

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan mendeskripsikan kinerja Pemerintah Daerah melalui Dinas Pemberdayaan Perempuan dan Perlindungan Anak (DPPPA) Kabupaten Labuhanbatu dalam penanganan tindak kekerasan seksual anak serta mengetahui faktor-faktor yang menghambat pelaksanaannya. Penelitian ini menggunakan metode deskriptif kualitatif. Data penelitian diperoleh melalui data primer dan data sekunder dengan teknik pengumpulan data berupa observasi, wawancara, dan dokumentasi. Analisis kinerja dalam penelitian ini menggunakan lima indikator kinerja menurut Dwiyanto, yaitu produktivitas, kualitas pelayanan, responsivitas, responsibilitas, dan akuntabilitas.

Hasil penelitian menunjukkan bahwa kinerja DPPPA Kabupaten Labuhanbatu dalam penanganan tindak kekerasan seksual anak belum berjalan secara optimal. Pada aspek produktivitas, DPPPA telah melaksanakan berbagai program penanganan berupa sosialisasi, pelayanan pengaduan, pendampingan korban, koordinasi antarinstansi, serta pelaksanaan pelayanan berdasarkan prosedur yang ditetapkan. Pada aspek kualitas pelayanan, DPPPA dan UPTD PPA telah memberikan pelayanan pengaduan, pendampingan hukum, pelayanan kesehatan, perlindungan privasi, serta pendampingan bagi korban. Pada aspek responsivitas, petugas melakukan assessment terhadap korban dan menyesuaikan pelayanan berdasarkan kebutuhan korban. Responsibilitas ditunjukkan melalui pelaksanaan tugas sesuai prosedur dan koordinasi dengan kepolisian, rumah sakit, serta pihak terkait lainnya. Sementara itu, aspek akuntabilitas dilakukan melalui monitoring dan evaluasi terhadap pelaksanaan program dan penanganan kasus.

Meskipun demikian, pelaksanaan penanganan masih menghadapi beberapa hambatan, yaitu keterbatasan sumber daya manusia khususnya psikolog dan konselor, keterbatasan anggaran operasional, sarana dan prasarana yang belum memadai, keterbatasan jangkauan pelayanan terutama di wilayah terpencil, serta pelaporan kasus yang belum selalu lengkap dan tepat waktu. Selain itu, stigma sosial dan rendahnya keberanian masyarakat untuk melaporkan kasus juga menjadi hambatan dalam penanganan kekerasan seksual terhadap anak. Oleh karena itu, diperlukan peningkatan sumber daya manusia, penguatan anggaran dan sarana prasarana, pemerataan sosialisasi, penguatan sistem pelaporan dan pendataan, serta peningkatan koordinasi lintas sektor agar penanganan kekerasan seksual terhadap anak di Kabupaten Labuhanbatu dapat berjalan lebih optimal.

**Kata kunci:** *Kinerja Pemerintah Daerah, Kekerasan Seksual Anak, Perlindungan Anak, DPPPA, Labuhanbatu.*

## **ABSTRACT**

*This study aims to determine and describe the performance of the Regional Government through the Women's Empowerment and Child Protection Agency (DPPPA) of Labuhanbatu Regency in handling child sexual violence and to identify the factors that hinder its implementation. This study employed a descriptive qualitative method. The data consisted of primary and secondary data collected through observation, interviews, and documentation. The performance of DPPPA was analyzed using five performance indicators proposed by Dwiyanto, namely productivity, service quality, responsiveness, responsibility, and accountability.*

*The results show that the performance of DPPPA Labuhanbatu Regency in handling child sexual violence has not been optimal. In terms of productivity, DPPPA has implemented various programs, including public outreach, education, complaint services, victim assistance, and coordination with relevant institutions. In terms of service quality, DPPPA and the Integrated Service Unit for Women and Children Protection (UPTD PPA) have provided complaint services, legal assistance, health services, protection of victims' privacy, and psychological support. In terms of responsiveness, officers conduct assessments to identify victims' conditions and needs and provide services according to those needs. Responsibility is demonstrated through the implementation of duties based on established procedures and coordination with the police, hospitals, and other relevant institutions. Meanwhile, accountability is demonstrated through monitoring and evaluation of programs and case-handling activities.*

*However, the implementation of child sexual violence handling still faces several obstacles, including limited human resources, particularly psychologists and counselors, limited operational budgets, inadequate facilities and infrastructure, limited access to services in remote areas, and incomplete and untimely case reporting. Social stigma and the limited willingness of victims or their families to report cases also remain obstacles to effective case handling. Therefore, improvements are needed in human resources, operational funding, facilities and infrastructure, equitable public outreach, case reporting and data management systems, as well as cross-sectoral coordination to improve the performance of the Regional Government in handling child sexual violence in Labuhanbatu Regency.*

**Keywords:** *Local Government Performance, Child Sexual Violence, Child Protection, DPPPA, Labuhanbatu.*