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Implementation of network management in child protection policy: Analysis of mobilization strategy in Makassar City

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Abstract: This study aims to examine network management in the implementation of child protection policies in Makassar City, with a focus on mobilization strategies implemented by the Office of Women's Empowerment and Child Protection (DP3A). The research method used is a qualitative approach with data collection techniques through interviews, observations, and document studies. Informants in this study include representatives from DP3A, Makassar Police, Institute for Public Policy Studies (LSKP), and other related institutions. The results show that the mobilization strategy implemented by DP3A Makassar City, which includes motivating and rewarding networks, utilizing digital platforms, and cross-sector collaboration, has succeeded in increasing the effectiveness of child protection policy implementation. This success is in line with network management theory. DP3A Makassar City has managed to gather and utilize various resources, strengthen cross-sector collaboration, and accelerate responses to child abuse cases. The use of digital platforms and continuous evaluation are also key factors in the success of child protection efforts in Makassar City. This research provides recommendations for strengthening inter-agency coordination and collaboration through the establishment of regular coordination forums, developing efficient information and data exchange mechanisms, and establishing an integrated referral system. Future research is expected to develop a network management model or framework that can be adapted and applied in the context of child protection at the local, regional and national levels in Indonesia.

Keywords: Cross-sector collaboration, Mobilization strategy, Network management, Women and children protection policy.

1. Introduction

Violence against women and children represents a pervasive global challenge that demands comprehensive multi-stakeholder intervention. The establishment of robust protection policies for women and children constitutes a fundamental prerequisite for developing an equitable and dignified society. These vulnerable populations frequently encounter various forms of violence, discrimination, and exploitation that significantly impact their physical and psychological well-being (True, 2020; Rahman et al., 2021; Morrissey et al., 2022). Through comprehensive policy frameworks, states can ensure fundamental rights, including access to education, healthcare, security, and equitable opportunities across various life domains (Rowe, 2023; Ali, 2023; Demir et al., 2024). These protective policies are instrumental in preventing harmful practices such as child marriage, human trafficking, and domestic violence (Trask, 2015; Fatima, 2023; Türkkan & Odacı, 2024). Furthermore, protecting women and children represents an investment in national development, as they constitute the foundation for sustainable societal progress. Consequently, the implementation and enforcement of protective policies should be prioritized within national development agendas (Miller et al., 2014; Abhiyan, 2017; Kaltenborn et al., 2017).

Violence against women and children constitutes a human rights violation with significant adverse implications for victims' physical, psychological, and social well-being. Victims frequently experience physical trauma, psychological distress, and social integration challenges (Olding et al., 2021; Baird et

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al., 2021; Muster, 2021). Such violence can impede children's developmental trajectories and generate long-term implications for their well-being. Thus, protecting women and children from all forms of violence represents a collective international responsibility (Panel, 2004; Meyersfeld, 2010; Chinkin, 2014; True & Tanyag, 2018; Diriwari, 2023).

The United Nations has established comprehensive international instruments to safeguard women's and children's rights, primarily through the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and the Convention on the Rights of the Child (CRC). CEDAW, adopted in 1979, emphasizes gender equality and women's protection from discrimination and violence. The CRC, adopted in 1989, acknowledges children's rights and mandates state parties to protect children from all forms of violence, exploitation, and neglect.

Indonesia, as a UN member state, has ratified these conventions and incorporated them into national legislation. Law No. 7/1984 concerning CEDAW ratification and Law No. 23/2002 on Child Protection (amended by Law No. 35/2014) exemplify the domestication of international conventions into Indonesian national law, demonstrating Indonesia's commitment to protecting women's and children's rights.

Despite Indonesia's robust legal framework, empirical evidence indicates that violence against women and children remains a significant concern. According to 2022 data from the Indonesian Ministry of Women's Empowerment and Child Protection, women constituted 80.6% of violence victims, while children represented 57.8% (Table 1). These statistics underscore women's and children's heightened vulnerability to violence and necessitate enhanced protective measures.

Table 1.Distribution of violence cases against children in Indonesia by category (2022).

Violence	Percentage
Male	19.4%
Female	80.6%
Children	57.8%
Adults	42.2%

Source: Indonesian ministry of women's empowerment and child protection, 2022.

In Makassar City, data from the Office of Women's Empowerment and Child Protection (DP3A) indicates a significant prevalence of child abuse cases, with 424 reported incidents in 2020 (Table 2). These statistics underscore the critical importance of strengthening child protection mechanisms at the municipal level. The local government, specifically the Makassar City DP3A, plays a pivotal role in implementing child protection policies and programs, while coordinating with relevant stakeholders to prevent and address cases of violence against children.

Table 2. Reported cases of child abuse in Makassar City (2020)

No.	Type of hardness	Year			
		2017	2018	2019	2020
1	Physical violence	171	13	187	104
2	Child neglect	3	14	29	12
3	Psychic	7	22	57	25
4	Sexual	164	22	127	52
5	Trafficking	2	2	12	7
6	Child exploitation	О	0	0	1
7	Children against the law	О	141	260	223
Tota	1	347	214	672	424

Source: (P2TP2A) Makassar City, 2020.

The significance of this issue necessitates a systematic investigation into network management practices within child protection policy implementation in Makassar City, particularly focusing on

Edelweiss Applied Science and Technology ISSN: 2576-8484 Vol. 8, No. 6: 5885-5893, 2024 DOI: 10.55214/25768484.v8i6.3272 © 2024 by the authors; licensee Learning Gate mobilization indicators. This research examines the inter-organizational collaboration and resource mobilization strategies employed by the Makassar City DP3A and its stakeholder network in executing child protection policies. The study's outcomes are expected to yield empirically-grounded recommendations for enhancing network management effectiveness and strengthening child protection mechanisms in Makassar City, while establishing a transferable framework for policy implementation across other Indonesian jurisdictions.

2. Method

This investigation adopts a qualitative research paradigm, specifically employing a phenomenological approach to examine the lived experiences and perceptions of key stakeholders within the child protection policy network in Makassar City. This methodological framework facilitates comprehensive analysis of the complex interorganizational dynamics and network interactions. Participant selection follows a purposive sampling strategy to ensure the inclusion of individuals with direct engagement in and substantive knowledge of the child protection network operations in Makassar City.

Table 3. List of research informants.

No.	Informant	Role
1	Women empowerment and child	The office of women's empowerment and child
	protection agency (DP3A) of	protection (DP3A) serves as the primary agency
	Makassar City	responsible for policy formulation and
		implementation of child protection initiatives in
		Makassar City. The organization performs a central
		coordinating function in cross-sectoral efforts and
	M.1 (1/DDDD)	maintains oversight of child protection programs.
2	Makassar city council (DPRD)	The regional house of representatives (DPRD)
		serves as the legislative authority in policy development and monitoring of child protection
		initiatives in Makassar City. This institution
		exercises significant influence through its dual
		mandate of policy oversight and budgetary
		allocation for child protection programs.
3	Public policy study institute (LSKP)	The institute for public policy studies (LSKP)
	of Makassar City	functions as an independent research institution
	·	specializing in public policy analysis, including child
		protection policy frameworks. This organization
		contributes evidence-based policy analysis and
		research-driven recommendations for policy
	D II I I I I I I I I I I I I I I I I I	enhancement.
4	Family learning center (PUSPAGA)	The family learning center (PUSPAGA) functions as
	of Makassar City	a specialized institution providing educational and
		support services for families, with particular emphasis on child protection initiatives. This
		organization operationalizes collaborative networks
		to promote positive parenting practices and violence
		prevention strategies.
5	Makassar city police (Polrestabes)	The Makassar City police department functions as
		the primary law enforcement agency, maintaining
		jurisdictional authority over cases involving violence
		against children. This institution operates within an
		integrated network framework, collaborating with

		partner agencies in case investigation, victim protection protocols, and rehabilitation service coordination.
6	Shelter for residents in Manggala Sub-district, Makassar City	Child protection shelters serve as dedicated protective facilities offering specialized rehabilitation services and temporary residence for child victims of violence and vulnerable children requiring enhanced protection. These institutions implement coordinated service delivery protocols within the multi-stakeholder network to ensure holistic child welfare intervention.
7	Makassar children's forum	The Makassar Children's Forum (MCF) functions as a structured participatory mechanism enabling youth involvement in policy deliberation and decision-making processes, specifically addressing child protection concerns. This organization executes advocacy programs and maintains consultative relationships within the multistakeholder protection network.

Source: Processed by researchers, 2024.

This study employs a qualitative methodological approach, primarily utilizing semi-structured indepth interviews conducted through face-to-face interactions lasting 60-90 minutes. The interview protocol is structured according to research objectives and Agranoff and McGuire's (2003) network management framework, with particular emphasis on mobilization dimensions. All interviews undergo audio recording and verbatim transcription for comprehensive analysis, supplemented by document analysis incorporating policy documentation, meeting proceedings, and institutional reports from participating organizations. The analytical framework follows Braun and Clarke's (2006) six-phase thematic analysis methodology, encompassing data familiarization, initial code generation, theme identification, theme review, definition and nomenclature development, and report production. NVivo qualitative data analysis software facilitates systematic coding and data organization processes, ensuring methodological rigor and analytical precision.

3. Result and Discussion

Within Agranoff and McGuire's (2003) theoretical framework, mobilization constitutes a critical indicator in network management, encompassing the acquisition and activation of resources, support, and stakeholder participation toward achieving primary objectives. This conceptualization extends beyond financial and physical resources to incorporate the mobilization of knowledge assets, technical competencies, and emotional engagement necessary for problem resolution and program implementation.

The framework emphasizes three critical elements: effective communication protocols, close coordination mechanisms, and adaptive capacity in response to network dynamics, which collectively ensure network actors can effectively share resources, provide mutual reinforcement, and operate cohesively. In the context of child protection policy implementation in Makassar City, mobilization manifests through multi-stakeholder collaboration in addressing child violence issues, with the mobilization framework demonstrating efficacy in resource pooling and leveraging, cross-sectoral collaboration enhancement, and accelerated response mechanisms to child abuse cases. This operational model exemplifies how effective mobilization strategies can enhance child protection system functionality, particularly through the strategic identification of relevant stakeholders across public and private sectors and the development of engagement strategies for collective action.

Table 4.Data reduction and interview analysis framework

Indicator	Results of data reduction	Description	
	Results of data reduction		No
Mobilization	The office of women's empowerment and child protection (DP3A) executes strategic network motivation and reward mechanisms, prominently featuring the "Jagai Anak Ta" initiative (a local program for child protection), which facilitated Makassar City's successive recognition as a Child-Friendly City in 2022 and 2023.	Yes 🗸	
	The Makassar City Police Department implements mobilization strategies through systematic capacity building initiatives, including specialized child protection training and briefings for personnel. Law enforcement representatives frequently serve as subject matter experts in forums addressing child abuse case management protocols.	~	
	DP3A Makassar operationalizes digital governance through two key platforms: the Gender and Child Information System (SIGA) and the Women and Children Protection Information System (SIMFONI PPA). These integrated digital systems enhance public accessibility for case reporting and enable systematic monitoring of child abuse cases by civil society organizations.	•	
	The Makassar City police department (Polrestabes) provides institutional support for the digital transformation initiatives implemented by the Office of Women's Empowerment and Child Protection (DP3A) in violence case management protocols.	✓	
	The institute for public policy studies (LSKP) emphasizes the critical role of digital systems in enhancing transparency and accountability mechanisms within child protection frameworks.	✓	

Source: Processed by researchers, 2024.

In fostering networks actively engaged in child protection initiatives, the government, through the Office of Women's Empowerment and Child Protection (DP3A), implements a system of recognition and accolades. This commitment is exemplified by Makassar City's designation as a Child-Friendly City in both 2022 and 2023, achieved through the "Jagai Anak Ta" programme administered by the Makassar City Government. This programme demonstrates successful multi-stakeholder collaboration in reducing child violence incidents within Makassar City. Furthermore, DP3A consistently conducts recognition activities for individuals demonstrating excellence in child protection, fostering healthy competition and encouraging sustained multi-stakeholder participation.

In programme implementation, DP3A ensures network participants comprehend the substantial impact of their contributions to child protection. Through educational and training initiatives, networks gain insight into their crucial role in establishing safe, child-friendly environments. This approach encompasses both direct engagement and public recognition, ensuring networks feel valued and remain motivated for sustained long-term contribution. The strategy effectively combines capacity building

with appreciation mechanisms, creating a comprehensive framework for sustained child protection efforts.

This strategic approach demonstrates that rewards and recognition mechanisms function not merely as appreciative gestures but as effective instruments in sustaining network engagement within child protection programmes. The strategy further illustrates the significance of recognition-based motivation as an integral component of programme management that facilitates cross-sectoral collaboration in child protection initiatives. Regarding mobilisation efforts, the Makassar Police Force has concentrated on several critical aspects of child protection. Their primary initiative involves conducting comprehensive training and briefing sessions to emphasise the significance of child protection among personnel. This approach aims to ensure that each member comprehends their responsibilities in effectively managing cases of child abuse. As part of their mobilisation strategy, law enforcement actively participates in inter-agency activities and frequently serves as resource persons in forums addressing child violence intervention. This engagement facilitates the dissemination of case management strategies, enables the exchange of best practices, and establishes robust inter-agency networks.

Within the framework of mobilisation indicators as conceptualised by Agranoff and McGuire (2003), the Makassar Police Force has established strong inter-organisational coordination mechanisms, optimising existing communication networks. This operational approach aligns with theoretical frameworks while demonstrating practical effectiveness in addressing child protection challenges within the local context.

The Makassar City Office of Women's Empowerment and Child Protection (DP3A) has implemented digital infrastructure to facilitate community and Civil Society Organizations' (CSOs) engagement in monitoring, reporting, and updating information pertaining to violence against children and women's issues. The DP3A's web-based platform serves as an information hub offering public service features, including access to multiple digital systems, notably the Gender and Children Information System (Siga) and the Online Information System for Women and Children Protection (Simfoni PPA). The Siga DP3A platform functions as a comprehensive data collection and analysis tool for gender and children-related matters, specifically addressing the fulfilment of women's and children's rights. Concurrently, Simfoni PPA operates as an integrated system for documenting violence incidents, streamlining the reporting process, and enabling relevant agencies to conduct real-time case monitoring. This digital infrastructure facilitates expedited and more efficient case reporting while promoting enhanced community participation in violence reporting through both direct and integrated digital service channels. The primary objective of this digital initiative is to ensure improved accessibility and enhance the responsiveness of various stakeholders involved in addressing child abuse cases within Makassar City.

Enhanced information accessibility is anticipated to catalyze increased community engagement and strengthen inter-institutional collaboration in establishing a secure environment and safeguarding children's rights within Makassar City.

In supporting the management of child violence cases, law enforcement actively endorses initiatives implemented by the Makassar City Office of Women's Empowerment (DP3A), particularly concerning digital platform deployment. The platform is engineered to facilitate public reporting of violence cases through a web-based interface integrated with the police station's operational system. This systems integration enables direct monitoring of website-submitted reports by law enforcement authorities, facilitating expedited response protocols.

This digital platform not only enhances transparency but also facilitates public accessibility, eliminating the necessity for physical presence at police stations when reporting cases. This comprehensive initiative exemplifies the synergistic relationship between DP3A and law enforcement in leveraging technology to enhance violence case management and strengthen inter-institutional collaboration for child protection in Makassar City. In efforts to enhance transparency and accountability in violence case management, the Institute for Public Policy Studies emphasizes the critical importance of government-implemented digital systems. These systems ensure more expeditious

and precise handling of violence reports. This approach aligns with the objective of developing responsive public policy that addresses community needs effectively.

The Institute recommends implementing regular system effectiveness monitoring to evaluate the technology's impact on reducing violence cases in Makassar City. They emphasize the significance of systematic evaluation to ensure continuous system evolution and optimal outcomes in violence prevention. This evaluation framework serves dual purposes: verifying system functionality and ensuring prompt, equitable processing of reports. The integration of appropriate technology coupled with continuous evaluation mechanisms is expected to enhance public confidence in governmental institutions while strengthening legal protections for children and women vulnerable to violence. This comprehensive approach demonstrates the importance of technological innovation in public service delivery while maintaining focus on measurable outcomes and community impact.

The Makassar City Government, through the Office of Women's Empowerment and Child Protection (DP3A), has implemented an efficacious mobilisation strategy in child protection initiatives. This strategic approach aligns with Agranoff and McGuire's (2003) theoretical framework emphasising the significance of mobilisation in network management. DP3A Makassar City has demonstrated success in resource aggregation and utilisation, enhancement of cross-sectoral collaboration, and acceleration of responses to child abuse cases. The implementation of digital platforms by DP3A and the Makassar Police Force for reporting and monitoring child abuse cases corresponds with Keast et al.'s (2004) theoretical propositions regarding the role of information technology in network management. The digital infrastructure facilitates expedited and more precise inter-agency information exchange, enhances transparency, and enables improved coordination in case management protocols.

The collaborative framework between DP3A, law enforcement, and affiliated agencies in child protection within Makassar City exemplifies the network management model conceptualized by Provan and Kenis (2008). In this structure, DP3A functions as the lead organization coordinating collective efforts, while law enforcement and other agencies operate as strategic partners, contributing expertise and support within their respective jurisdictions. Makassar City's success in reducing child violence incidents through the "Jagai Anak Ta" programme aligns with Emerson et al.'s (2012) theoretical framework on cross-sector collaboration. The programme demonstrates the effective operationalization of collaborative governance, wherein governmental entities, law enforcement agencies, and community stakeholders synergistically engage to achieve shared objectives in child protection initiatives.

Furthermore, the emphasis on continuous evaluation of digital systems' effectiveness in violence case management, as advocated by the Institute for Public Policy Studies, corresponds with Klijn and Koppenjan's (2016) theoretical framework on adaptive network management. Systematic periodic evaluation facilitates strategic adjustments and continuous system enhancement, optimizing outcomes in child protection initiatives. The cumulative findings of this research demonstrate that the implementation of effective mobilisation strategies, information technology utilisation, cross-sectoral collaboration, and continuous evaluation mechanisms constitute the critical success factors in child protection initiatives within Makassar City.

4. Conclusion

The findings indicate that the Makassar City Government, through the Department of Women's Empowerment and Child Protection (DP3A), has successfully implemented effective mobilisation strategies. These encompass network motivation and reward mechanisms, digital platform utilisation for case reporting and monitoring, and cross-sectoral collaboration with relevant institutions, including the Makassar Police Force and the Institute for Public Policy Studies (LSKP). DP3A Makassar City has demonstrated efficacy in resource aggregation and utilisation, enhancement of cross-sectoral collaboration, and acceleration of responses to child abuse cases. The implementation of digital platforms and continuous evaluation mechanisms have emerged as critical success factors in child protection initiatives within Makassar City. To further enhance inter-agency coordination and collaboration, the following recommendations are proposed: Establishment of a regular coordination forum encompassing all relevant child protection agencies, including DP3A, law enforcement, LSKP, and civil society organisations; Development of efficient inter-agency information and data exchange

mechanisms to enhance response efficiency in child abuse cases; Implementation of an integrated referral system incorporating all essential services for child victims of violence, including healthcare, counselling, and legal assistance. Future research directions should prioritise the development of adaptable network management models or frameworks applicable to child protection contexts at local, regional, and national levels within Indonesia. This research trajectory is crucial for ensuring more coordinated, effective, and sustainable child protection initiatives throughout Indonesia.

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