims, service officers, local government institutions, and community organizations. Future studies may also develop and test a prototype of the digital service model to evaluate its accessibility, security, responsiveness, and impact on victim recovery and empowerment.

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