

The Role of Service Institutions for Women and Children in Responding to Domestic Violence Against Women: A Case Study of the Savy Amira Women's Crisis Center

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Abstract: This study explores the role of the Savy Amira Women's Crisis Center (WCC), a non-governmental organization in Surabaya, in supporting women victims of domestic violence. Using qualitative methods, including documentary analysis, interviews, and field observations conducted during a six-month internship, the research reveals how WCC provides trauma-informed and victim-centered services that integrate psychological and legal support. The 2024 report indicates that most reported cases involved psychological, sexual, physical, and economic violence, primarily affecting women aged 25–40 who are economically dependent on perpetrators. WCC's approach emphasizes confidentiality, emotional safety, and empowerment, tailoring recovery plans to individual needs. The institution also facilitates community outreach and peer support groups to foster resilience and reduce stigma. Findings highlight WCC's effectiveness in building trust, ensuring confidentiality, and promoting social reintegration through accessible and responsive services. This study affirms the essential contribution of community-based institutions like WCC in advancing protection, empowerment, and systemic change for victims of domestic violence in Indonesia.

Keywords: Domestic Violence, Empowerment, Trauma-Informed Care, Victim Support, Women's Crisis Center

1 INTRODUCTION

Domestic violence against women remains one of the most serious social issues in Indonesia. This issue does not only occur in certain environments, but can be found in various regions and layers of society. According to data published by the Ministry of Women's Empowerment and Child Protection in 2024, East Java Province recorded at least 2,026 cases of violence, with 2,169 of the victims being women. In Surabaya itself, 302 cases of violence were recorded, making it the area with the highest number of cases compared to other cities or districts in East Java (KEMENPPA, 2025). Domestic violence reflects the imbalance in the relationship between men and women within the family, where men often hold greater power in decision-making, while women are in a weaker position. This pattern is influenced by the still-strong patriarchal culture, which is a social system that places men as the primary authority figures in both the family and society (Farid, 2019). In practice, the violence experienced by women can take physical forms, such as beating, psychological violence, such as threats or insults, sexual violence, and even economic violence (Gojali et al., 2023), for example, being prohibited from working or not being given access to family finances. The impact of this violence is very broad and is not only felt physically but also emotionally and socially. Seeing these conditions, the efforts to address victims of domestic violence are not only carried out by government institutions. Non-governmental organizations also have a significant contribution, especially because they are usually more flexible and closer to the community. One example is the Savy Amira Women's Crisis Center (WCC), a non-governmental organization based in Surabaya that focuses on addressing issues of violence against women and children. This institution provides counseling services, legal assistance, and public education aimed at empowering victims and preventing recurring violence.

The Women's Crisis Center is an institution focused on protecting women's rights, especially from discrimination, with the aim of providing support and assistance to victims of violence, including legal aid (Novita Riska et al., 2025). Additionally, another study explains that the Women's Crisis Center is an institution that accompanies women who are victims of violence from reporting, investigation, to trial to ensure the victims' rights are met and they receive justice (Nurkhalim et al., 2025). What makes Savy Amira (WCC) different is its approach, which deeply humanizes the victims. They use a gender justice perspective and side with the victims, so that every woman who comes feels heard, protected, and supported to rise. They not only provide technical assistance but also create a safe space for women to share their experiences and rebuild their self-confidence. This is also emphasized by (Furi & Saptatiningsih, 2020) that the process of social and psychological accompaniment by women's and children's service institutions is very important in the recovery process of women who have experienced violence to strengthen the victims' capacity to rise from traumatic experiences. Although there have been many studies discussing the impact of domestic violence and the

role of government institutions in addressing it, there are still few studies that specifically examine how non-governmental organizations like the Savy Amira (WCC) provide direct support services to domestic violence victims in the field. There are still a few studies that evaluate the effectiveness of their approach, as well as the challenges faced in the service delivery process. Based on this, this research aims to delve deeper into the role of the Savy Amira (WCC) in handling women victims of domestic violence, as well as understanding how the service approaches they use can have a positive impact on the recovery process of the victims. In addition, this research will also explore various challenges that arise in the accompaniment process, both from the internal side of the institution and in facing the social conditions of the community. Through this research, it is hoped that a more comprehensive picture can be obtained regarding the contribution of community-based service institutions in handling domestic violence, and it can serve as a consideration for improving the protection system and policies that are more favorable to victims of violence in Indonesia.

2 MATERIALS AND METHODS

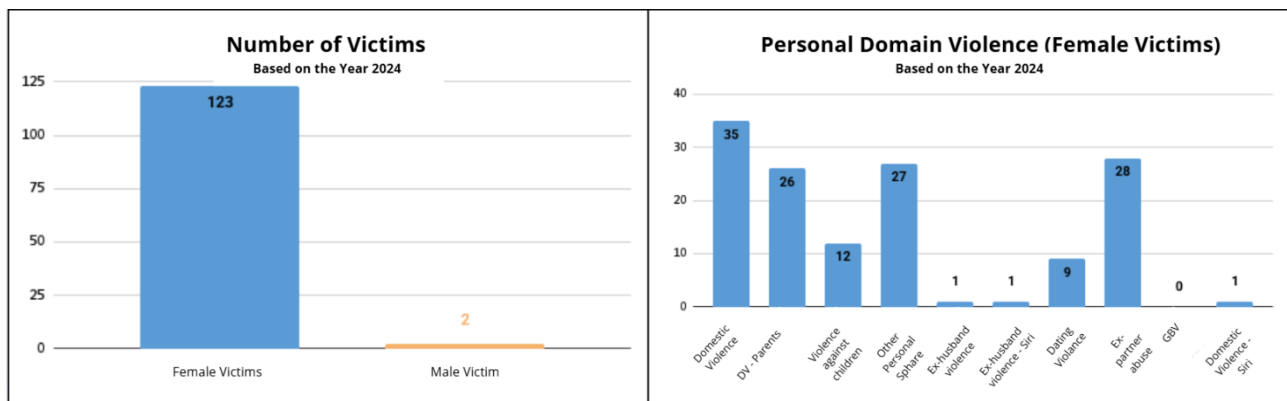
This research uses qualitative methods, including documentary research, interviews, and observations conducted at the Savy Amira (WCC) Surabaya. The documentary method involves collecting data or cases based on the 2024 annual records of the Savy Amira (WCC) and other secondary sources, such as previous studies. This method is carried out by analyzing data in depth to understand certain phenomena, identify related issues, and draw conclusions based on the collected information. Observations and interviews are conducted in the field, collecting data directly from the support team and psychologists at the Savy Amira (WCC), to obtain an accurate picture of the phenomenon being studied. This process is carried out by observing the support team in providing services to women victims of domestic violence during the counseling process. By combining these two methods, it can yield more comprehensive results and provide an in-depth understanding of the topic being researched.

This research focuses on how non-governmental organizations like the Savy Amira (WCC) provide support services to victims of domestic violence who report and handle their cases directly. Using the case study method, data collection was conducted during the internship period from February to July through observations and interviews with the support team and psychologists at the Savy Amira (WCC) while providing assistance and services to the victims. This observation method involved direct observation over 4 months through interactions between the support team at the Savy Amira (WCC) and the victims, as well as evaluations of the facilities and programs provided to the victims. Case data collection was carried out over 1 month using the number of cases recorded in 2024 that were handled and reported at the Savy Amira (WCC). Next, an analysis was conducted to determine the effectiveness in handling domestic violence cases managed and reported by the Savy Amira (WCC).

3 RESULTS

Based on data obtained from the 2024 annual report of the Savy Amira (WCC), the number of cases reported to this institution was recorded as 123 cases of violence experienced by women, particularly personal domain violence, especially among women victims of domestic violence or what can be referred to as violence against wives, with the highest reports being 36 cases of domestic violence, whether in legally recognized marriages by the state or only religiously sanctioned marriages (*siri*).

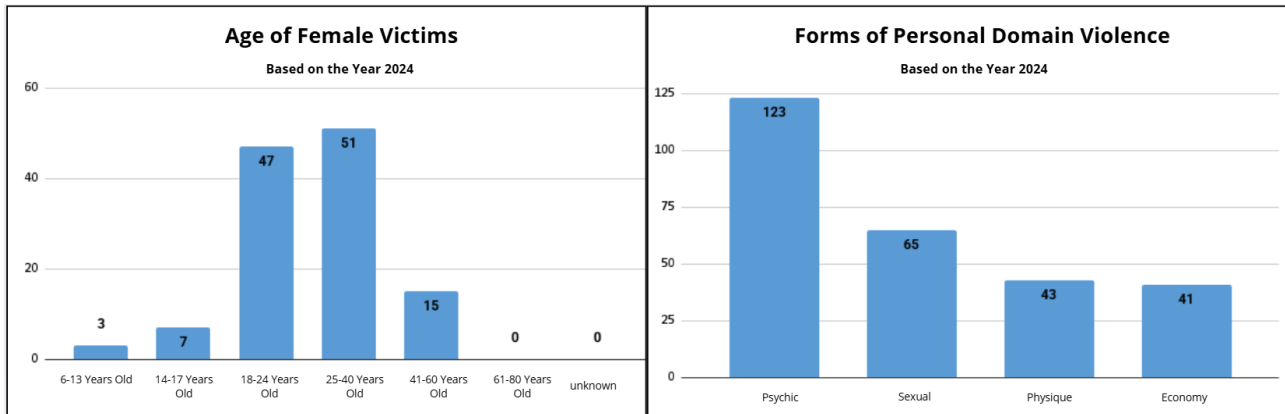
Graph 3.1 Number of victims & personal domain violence



Various forms of violence experienced by women based on data from the Savy Amira (WCC) in 2024, psychological violence is the most reported with 123 cases, followed by sexual violence with 65 cases, physical violence

with 43 cases, and economic violence with 41 cases. In terms of age, the majority of victims are in the 25–40 year age range with 51 cases, followed by the 18–24 year age group with 47 cases. Both groups fall into the productive age category, most of whom still have economic dependence on the perpetrators of violence. This fact emphasizes that violence against women is not only an individual issue but also closely related to the social and economic conditions surrounding the victims. Therefore, handling efforts should not only focus on resolving cases individually but also be responsive to the social and economic conditions of the victims. A deep understanding of the data allows institutions to formulate effective and targeted preventive and supportive strategies, especially for women who experience domestic violence.

Graph 3.2 Age of Female Victims & form of Personal Domain Violence



In formulating effective and targeted preventive and supportive strategies, Savy Amira (WCC) is indeed an institution that provides assistance to women and children victims of gender-based violence, particularly victims of Domestic Violence. This service can be easily accessed by anyone in need of assistance, either by filling out an online form on the official Savy Amira (WCC) website, which is open 24 hours, by directly contacting the phone number or email available on the contact page, or by visiting the Savy Amira office. After connecting, the victim will be directed to undergo a support process consisting of two main aspects: psychological support and legal support. Psychological support is provided in the form of counseling or therapy sessions with professional psychologists to help the victim's mental and emotional recovery process. Meanwhile, legal support allows the victim to consult on legal issues faced and receive assistance during the reporting, mediation, and court trial processes.

At every stage of the service, Savy Amira (WCC) places great importance on maintaining the privacy and security of the victims. Every piece of data and personal information of the victim is strictly protected, and services are provided in a safe and comfortable environment, so that the victim feels protected during the recovery process. All forms of assistance are provided by professionals who have experience and expertise in handling gender-based violence cases, both from psychological and legal aspects. In addition to providing primary services for free to women and children victims of violence, Savy Amira (WCC) also offers paid services to the general public or institutions that need professional support outside of gender-based violence cases, such as family counseling or civil legal services. A comprehensive approach and easy access make Savy Amira (WCC) a responsive and trustworthy institution in helping women victims of domestic violence obtain holistic protection and recovery. The relevant service procedures can be seen in Table 3.1.

Table 3.1 Service Procedures

No	Step	Procedure	Description
1.	Accessing the Service	Online, Visiting & Direct Contact	Clients can either fill out an online form via the official Savy Amira Website or contact the center directly via phone or email, and Visiting Savy Amira's office. Once connected, survivors receive support, including: - Psychological Assistance: Counseling or therapy sessions with professional psychologists. - Legal Assistance: Legal consultations and accompaniment during legal processes, such as police reporting, mediation, or court trials.
2.	Assistance Process	Psychological and Legal Support	
3.	Privacy & Security	Confidential Support Environment	All personal data and information are kept confidential. Services are provided in a secure and supportive environment to ensure client safety.

4.	Professional Staff	Trained Support Team	Services are delivered by professionals experienced in handling gender-based violence, both from psychological and legal perspectives.
5.	Service Accessibility	Free and Paid Services	Core services for women and children victims of gender-based violence are provided free of charge. Additional paid services are available for the general public or institutions, such as family counseling or civil legal assistance.

4 DISCUSSIONS

During the observation at Savy Amira (WCC), an in-depth understanding of the service space, staff behavior, and the atmosphere created in handling women victims of domestic violence was provided. The counseling room at Savy Amira is designed with the comfort and psychological safety of the victims in mind. The room is enclosed, without surveillance cameras, and equipped with basic supplies such as tissues and mineral water. The warm and non-stiff arrangement of the room, with soft lighting and calming decorations, helps create a sense of safety for the victims who come. The researchers also observed a high level of empathy from the staff and companions towards the victims.

Every time the victim comes for consultation or assistance, the staff welcomes them with a calm and attentive tone, creating a supportive atmosphere. There is no pressure for the victim to immediately recount the incident they experienced; the staff provides space and time for the victim to feel ready and comfortable to share. This approach reflects the Trauma-Informed principles that uphold emotional safety and respect for the victim's experience.

In several activities, such as accompanying victims to the police and filling out online complaint forms, staff are very careful to maintain the confidentiality of the victims' identities by not mentioning names directly. Strict data security policies are also implemented, where each incoming report will be internally coded and can only be accessed by certain personnel. The researchers also observed that this institution is not only oriented towards handling cases individually but also strives to create a broader social support system. Activities are organized to provide education and build collective awareness about the importance of siding with the victims. For example, in the outreach program, Savy Amira (WCC) invites the community to participate in discussions about domestic violence, thereby reducing stigma and increasing understanding of this issue. This approach reinforces the impression that Savy Amira (WCC) not only works as a service provider but also as a safe space and empowerment for women who experience violence.

The results of interviews with psychologists and staff at Savy Amira (WCC) show the institution's commitment to creating a physically and emotionally safe environment for women victims of domestic violence. The psychologist ensures that each client is in an environment that supports openness, both face-to-face and online. The initial process of guidance begins with an explanation that clients are free to share their stories at their own comfort without pressure. If there are parts of the story that the client is not ready to share, they can express that without fear of being judged. Psychologists are very careful in addressing the traumatic experiences shared by clients, not looking for faults or blaming clients for the violence they have experienced.

They understand that each client has a unique background and experience, so the approach used is tailored to the individual's needs. When the client's emotions arise intensely, such as crying or anger, the psychologist accompanies them by helping to gradually alleviate those emotional symptoms. If the client experiences disturbing physical reactions, such as shortness of breath or panic while recounting trauma, the support process can be interspersed with efforts to alleviate those conditions first and provide space for the client to decide whether to continue or temporarily pause the session.

In building trust with women victims of domestic violence, Savy Amira (WCC) instills strong pro-victim values in all its staff. This trust is built not only through an institutional approach that focuses on accompanying women victims, but also through clear communication about confidentiality protection and non-judgmental treatment. Psychologists and support staff clearly communicate that all shared experiences will be ethically kept confidential, and clients are given space to open up without pressure. The sincerity of the companion and transparency in the process help the client feel heard and trusted. The client rights procedures at Savy Amira (WCC) are very transparent. Each client is provided with information from the beginning about their rights, including the right to terminate the support process at any time if they feel uncomfortable. If clients are involved in legal proceedings, they are given detailed explanations regarding the available legal options, such as litigation or non-litigation, as well as the potential consequences that may arise.

Support is not only focused on psychological aspects but also involves legal assistance according to the client's needs. All these steps are carried out with open communication so that clients understand the process they are going through and can make informed choices. Savy Amira (WCC) also provides peer support through support groups consisting of survivor women, as well as those still in situations of violence. This group serves as a platform for sharing experiences and providing mutual support. The activities organized within this group, such as emotion management through painting or drawing, help the survivors to express their feelings and regulate their emotions. Although there are challenges in scheduling regular meetings, this group remains active in providing an important community space for the recovery process.

The recovery planning process at Savy Amira (WCC) is tailored individually because each client has unique needs and conditions. The psychological counselor works with the client to determine the appropriate therapy steps and approaches, such as journaling and art therapy. During the process, clients are given the opportunity to update their progress and provide feedback to adjust the methods used to be more effective and comfortable. If one method is not suitable, the psychologist will offer alternative options, creating a dynamic and responsive collaboration to meet the client's needs. Active participation of clients in service decision-making is highly valued. Clients are given the space to choose and determine a recovery path that aligns with their wishes and comfort.

During the accompaniment process, clients are provided with information about several options and the consequences of each choice to make decisions based on a comprehensive understanding. This becomes a form of empowerment so that clients can feel they have control over their own recovery process and lives. Savy Amira's Women's Crisis Center approach to handling trauma in domestic violence victims is victim-centered with a pro-victim attitude, taking into account the patriarchal cultural context where women are often the disadvantaged party. They do not seek excuses or blame the victim, but focus on supporting the client to overcome trauma without imposing any choices.

The companion respects the client's decisions even if they sometimes contradict the companion's expectations, for example, if the client chooses not to report the violence. The companion helps the client prepare practically, such as creating a safety plan in case of violence that threatens safety, and supporting financial empowerment so that the client can be independent if they decide to leave a dangerous situation. Besides addressing the psychological and emotional aspects, Savy Amira (WCC) also helps clients express their needs and desires, especially for women who are victims of domestic violence, who sometimes feel confused about what they need due to the complex situation. The counselor provides insights and information related to rights and accessible service options, encouraging clients to understand the consequences of each decision so that they can make the best choices for themselves with full support. The cultural background and gender identity of the clients are also taken into consideration when providing services. Although the main focus of the services is on women and children, Savy Amira (WCC) recognizes that anyone can experience gender-based violence and cultural factors.

Therefore, the services are designed with sensitivity to the diversity of client identities without discrimination. Overall, Savy Amira (WCC) conducts assistance with an integrated and victim-centered approach, integrating psychological and legal aspects into a well-planned process. They ensure that the recovery process is not only technical but also respects humanitarian values, confidentiality, and empowerment, so that women victims of domestic violence can receive comprehensive and sustainable support according to their unique needs.

In a theoretical review, the Trauma-Informed approach is highly relevant as a framework for understanding the dynamics of services at the Savy Amira (WCC) Women's Crisis Center. This approach emphasizes the recovery of trauma victims by creating a safe and supportive environment, as well as enhancing the resilience of victims through support that is sensitive to their traumatic experiences (Pasaribu et al., 2024). The implementation of Trauma-Informed care at Savy Amira (WCC) is reflected in how the staff and psychologists provide a space that is safe both physically and emotionally, as well as a warm, empathetic attitude. This is important because victims of domestic violence often experience deep trauma, and a supportive environment can accelerate their recovery process.

The actual conditions on the ground show that Savy Amira (WCC) has successfully created an environment that supports the recovery of domestic violence victims. Observations and interviews conducted show that the staff and psychologists are committed to building strong trust relationships with the victims. The empathy and openness of the staff and psychologists create positive social bonds, which are crucial for supporting the recovery process (Setyaningrum & Arifin, 2019). In this context, a non-judgmental approach that respects client confidentiality allows victims to feel heard and valued, which in turn boosts their confidence to take steps towards recovery.

The ideal condition expected is a comprehensive protection and recovery system for victims in accordance with the mandate of UU Number 23 Year 2004 on the Elimination of Domestic Violence (PKDRT), which establishes the responsibility for victim protection and women's empowerment. In this case, Savy Amira (WCC) plays a role not only as a service provider but also as a social change agent who educates the community to erode stigma and raise awareness about the importance of women's empowerment. This empowerment not only encompasses psychological aspects but also economic and social aspects, which are crucial for victims who often find themselves trapped in economic dependency on their abusers (Bagus, 2022).

The dynamic process occurring at Savy Amira (WCC) involves the synergy between staff, psychologists, clients, and the community. Community involvement in socialization and education programs helps create a more supportive environment for victims (Putri et al., 2024), while the responsive and flexible approach of psychologists allows for the adjustment of support methods according to individual needs to achieve a safer and healthier life (Yulianto & Asmawati, 2024). For example, in situations where clients feel uncomfortable with certain methods, psychologists can quickly adjust their approach to ensure clients feel safe and supported. This is in line with Trauma-Informed principles that emphasize the importance of adaptability in providing services to victims (Pasaribu et al., 2024).

The success of the policies at Savy Amira (WCC) is also inseparable from the dynamics of social relationships formed between staff, psychologists, clients, and the community. The empathy and openness of the staff and psychologists create strong and positive social bonds with the victims, which are important for building trust and supporting the recovery process (Yulianto & Asmawati, 2024). Furthermore, community involvement in various socialization and education programs helps to erode negative stigma and raise collective awareness about the importance of women's empowerment

and protection against domestic violence. Thus, Savy Amira (WCC) plays a role not only as a service provider but also as a social change agent contributing to the transformation of norms and values in society.

The Savy Amira Surabaya Women's Crisis Center certainly has the same goal as other women's crisis centers, which is to protect the rights of women who are victims of violence. This protection is provided thru legal accompaniment services, counselling, emotional support, and confidence-building to empower victims, as well as actively educating the public about the signs of violence, prevention methods, and case handling procedures.

Additionally, they collaborate with entities such as the police, public prosecutor's office, courts, hospitals, and social services to ensure cases are handled in an integrated manner. The difference lies in the focus and strategies used. The Savy Amira Women's Crisis Center places more emphasis on policy advocacy, skills training for victims, public campaigns, and mainstreaming feminist perspectives (Farid, 2019). Meanwhile, women's crisis centers in other areas prioritize community-based education thru situational learning to build collective awareness (Nurkhalim et al., 2025), while others combine a values-based religious legal approach with family mediation to resolve domestic conflicts (Riska et al., 2025). Thus, although they share the same goal, each Women's Crisis Center adapts its strategies and approaches according to the social and cultural context and the needs of the local community.

Overall, this analysis shows that the implementation of a Trauma-Informed approach at Savy Amira (WCC) has created conditions that support the recovery of victims of domestic violence. By prioritizing the values of humanity, confidentiality, and empowerment, Savy Amira (WCC) contributes to sustainable social change and creates a safer environment for women who are victims of violence. This success affirms that effective policies must consider the quality of social relationships built and the synergy between all parties involved in the recovery process and sustainable social change.

5 CONCLUSIONS

Based on data from the 2024 annual report and observations and interviews at the Savy Amira (WCC), it reinforces the understanding that the majority of victims come from vulnerable groups who experience economic and social dependence on the perpetrators of violence. The reported rate of domestic violence remains the highest in this non-governmental organization. The involvement of psychologists, legal counselors, and accompanying staff at Savy Amira (WCC) also demonstrates a professional and collaborative effort that not only aims to resolve cases but also to assist in the long-term recovery of the victims. The process of victim recovery cannot be separated from the socio-economic and cultural context surrounding it.

Therefore, the approach implemented by Savy Amira (WCC) not only focuses on the psychological aspect but also includes efforts for social and economic empowerment as part of a comprehensive recovery strategy, through various programs such as online complaint services, psychological and legal assistance, public education, as well as reflective activities and advocacy. Researchers obtain a comprehensive picture of the important role of non-governmental organizations in protecting and empowering victims. Savy Amira (WCC) consistently applies Trauma-Informed principles and a victim-centered approach in every service provided, prioritizing safety, confidentiality, respect for decisions, and empowerment for victims, so that handling efforts are not only focused on individual case resolution but also responsive to the social and economic conditions of the victims. A deep understanding of the data allows the institution to formulate effective and targeted preventive and supportive strategies, especially for women experiencing domestic violence.

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