

Employee Performance of Local Governments in Handling and Prevention of Child Violence

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Abstract

To explain relationship between accountability local governments and strategies for handling and preventing child violence. This article describes how to analyze the competence, accountability, strategies for handling and preventing child violence local governments. This research is based on the cluster analysis feature and the word frequency analysis feature on the NVivo-12 software based on reliable online news data. The results showed that the handling and prevention of children by local governments was not optimal. This is due to the weak competence of employees in the aspects of knowledge, skills and abilities. The accountability for the performance of local governments has not been effective, especially in the accountability of the process of handling cases of child violence. Strategies for handling and preventing cases of child violence have not maximally involved all stakeholders, therefore a partnership-based strategy is recommended as a solution to maximize the performance of local governments

Keyword: Competence, performance, child abuse

INTRODUCTION

According to Law no. 23 of 2002, children have the right to live, grow and develop, participate fairly in accordance with human dignity, and receive protection from violence and discrimination. In this regard, Law Number 35 of 2014 concerning Amendments to Law Number 23 of 2002, Violence against children is any act of a child that results in physical, psychological, sexual misery or suffering, and/or neglect, including threats to commit acts, coercion, or deprivation of liberty in an unlawful manner. The central government, local governments, and other state institutions are obliged and responsible to provide special protection to children (Sururin 2018).

According to the Central Office for the Integrated Services for the Empowerment of Women and Children (P2TP2A) violence against children is: 1) Physical violence, 2) Sexual violence, 3) Emotional violence, 4) Actions of neglect

and neglect 5) Economic violence (Commercial Exploitation). Meanwhile, according to data from the 2015 UNICEF report, violence against children occurs widely in Indonesia; 40% of children aged 13-15 years reported being physically assaulted at least once a year, 26% reported having been physically punished by a parent or caregiver at home, and 50% of children reported being bullied at school (Hasanah and Raharjo 2016).

There are four dimensions of accountability that must be fulfilled by public sector organizations, namely honesty and legal accountability, process accountability, program accountability, and policy accountability (Putra and Rasmini 2019). Meanwhile, according to (Keban 2008) the limits and scope of performance accountability include Performance Limitations and Performance Assessments. So there are several critical issues that need attention in the performance appraisal process, including (1). Strategic suitability, (2) Ability and independence in providing assessments, (3) Control over the quality of performance measurement, (4) Acceptance of measuring instruments, (5) Clarity about what is expected of employees.

Empirical facts show that violence against children is still frequent in the community in various regions in Indonesia, this also occurs in Sidenreng Rappang Regency. Cases of violence against children from 2016 to 2021 were 38 cases. This reality shows that acts of violence against children still occur even though the local government has made various prevention efforts, such as by forming a special institution to handle this matter, namely the Sector of Women's Empowerment and Child Protection. The field of Child Empowerment and Protection is expected to maximize performance in guarding the handling and prevention of child violence.

The term competence according to Webster's Dictionary began to appear in 1596. This term is taken from the Latin word "competere" which means "to be suitable". According to Spencer and Signe Spencer explains that competence is the underlying characteristic of a person related to the effectiveness of individual performance in his work or the basic characteristics of individuals who have a causal relationship or as a cause and effect with criteria that are used as references, effective or excellent or superior performance in the workplace or in certain situations (Putra, Santoso, and Nurcahyono 2021).

According (Prayogi, Lesmana, and Siregar 2019) explains that competence is a fundamental characteristic possessed by a person that has a direct effect on, or can predict, excellent performance. According to (Wibowo 2012) explained that competence is an ability to carry out a job based on skills and knowledge and supported by the work attitude required by the job.

It is undeniable and doubtful that one of the most important and capable factors in determining the success or failure of an organization is the human resource factor. The competitive advantage of an organization is largely determined by the quality of its human resources. Therefore, the handling of human resources must be carried out thoroughly and carefully within the framework of a human resource

management system that is strategic, unified and always connected, in accordance with the goals and vision and mission of the organization (Hidayat 2019).

According to Hutapea and Nurianna Thoha revealed that there are three main components of competency formation, namely (1) Knowledge, Information possessed by an employee to carry out his duties and responsibilities according to the field he is involved in (certain), for example computer language. Employee knowledge also determines the success or failure of the implementation of the tasks assigned to him, employees who have sufficient knowledge increase the efficiency of the company. (2) Skills An effort to carry out the duties and responsibilities given by the company to an employee properly and maximally, for example a computer programmer. Besides the knowledge and abilities of employees, the most important thing to pay attention to is the attitude and behavior of employees. (3) Attitude, an employee's behavior pattern in carrying out his duties and responsibilities in accordance with company regulations. If the employee has the nature of supporting the achievement of the organization, then automatically all the tasks assigned to him will be carried out as well as possible. Knowledge, skill, and attitude competencies tend to be more visible (visible) and relatively on the surface (ends) as characteristics possessed by humans. Thus it can be concluded that competence is the ability and willingness to perform a task with effective and efficient performance to achieve company goals (Djharuddin 2021).

In the current era of Indonesia's regional autonomy, it has been emphasized that the granting of broad powers to regional governments is emphasized in order to improve the community, empower them, guarantee the democratization process, protect rights and other guarantees of life (Keban 2018). The granting of authority is based more on demands for accountability, namely the responsibility of the government to the people who should be served. The real manifestation and commitment of accountability is only intended in the form of performance, including the performance of government institutions and officials.

Accountability is a measure that shows whether bureaucratic activities or services carried out by the government are in accordance with the norms and values held by the people and whether these services are able to accommodate the real needs of the people (Kumrotomo 2021).

Performance accountability that must be carried out by public sector organizations consists of several dimensions. There are four dimensions of accountability that must be met by public sector organizations, namely: (1) Honesty Accountability and Legal Accountability, Honesty accountability is related to the avoidance of abuse of power, while legal accountability is related to ensuring compliance with laws and other regulations that required in the use of public funding sources. (2) Process Accountability, Process accountability is related to whether the procedures used in carrying out the task are good enough in terms of the adequacy of accounting information systems, management information systems, and administrative procedures. Process accountability is manifested

through the provision of fast, responsive, and low-cost public services. (3) Program Accountability, Program accountability is related to the consideration of whether the stated objectives can be achieved or not, and whether alternative programs have been considered that provide optimal results with minimal costs. (4) Policy Accountability, Policy accountability related to the accountability of the government, both central and local, for the policies taken by the government towards the DPR/DPRD and the wider community (Putra and Rasmini 2019).

Some of the things used to assess performance are mentioned, among others: 1) Planning skills, 2) Organizing skills. 3) Directing skills. 4) Control skills 5) Analyzing problem (Sutrisno, Fathoni, and Minarsih 2016). From the description of the concept of accountability, we can conclude that administrators who have been entrusted as professional and moral parties must be responsible for all their actions and decisions to the social services they should serve, in the form of performance (Keban 2018).

The government agency that handles women's and children's issues at the central level is the Ministry of Women's Empowerment and Child Protection. The Ministry of Women's Empowerment and Child Protection, previously known as the State Ministry for Women's Empowerment (Kemmeneg PP), is a ministry within the Indonesian Government in charge of women's empowerment and child protection. In 2014-2019, the State Minister for Women's Empowerment and Child Protection (Ministry of PP and PA), led by Yohana Yembise as Minister of Women's Empowerment and Child Protection (Meneg PP & PA). and Since October 23, 2019 held by I Gusti Ayu Bintang Darmawati. (Yanuar Deny P. Jurusan 2015).

The State Minister for PPA is tasked with assisting the President in formulating policies, coordinating policy implementation, managing state property/wealth, monitoring, submitting evaluation reports, suggestions, and considerations related to women's empowerment and child protection in Indonesia. At the regional level, the institution that handles the affairs of women's empowerment and child protection is the Division of Women's Empowerment and Child Protection which was formed in order to assist the Regent in improving the welfare of the community, by formulating a child protection strategy through efforts to provide protection. The field of Women's Empowerment and Child Protection in 2008 was still under the auspices of the Women's Empowerment Family Planning Service. In 2017 she joined the Community, Village, Women and Children Empowerment Service. The Sector of Women's Empowerment and Child Protection, Sidenreng Rappang Regency was formed to guarantee and protect children and their rights so that they can live, grow, develop, and participate optimally in accordance with human dignity and protection, and receive protection from violence and discrimination.

The Women's Empowerment and Child Protection Agency is very beneficial for child protection, including increasing understanding and community participation in child protection, building a child protection supervision system and

network, increasing the number and competence of child protection supervisors, increasing the quantity, quality and utility of child protection supervision reports, increasing the number and competence of child protection supervisors. capacity, accessibility, and quality of public complaints services about violence against children. (Airlangga 2013)

METHODOLOGY

This research is located in Sidenreng Rappang, which focuses on accountability for the performance of Women's Empowerment and Child Protection in dealing with and preventing child violence. The reason for choosing this location is because there have been 38 cases of child abuse that occurred in the last five years. This data shows the high rate of child violence in Sidenreng Rappang district. So that it is interesting for researchers to conduct research related to the accountability of the government's performance which is given the authority to deal with children's problems. This study uses a qualitative research approach while the type of research is descriptive research with a phenomenological approach. This study uses a qualitative data analysis software (QDAS) Nvivo approach (Kaefer, Roper, and Sinha 2015). The use of Nvivo in a qualitative approach aims to explain the issue of accountability for government performance in handling and preventing child abuse using a data coding model. Data collection techniques using interview techniques, observation, and documentation. Primary data sources were obtained from research informants using purposive sampling technique while secondary data were obtained from related agency documents and other references. The data that has been obtained is analyzed using Nvivo through several stages such as: data import, multi-level coding, data display and data visualization (Kaefer et al. 2015).

RESULT AND DISCUSSION

Acts of violence against children with various motives still often occur in various regions, as is the case in Sidrap district, this phenomenon still occurs even though there have been anticipatory efforts made by local government officials. As an illustration of acts of violence against children in Sidrap district over the last five years, it is shown below:

Tabel 1. Cases of Child Violence in Sidenreng Rappang Regency in 2016-2021

NO.	YEAR	TYPES OF CHILD VIOLENCE	LOCATION
1.	2016	Sexual Violence	Kec. Maritengngae
2.	2017	Sexual Violence	Kec. Watangpulu
3.	2017	Sexual Violence	Kec. Watang Pulu
4.	2017	Physical abuse	Kec. Maritengngae
5.	2017	Sexual Violence	Kec. Tellu Limpoe
6.	2017	Physical abuse	Kec. Maritengngae
7.	2018	Sexual Violence	Kec. Maritengngae
8.	2018	Sexual Violence	Kec. Baranti

9.	2018	Sexual Violence	Kec. Panca Rijang
10.	2018	Sexual Violence	Kec. Panca Lautang
11.	2018	Psychic Violence	Kec. Watang Pulu
12.	2018	Psychic Violence	Kec. Maritengngae
13.	2018	Psychic Violence	Kec. Watangpulu
14.	2018	Sexual Violence	Kec. Maritengngae
15.	2018	Sexual Violence	Kec. Panca Rijang
16.	2019	Physical abuse	Kec. Maritengngae
17.	2019	Sexual Violence	Kec. Watang Sidenreng
18.	2019	Physical abuse	Kec. Maritengngae
19.	2019	Physical abuse	Kec. Maritengngae
20.	2019	Sexual Violence	Kec. Duapitue
21.	2019	Sexual Violence	Kec. Pitu Riase
22.	2020	Sexual Violence	Kec. Pitu Riase
23.	2020	Abandonment	Kec. Panca Rijang
24.	2020	Physical abuse	Kec. Panca Rijang
25.	2020	Physical abuse	Kec. Panca Rijang
26.	2020	Sexual Violence	Kec. Maritengngae
27.	2020	Sexual Violence	Kec. Maritengngae
28.	2020	Psychic Violence	Kec. Maritengngae
29.	2020	Psychic Violence	Kec. Panca Rijang
30.	2020	Psychic Violence	Kec. Maritengngae
31.	2021	Sexual Violence	Kec. Maritengngae
32.	2021	Sexual Violence	Kec. Maritengngae
33.	2021	Sexual Violence	Kec. Maritengngae
34.	2021	Sexual Violence	Kec. Duapitue
35.	2021	Sexual Violence	Kec. Pituriawa
36.	2021	Sexual Violence	Kec. Watang Sidenreng
37.	2021	Sexual Violence	Kec. Panca Lautang
38.	2021	Sexual Violence	Kec. Baranti

Source: Sector of Women's Empowerment and Child Protection, Sidenreng Rappang Regency

This data shows that child violence handled by Women's Empowerment and Child Protection in Sidenreng Rappang Regency consists of various types of violence and occurs in several sub-districts in Sidenreng Rappang Regency and all of them continue in the legal process. From a number of cases of child violence that occurred in Sidenreng Rappang district, it can be categorized into several types, namely:

1. Physical violence this occurs in the majority of parents against their children following teachers against students.
2. Psychological violence, this occurs mostly in parents/guardians against children with children which triggers bickering between two families.
3. Sexual violence, this happens by the majority of the closest people to the child. In several cases in Sidenreng Rappang, the suspects were biological father, stepfather, uncle, Koran teacher and finally an unknown person

4. Abandonment occurs due to the irresponsibility of parents to children arising from various factors such as economic pressure and social impacts.

Child marriage, article 7 paragraph (1) of the marriage law states that marriage is only permitted if the man has reached the age of 19 (nineteen) years and the woman has reached the age of 16 (sixteen) years. Referring to Law Number 23 of 2002 concerning Child Protection Article 1 paragraph (1), a child is someone who is not yet 18 years old, including children who are still in the womb. Child marriage has a physical and psychological impact. The physical impact is in the form of damage to intimate organs, children born with disabilities, while the psychological impact is in the form of trauma, crisis of self-confidence, unstable emotions so that they are vulnerable to domestic violence as well as in childcare as well as in childcare economically and emotionally unstable so that vulnerable to child neglect. Child marriage takes away children's right to play.

Data on cases of child violence in Sidenreng Rappang district which were handled directly by Women's Empowerment and Child Protection in the last five years were 38 cases of violence which are presented in the following table presentation.

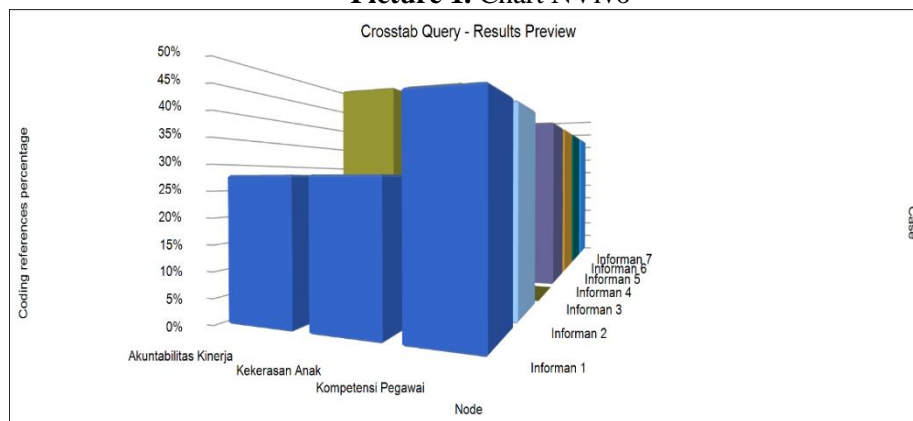
Table 2. Presentation on Types of Child Violence in 2016-2021

YEAR	Number of Child Violence (%)
2016	2 %
2017	13%
2018	24%
2019	16 %
2020	24%
2021	21%
Total	100%

Source: Women's Empowerment and Child Protection, Sidenreng Rappang Regency

This data shows that the child violence handled by the Women's Empowerment and Child Protection in Sidenreng Rappang Regency has an inconsistent or fluctuating graph. This shows that child violence should also be the center of attention of local governments in handling, in this case assistance to victims of child violence.

Employee competence, performance accountability, and handling of child violence prevention by Women's Empowerment and Child Protection can be seen from the results of the following Nvivo analysis:

Picture 1. Chart NVivo

According to the research results contained in the picture above, of the seven informants, only one did not discuss employee competence, the others discussed employee competence and were at 40%. This shows that employee competence is an inseparable part in the process of handling child abuse. components of competence, namely knowledge, skills, and attitudes become the focus of interview data. there is one informant who discusses performance accountability with a 50% presentation showing that handling child violence is closely related to the accountability process for employee performance. Interviews with informants focused on process accountability and program accountability because this can be measured directly when employees handle and prevent child abuse. all informants discussed the handling and prevention of child violence with the highest percentage of 50%. This section becomes very interesting for researchers because the informants provide many responses and suggestions in handling and preventing child violence. The government is the subject of child violence assistance services because in government all rules and policies are based on the handling and prevention of child violence.

Children are the nation's assets, the next generation of life. In children, there is hope for family continuity, Law Number 35 of 2014 concerning amendments to Law Number 23 of 2002 concerning Child Protection explains that children are buds, potentials, and the young generation who succeeds the ideals of the nation's struggle, has a strategic role and has the potential to ensure the continuity of the existence of the nation and the state in the future environment to the nation and state.

Meanwhile, employee competence in terms of skills describes a situation that is still lacking. Skills in applying techniques for resolving cases of violence are still lacking, as are skills in communicating, for example delivering socialization materials to the community, so they need attention to improve their abilities. Competence in the attitude of employees towards their responsibilities in carrying out their main tasks and attitudes towards the environment are quite good.

For an organization, be it a public organization or a business organization, employee competence is absolutely necessary to support the achievement of the

goals of an organization. This is in line with the view Hutapea and Nurianna Thoha Competence is the ability and willingness to perform a task with effective and efficient performance to achieve company goals. the main components of the formation of competence, namely, knowledge, skills, attitudes (Djaharuddin 2021).

The competence of Women Empowerment and Child Protection Employees in Sidenreng Rappang Regency in terms of knowledge can be categorized as lacking, this is indicated by a lack of mastery in handling cases of child violence, lack of mastery of various policies and laws and regulations regarding Child Protection. Competence in the skills aspect is still lacking, this is indicated by the lack of skills and agility of employees in responding to the emergence of cases of child violence and in implementing strategies for handling cases of child violence. Meanwhile, attitude competence is good because it is able to position itself and show friendly behavior that can be accepted by all parties when handling cases of child abuse.

Performance accountability that must be carried out by public sector organizations consists of several dimensions. There are four dimensions of accountability that must be met by public sector organizations, namely: honesty accountability and legal accountability, process accountability related to the procedures used, program accountability related to the consideration of whether the goals set can be achieved or not, and policy accountability related to government accountability, both central and regional, for the policies taken by the government towards the DPR/DPRD and the wider community (Putra and Rasmini 2019).

Referring to this opinion, the author only focuses on two dimensions, namely process accountability and program accountability. From the results of field studies and interviews with all related parties, it shows that the accountability of the process of empowering women and protecting children still needs to be improved. Increasing the capacity of mentoring is very much needed but it also cannot be separated from the support of the government at the level above. Funding support must be considered, considering that cases of child violence are not like the programs proposed in the regional activity plans. However, child abuse is an unpredictable case.

The partnership-based case handling carried out by Women's Empowerment and Child Protection is the right solution to balance the human resources of the Women's Empowerment and Child Protection employees in Sidenreng Rappang Regency. In the process of handling cases from the results of interviews conducted by researchers to the victims, namely the Women's Empowerment and Child Protection, they were slow in responding to the complainant. Even though the case of child violence has been handled by the police, there is still other assistance that must be carried out and ensured by Women's Empowerment and Child Protection, namely, the psychological and physical condition of children who are victims of violence.

As an institution that has been entrusted with handling cases of child violence in Sidenreng Rappang Regency, the Women's Empowerment and Child Protection in Sidenreng Rappang Regency certainly has a strategy to handle and

reduce the number of violence in Sidenreng Rappang Regency. The strategies carried out are in the form of partnership strategies and program strategies.

The results of previous research by (Betah et al. 2020) with the title Strategy for Children Victims of Sexual Violence (Study of the Office of Women's Empowerment and Child Protection in Manado City) shows that there is still minimal coordination between the Manado City Women's Empowerment and Child Protection Office with religious leaders and also the community. This is what makes researchers interested in examining strategies for preventing and handling cases of child violence by Women's Empowerment and Child Protection so that the results of the study show that the strategy used is a partnership-based strategy.

Partnership in essence is known as *gotong royong* or cooperation from various parties, both individually and in groups. Partnership is a formal cooperation between individuals, groups or organizations to achieve a certain task or goal. Partnership is generally understood as an agreement in which a person, group or organization to work together to achieve goals, take and carry out and share tasks, share both risks and benefits, review each other's relationships regularly and revise the agreement if necessary.

From the results of observations and interviews of researchers, the handling and prevention of child violence based on partnerships is very helpful in the work of Women's Empowerment and Child Protection in Sidenreng Rappang Regency. The partner was formed by the Division of Women's Empowerment and Child Protection in accordance with the direction of the Ministry of Women's Empowerment and Child Protection.

Basically the handling and prevention of child violence based on the partnership of Women's Empowerment and Child Protection in Sidenreng Rappang Regency in terms of the program has been good. However, it does not accommodate all stakeholders. It should not only be institutions established by Women's Empowerment and Child Protection as partners, but all social organizations/institutions whose movement orientation is on the development and protection of children. Sidenreng Rappang Regency has many large institutions/organizations spread out which of course by building partnerships will help the government spread the Child Protection movement.

In addition, the handling and prevention of partnership-based child violence is still voluntary. So it is necessary to build a work agreement that is mutually beneficial to both parties, so that partners are able to show the totality of working together with Women's Empowerment and Child Protection.

CONCLUSION

The competence of Women Empowerment and Child Protection Employees in Sidenreng Rappang Regency in terms of knowledge can be categorized as lacking, this is indicated by the lack of control in handling cases of child violence, lack of control over various policies and laws and regulations regarding Child Protection. Competence in the skills aspect is still lacking, this is triggered by the

development and attention of employees in responding to the emergence of cases of child violence and in implementing strategies for handling cases of child violence. Meanwhile, attitude competence is good because it is able to position itself and show friendly behavior that can be accepted by all parties when handling cases of child abuse.

The accountability of the performance of Women's Empowerment and Child Protection in Sidenreng Rappang district shows that the accountability of the process of handling child cases has not been maximized according to the aspect of public services and program accountability has not been effective. The Strategy for Handling and Prevention of cases of child violence based on partnerships is a solution to overcome the performance crisis of the employees of Women's Empowerment and Child Protection in Sidenreng Rappang district. The name of the partnership institution is less effective because it has not accommodated all organizations/institutions that have the same orientation as Women's Empowerment and Child Protection. Weaknesses and this partnership is a voluntary partnership pattern that does not specify the duties, authorities and responsibilities of each party so that there is no obligation.

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