

Domestic Violence Against Women: A Case Study at the Women and Children Protection Unit (UPT PPA) in Makassar

Muh. Nur Haq I. S. Mannesa^{1*}, Nur Rahmi Syahrir¹, Andi Besse Wulan Fauziah¹

¹Universitas Gadjah Mada, Indonesia

*Correspondence to: muhnurhaqismannesa@mail.ugm.ac.id

Abstract: Domestic violence (DV) is a recurring social problem with serious consequences for women's safety and well-being, yet it often remains hidden due to cultural norms and barriers to reporting. This study aims to develop an in-depth understanding of the forms, triggering factors, impacts, and handling practices of domestic violence against women managed by the Regional Technical Unit for the Protection of Women and Children (UPT PPA) in Makassar City. The study adopts a qualitative case study approach, drawing on primary data from three female survivors of domestic violence who had received services from UPT PPA, including one participant who experienced violence as a child within the nuclear family. Data were collected through in-depth interviews, contextual observation, and document analysis, and were analyzed using thematic analysis. The findings identify three interrelated forms of violence: psychological abuse, physical violence, and economic neglect, with psychological abuse emerging as the most consistent form and frequently serving as the basis for the escalation of other forms of violence. Triggering factors include poor emotional regulation, aggression, economic pressure, prejudice within intimate relationships, and conflicts arising from social media use, which are further reinforced by patriarchal norms and the cultural value of *siri'* that inhibits reporting. The impacts of domestic violence are layered and enduring, encompassing physical injury, emotional trauma, diminished self-esteem, relational distrust, and social isolation. This study focuses on survivors' experiences within the UPT PPA service system rather than on policy evaluation. The findings underscore the importance of strengthening trauma-informed care, systematic post-mediation monitoring, and culturally sensitive and safe reporting strategies to enhance victim protection and recovery.

Keywords: domestic violence, women, case study, thematic analysis

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Introduction

Domestic Violence (DV) is a destructive social phenomenon with profound implications across multiple societal strata, ranging from individual victims to broader consequences for families, communities, and the state. DV not only erodes interpersonal relationships within the family unit but also threatens social cohesion, generates community tension, and contributes to economic and social instability (Miller & McCaw, 2019; Chester & DeWall, 2018).

Despite its widespread and severe impact, DV is frequently perceived as a private, routine domestic conflict. In many instances, violence occurring within the home is relegated to a "sacred private sphere," thereby blurring the boundaries between normative domestic disputes and structured violence (Gracia & Merlo, 2016; Goodmark, 2018). This context contributes to the normalization of violence as an inherent element of domestic dynamics.

This normalization is inextricably linked to unequal power relations within the family. Research indicates that perpetrators often frame violence not as a legal violation, but as a mechanism of control and the reinforcement of dominance within intimate relationships (Hamberger et al., 2017; Ali et al., 2016; Tur-Prats, 2019). Consequently, DV must be understood not merely as interpersonal conflict, but as a practice of power internalized within social structures.

The World Health Organization (2019) classifies DV as both a serious human rights violation and a global public health crisis. Its impacts are complex and biphasic, encompassing visible physical injuries and long-term psychological consequences such as Post-Traumatic Stress Disorder (PTSD), clinical depression, anxiety disorders, and self-destructive behavioral tendencies (Alhusen et al., 2015; Oram et al., 2017).

Theoretically, gender-based DV reflects deep-seated gender inequalities and serves to reinforce patriarchal hierarchies within social relations (García-Moreno et al., 2015). The ecosocial model proposed by Heise (1998) ex-

plains that domestic violence results from the interplay of intertwined individual, relational, community, and structural factors. In individual level, violence is linked to the internalization of toxic gender norms that normalize male dominance (Jewkes et al., 2015). While in relational level, it is triggered by power imbalances manifesting as patterns of control and submission (Stark, 2007). And, in community/structural level, limited support services and the cultural legitimization of male dominance perpetuate the cycle of violence (Connell, 1987; Tur-Prats, 2019; Gracia & Merlo, 2016). In Indonesia, DV gained normative legitimacy through Law Number 23 of 2004 concerning the Abolition of Domestic Violence (UU PKDRT). Although this regulation marked a milestone in victim protection, its implementation faces significant challenges due to the gap between "law on the books" and "law in action" (Heise & Kotsadam, 2015; Merry, 2016). A primary challenge is underreporting. Cases often go unreported due to social stigma, economic dependence, and limited access to trauma-informed care (Ali et al., 2021; Cotter, 2021). This exacerbates victim isolation and impedes access to legal protection and psychosocial recovery (Di Cola & Spaar, 2018).

The Integrated Service Center for the Empowerment of Women and Children (UPT PPA) serves as the technical service unit at the regional level. Normatively, UPT PPA is tasked with managing public complaints, victim outreach, case management, temporary shelter, mediation, and victim advocacy (Ministry of Women's Empowerment and Child Protection, 2018). However, studies suggest that UPT PPA interventions do not occur in a vacuum. Patriarchal norms, familial power relations, and uneven institutional capacity shape service variations, directly affecting the victim's experience in accessing protection (Heise, 2011; Jewkes et al., 2015). Specifically, in the local context, the concept of *siri'* (honor/shame) serves as a cultural double-edged sword; while it fosters solidarity, it can also create structural barriers to formal reporting and contribute to the normalization of domestic abuse (Saraswati, 2020; Zurnetti, 2021).

Rather than a quantitative evaluation of policy effectiveness, this research conceptualizes DV intervention as a social and institutional phenomenon understood through the subjective experiences of victims (Creswell & Poth, 2018; Yin, 2018). Utilizing a qualitative case study approach, this research explores:

1. The forms of domestic violence as experienced and interpreted by female victims at UPT PPA Makassar.
2. Factors contributing to the occurrence of DV as perceived by female victims.
3. The psychological and social impacts experienced by victims within the context of violence and the advocacy process.
4. The implementation and lived experience of UPT PPA Makassar's intervention practices in case management.

Table 1. National Summary of Domestic Violence in Indonesia (2023–2025). Source: SIMFONI-PPA Dashboard, Ministry of Women’s Empowerment and Child Protection.

Tahun	Total Kasus Kekerasan (Nasional)	Estimasi Kasus di Ranah Rumah Tangga	Proporsi Rumah Tangga	Estimasi Total Korban di Rumah Tangga	Korban Perempuan Dewasa (Istri)	Korban Anak (≤17 th)	Pola Usia & Jenis Kelamin Anak	Konteks Sulawesi Selatan
2023	29.883	±18.000–18.800	±60–63%	±19.000	Dominan perempuan dewasa (istri/pasangan intim)	±45–50% dari total korban	Anak 13–17 th dominan; anak perempuan > laki-laki	±1.650 kasus; KDRT dominan
2024	31.948	±19.300	±60–61%	±20.600	Dominan perempuan dewasa (istri/pasangan intim)	±45–48%	Anak 13–17 th dominan; anak perempuan > laki-laki	±1.484 kasus; pola stabil
2025	34.978	±20.400–20.500	±58–61%	±21.600	Dominan perempuan dewasa (istri/pasangan intim)	±45–50%	Anak 13–17 th dominan; anak perempuan > laki-laki	Tren meningkat

Resource: Dashboard SIMFONI-PPA, Kementerian Pemberdayaan Perempuan dan Perlindungan Anak (2023–2025).

The table 1 presents an overview of trends in violence cases in Indonesia from 2023 to 2025, with a particular focus on domestic violence. It shows a steady increase in the total number of reported cases nationally, alongside consistently high proportions of domestic violence, accounting for approximately 58–63% of all cases. The data indicate that adult women, especially wives or intimate partners, remain the most affected group, while children also constitute a significant proportion of victims, with adolescents aged 13–17 being the most vulnerable and girls more frequently affected than boys. In the regional context of South Sulawesi, domestic violence cases remain prominent, with relatively stable patterns between 2023 and 2024, followed by an increasing trend in 2025. Overall, the table highlights the persistence and gendered nature of domestic violence, as well as its growing prevalence over time.

Method

This study employs a qualitative case study design to explore the experiences of female victims of domestic violence (DV) in accessing and navigating advocacy services at the Women and Children Protection Unit (UPT PPA) in Makassar. This approach facilitates a contextual understanding of the dynamics of violence, the meaning-making of trauma, and the interaction between victims and protection systems within a specific institutional framework. The study prioritizes survivor narratives as the primary source of knowledge (Creswell & Poth, 2018; Braun & Clarke, 2024; Janković, 2022).

Participants were selected using purposive sampling to ensure the depth of experience relevant to the research objectives, rather than statistical representation (Creswell & Poth, 2018; Palinkas et al., 2015). The study involved three primary participants (ANS, TS, and AN), all of whom are female DV victims who have received services from UPT PPA Makassar for a minimum of three months. Notably, one participant (ANS) is a female child who experienced violence within the nuclear family context. The number of participants is considered sufficient for a qualitative case study that emphasizes depth of analysis and contextual understanding (Braun & Clarke, 2024).

The primary data were gathered through semi-structured interviews, allowing for an in-depth exploration of subjective experiences (Kelly, 2010; Creswell & Poth, 2018). Interviews lasted 60-90 minutes. ANS and TS were interviewed online, while AN was interviewed in person at the UPT PPA office. In specific circumstances, interviews were conducted via a victim advocate upon the recommendation of UPT PPA

to minimize the risk of re-traumatization. The advocate served as a supplementary data source to complement and confirm the victims' narratives rather than as a primary research participant. Limited observation and document analysis (case reports and internal UPT PPA policies) were utilized as supporting data to provide institutional context (Herrera & Agoff, 2019).

Data were analyzed using Thematic Analysis, following Braun and Clarke's (2021, 2023a, 2023b) six-phase framework. The interviews served as the primary source for theme development, while observation and document data were used to enrich and contextualize the emerging themes (Miles et al., 2014).

To ensure the rigor of the findings, the study adheres to the established principles of trustworthiness, specifically credibility, dependability, confirmability, and transferability (Lincoln & Guba, 1985). Credibility was established through the use of in-depth interviews, member checking, and the triangulation of diverse data sources and methods. Dependability and confirmability were maintained through the implementation of a detailed audit trail to track analytical decisions, while transferability was achieved by providing a thick description of the research context, allowing for an evaluation of the findings' applicability to other settings (Creswell & Poth, 2018; Carcary, 2020). The research implemented written informed consent, total anonymization of identities, and trauma-informed interview protocols to minimize re-traumatization risks. The study was guided by survivor-centered ethics, positioning the safety and well-being of participants as the highest priority (Nyklová et al., 2023; Diab & Al-Azzeh, 2024).

Result and Discussion

The thematic analysis of interview data, supported by observations and document reviews, yielded four primary themes describing the experiences of female domestic violence (DV) survivors assisted by UPT PPA Makassar: (1) typologies of domestic violence, (2) contributing factors of DV, (3) psychosocial impacts on survivors, and (4) institutional advocacy and intervention practices. While the first and third themes emerged across all participants, the second and fourth themes exhibited variations based on relational contexts, age, and specific institutional situations. These findings suggest that the experience of DV is non-homogeneous, shaped instead by an interplay of individual, relational, and structural factors. Participant characteristics, experienced forms of violence, and data sources are summarized in Table 2 to provide the necessary context for the thematic findings.

Table 2. Participant characteristics and research data sources

Participant	Status & Relationship to Perpetrator	Type of Domestic Violence	Primary Data Source	Supporting Data Sources	Context & Notes
ANS	Daughter (survivor within the nuclear family)	Psychological: Verbal abuse, emotional pressure from both parents.	Semi-structured interview with participant.	Observation of non-verbal cues; UPT PPA case reports regarding psychological abuse. Interviews with significant others	Online interview; observations noted anxiety, bowed head, and eye contact avoidance.
TS	Wife (Ex-wife; survivor of intimate partner violence)	Physical & Psychological: Beating, slapping, threats with a weapon.	Semi-structured interview with participant.	(aunt/uncle); counseling session observations; UPT PPA case documents.	Online interview; significant others confirmed physical injuries and recurrent patterns of violence.
AN	Wife (survivor of intimate partner violence)	Physical & Economic: Physical abuse and financial neglect (lack of maintenance, financial control).	Interview with case advocate (per UPT PPA recommendation).	Observations at UPT PPA; Visum et Repertum; internal UPT PPA reports.	In-person interview with advocate due to victim's psychological state; case resolved via mediation.

Overall, the research findings encompass the typologies of domestic violence, the contributing factors influencing its occurrence, the short- and long-term impacts sustained by survivors, and the institutional intervention practices implemented by UPT PPA Makassar. The identified forms of abuse include psychological aggression, physical violence, and economic neglect, which manifested disparately across the participant group.

The identified triggers for domestic violence (DV) include deficits in emotional regulation, trait aggression, social media-related conflict, stress-induced exhaustion, and cognitive prejudice. Meanwhile, the consequences for survivors span physical, psychological, and social dimensions. The following sections provide a structured analysis of these findings categorized by the themes derived from the thematic analysis.

Typologies of Domestic Violence at UPT PPA Makassar

Domestic violence (DV) experienced by survivors assisted by UPT PPA Makassar manifests in several distinct typologies. Psychological violence was found across all participants, though it varied in source, intensity, and relational dynamics, primarily within nuclear family structures and intimate partner relationships. Conversely, physical violence and economic neglect were experienced by only a subset of participants, indicating a variation in the lived experiences of survivors.

1. Psychological Violence

Psychological violence emerged as the most consistent typology across cases handled by UPT PPA Makassar. This form of abuse includes verbal degradation, threats, emotional control, and psychological pressure, all of which exert a direct impact on the survivor's mental state.

One participant, ANS, revealed that she frequently received abrasive and demeaning remarks from her father, particularly when he was in an unstable emotional state:

"When my father was angry, he would use harsh language toward me, for example, calling me 'stupid' or 'idiot.' He even once asked, 'Are you even my child?' or more distressingly, referred to me as 'the child of Dajjal' [the antichrist]. Every time he spoke like that, I felt immensely pressured and cornered." (Saat ayah marah, beliau sering berkata kasar kepada saya, misalnya menyebut saya bodoh atau dungu. Bahkan, pernah suatu kali beliau berkata, 'Kamu ini anak saya atau bukan?' atau yang lebih menyakitkan, menyebut saya sebagai 'anak dajjal.' Setiap kali ayah berbicara seperti itu, saya merasa sangat tertekan dan terpojok.) – ANS

In addition to paternal abuse, ANS experienced emotional pressure from her mother, who tended to displace her fatigue and stress through verbal aggression:

"My mother also frequently used harsh words toward me, even when I had done nothing wrong. When she felt exhausted or stressed, I often became the outlet for her painful language. Sometimes I felt undervalued and questioned whether I truly deserved to be treated this way." (Ibu juga sering berkata kasar kepada saya, meskipun saya tidak melakukan kesalahan. Saat beliau merasa lelah atau stres, saya sering menjadi tempat pelampiasannya dengan kata-kata yang menyakitkan. Kadang saya merasa tidak dihargai dan mempertanyakan apakah saya memang pantas diperlakukan seperti ini.) – ANS

These findings indicate that domestic psychological violence can originate from both parents, creating an environment saturated with verbal hostility. The resulting impacts include a significant decline in self-esteem, feelings of worthlessness, and sustained psychological distress.

Direct observations of ANS corroborated these narratives. During the interview, ANS exhibited difficulty speaking, high anxiety, and suppressed emotions; she frequently looked down and avoided eye contact, providing clear psychological indicators of her ongoing discomfort and distress.

According to UPT PPA Makassar case reports as of May 10, 2023, psychological violence is a recurring theme. Of the 186 reported cases of violence against women and children, 46 cases (24.73%) involved psychological elements. The most frequently reported manifestations include verbal insults, emotional threats, and psychological harassment with long-term consequences. Although not the dominant category quantitatively, the qualitative impact of psychological violence is considered significant, highlighting its status as a critical issue in the protection of women and children in Makassar.

2. Physical Violence

Based on interviews, observations, and document analysis, physical violence was experienced by several participants across various forms and levels of escalation. This violence occurred within intimate partner relationships and was characterized by acts of battery, slapping, physical shoving, and threats involving lethal weapons.

One participant, TS, detailed a history of recurrent physical abuse perpetrated by her ex-husband. During the in-depth interview, TS revealed that the violence often occurred without a clear provocation and was frequently triggered by the perpetrator's anger:

"I was frequently beaten and slapped. Sometimes he did it for no clear reason. If he was angry, I became the target." (Saya sering dipukul dan ditampar. Kadang dia melakukannya tanpa alasan yang jelas. Kalau dia sedang marah, saya yang jadi sasaran) – TS

The violence TS experienced escalated further when accompanied by threats to her life using a sharp weapon:

"What I feared most was when he threatened me with a machete. At that time, he held the machete in his hand and said if I didn't obey, I would be finished." (Yang paling saya takut, dia pernah mengancam saya pakai parang. Waktu itu dia pegang parang di tangannya dan bilang kalau saya tidak menurut, saya akan dihabisi) – TS

These threats instilled profound fear, ultimately compelling TS to flee her home for her own safety:

"I realized if I stayed, I could die at his hands. So I left and sought protection." (Saya sadar kalau saya tetap tinggal, saya bisa mati di tangannya. Jadi saya pergi dan cari perlindungan) – TS

The abuse experienced by TS was corroborated by her significant others (her uncle and aunt), who provided testimony regarding her physical condition:

"We rarely saw her being hit directly, but we knew from her stories. TS often arrived with injuries or bruises on her body." (Kami memang jarang melihat langsung dia dipukul, tapi kami tahu dari ceritanya. TS sering datang dengan luka atau lebam di tubuhnya) - TS's relatives

In addition to TS, participant AN also experienced physical violence. Within her marital relationship, AN suffered acts of violence that caused injuries to her hands and shoulders:

"He once pushed me until I fell; my hand was bruised. He also once hit my shoulder very hard." (Dia pernah dorong saya sampai jatuh, tangan saya lebam. Pernah juga dia pukul bahu saya keras-keras) – AN

AN's injuries were medically examined and verified through a *visum et repertum*. However, despite the availability of medical evidence, the case did not proceed through legal channels:

"I reported it to the UPT PPA, but in the end, it was only mediated. I didn't want to cause any further trouble." (Saya lapor ke UPT PPA, tapi akhirnya hanya dimediasi. Saya tidak ingin ribut lebih jauh) – AN

Observations at UPT PPA Makassar indicated that several victims displayed physical signs of abuse, including bruising on the face, arms, and other parts of the body. During counseling sessions, victims exhibited expressions of fear and anxiety while recounting their experiences of violence.

Official reports from UPT PPA Makassar as of May 10, 2023, record that physical violence is one of the most frequently reported forms of domestic violence. Aggregated data identified 54 cases of physical violence, consisting of 22 cases involving adult women and 32 cases involving children. The methods of violence included battery, slapping, strangulation, and threats using blunt or sharp objects. These findings emphasize that physical violence remains a critical issue in the management of domestic violence cases by UPT PPA Makassar.

3. Neglect and Economic Abuse

Based on interviews, observations, and document analysis, it was found that several survivors experienced economic violence, primarily in the form of maintenance neglect and financial control by their partners. This form of violence occurs within marital relationships and has a direct impact on the psychological well-being, social standing, and livelihoods of the survivors.

One participant, AN, recounted her experience of economic neglect by her husband. In an in-depth interview, AN's legal advocate explained that the husband provided no financial support and

frequently used verbal abuse, creating an unsafe and psychologically damaging domestic environment:

"AN often had to borrow money from relatives to meet daily needs because her husband provided no maintenance at all. Furthermore, when AN tried to find a job herself, her husband forbade it and even threatened to divorce her if she continued to work." (AN sering kali harus meminjam uang kepada kerabatnya untuk memenuhi kebutuhan sehari-hari karena suaminya tidak memberikan nafkah sama sekali. Bahkan, ketika AN mencoba mencari pekerjaan sendiri, suaminya melarang dan justru mengancam akan menceraikannya jika tetap bekerja) - AN's Legal Advocate

AN further explained that the situation worsened after her husband was laid off during the COVID-19 pandemic:

"After he was laid off, he refused to look for work again. I was the one who had to find ways to ensure there was food at home. But if I asked for his help, he would just get angry and blame me." (Setelah dia di-PHK, dia tidak mau cari kerja lagi. Saya yang harus cari cara supaya ada makanan di rumah. Tapi kalau saya minta bantuannya, dia malah marah dan menyalahkan saya) - AN

In addition to the withholding of maintenance, AN experienced rigid financial control that restricted her freedom to manage household finances:

"If I had a little money from my family, he would definitely ask for it. But if I was the one who needed something, he refused to help." (Kalau saya punya uang sedikit dari keluarga saya, dia pasti minta. Tapi kalau saya yang butuh sesuatu, dia tidak mau bantu) - AN

In a broader context, TS, who serves as a social worker handling various DV cases, highlighted that economic factors are often primary triggers for domestic conflict, especially among couples with limited education and job access:

"Many cases of violence we handle stem from economic issues. The husband loses his job, has no other source of income, then becomes frustrated and takes his anger out on his wife and children." (Banyak kasus kekerasan yang kami tangani berawal dari masalah ekonomi. Suami kehilangan pekerjaan, tidak punya sumber penghasilan lain, lalu frustrasi dan melampiaskan amarahnya kepada istri dan anak-anak) - TS (quoted contextually regarding case observations)

TS also explained that economic pressure often prevents survivors from escaping dangerous relationships:

"Some victims want to leave their households, but they lack economic resources. They eventually stay despite the violence." (Beberapa korban ingin keluar dari rumah tangga mereka, tapi tidak punya sumber daya ekonomi. Mereka akhirnya bertahan meskipun mengalami kekerasan) - TS

Observations at UPT PPA Makassar indicated that many survivors face severe economic hardship due to neglect, triggering anxiety regarding their survival and that of their children. Case reports from UPT PPA Makassar as of May 10, 2023, note that economic violence, specifically neglect, is a dominant form of abuse, with four cases involving adult women and children. Additionally, there

were two recorded cases of economic exploitation and two cases of fraud or theft within a domestic context. Although some survivors pursue legal action, case resolutions often end in mediation without further legal follow-up, reflecting persistent weaknesses in legal protection and support for the economic independence of survivors.

The various forms of DV experienced by participants, whether psychological, physical, or economic, do not occur in isolation. Instead, they are rooted in specific relational dynamics and psychosocial conditions within the household. The recurring patterns of violence suggest that DV is triggered by factors at the individual, relational, and everyday contextual levels. Consequently, the following section outlines the factors influencing the occurrence of DV as experienced and perceived by the survivors.

Contributing Factors to Domestic Violence Among Survivors at UPT PPA Makassar

Thematic analysis reveals that the occurrence of domestic violence (DV) among participants is driven by various interconnected factors. These factors do not manifest uniformly across all participants but form recurring patterns within survivor narratives, field observations, and UPT PPA Makassar case documents. The primary contributing factors identified include emotional dysregulation, aggression, social media usage, stress induced by exhaustion, and prejudice.

1. Emotional Dysregulation

In-depth interviews suggest that the perpetrator's inability to manage emotions, particularly when facing stressors, serves as a primary catalyst for DV. Participant ANS explained that the psychological violence she endured was linked to her parents' emotional instability, as they frequently displaced work-related fatigue and stress through verbal aggression:

"Every time my parents came home from work, they were exhausted and stressed. Sometimes, if I was just late waking up or taking a nap because I stayed up late finishing assignments, they would suddenly explode in anger. It started as regular scolding, but eventually turned into harsh words that made me feel completely undervalued." (Setiap kali orang tua saya pulang kerja, mereka pasti sudah dalam keadaan capek dan stres. Kadang saya cuma terlambat bangun pagi atau masih tidur siang karena begadang menyelesaikan tugas, tiba-tiba mereka marah besar. Awalnya cuma omelan biasa, tapi lama-lama jadi kata-kata kasar yang bikin saya merasa nggak dihargai sama sekali) – ANS

Observations indicated that ANS displayed signs of anxiety while recounting these experiences, such as bowing her head and fidgeting with her fingers. Furthermore, UPT PPA Makassar reports indicate that psychological violence, specifically verbal degradation and emotional threats, is one of the most frequently reported forms of abuse.

2. Aggression

The findings also indicate that aggression, in both verbal and physical forms, is a central factor in the escalation of DV. TS experienced psychological violence when she attempted to confront her husband regarding his online gambling habit, which was draining the family's finances. Her intervention was met with disproportionate anger and verbal abuse:

"I just wanted him to stop gambling; I told him it wasn't good for the family or our future. But he just flew into a rage, screaming, even saying I didn't know anything and just wanted to control his life." (Saya hanya ingin dia berhenti main judi, saya bilang ini nggak baik untuk keluarga,

untuk masa depan kami. Tapi dia malah marah besar, teriak-teriak, bahkan bilang saya nggak tahu apa-apa dan cuma mau mengatur hidupnya) – TS

Observations showed that TS expressed fear when recalling the violence, characterized by looking down and taking long pauses. Documents from UPT PPA Makassar note that verbal and emotional aggression are common complaints that often signal the initial breakdown of domestic relations and the escalation toward other forms of violence.

3. Social Media Usage

Social media was identified as a contemporary factor triggering domestic tension and contributing to DV. TS explained that while the early years of her marriage were stable, conflict began to emerge due to suspicions triggered by online activities:

"When we first got married, everything felt fine. But after a few years, suspicion started to grow. He would often play with his phone until late at night, laughing to himself, and sometimes if I walked by, he would quickly close the screen. I asked him, but he said it was just a regular friend. I couldn't just believe that." (Dulu waktu baru nikah, semuanya terasa baik-baik saja. Tapi setelah beberapa tahun, mulai ada rasa curiga. Dia sering main HP sampai larut malam, sering ketawa sendiri, kadang kalau saya lewat, dia buru-buru nutup layar. Saya tanya, tapi dia bilang itu cuma teman biasa. Saya nggak bisa percaya begitu saja) – TS

TS further noted that interactions via messaging apps became a recurring source of conflict, escalating into verbal and psychological abuse:

"I once saw a chat from someone; I asked who it was, and he just got angry and said I didn't trust him. I just wanted to know. Eventually, he started shouting at me, saying I interfered too much in his business. It hurt; I just wanted clarity." (Saya pernah lihat ada chat dari seseorang, saya tanya siapa, dia malah marah dan bilang saya nggak percaya sama dia. Padahal saya cuma mau tahu. Akhirnya, dia mulai bentak-bentak saya, bilang saya terlalu banyak ikut campur urusan dia. Itu sakit buat saya, saya cuma ingin kejelasan) – TS

4. Stress Induced by Exhaustion

Unmanaged fatigue and stress were found to be significant triggers. ANS described how her parents displaced life pressures through verbal anger:

"Sometimes I didn't do anything wrong, but if my mother was tired or had a lot on her mind, there was always something to be angry about. I'm used to hearing harsh words from her. If my father came home from work tired, he also got angry easily. Basically, if they were stressed, I was the one who got hit with it." (Kadang saya nggak salah apa-apa, tapi kalau ibu sudah lelah atau banyak pikiran, pasti ada saja yang dimarahin. Saya sudah terbiasa dengar kata-kata kasar dari ibu. Kalau ayah pulang kerja dalam keadaan capek, dia juga gampang marah. Pokoknya kalau mereka lagi stres, saya yang kena) – ANS

Document analysis from UPT PPA Makassar supports this, showing that work-related stress, economic burdens, and broader family issues significantly increase a perpetrator's tendency to vent anger on partners or children.

5. Prejudice

Unfounded prejudice and lack of trust within the relationship were also identified as drivers of conflict. TS explained that her husband's groundless suspicions increased over time, particularly regarding her own phone and social media use:

"At first, I thought everything would be okay, but after two years of marriage, things started to change. My husband became more suspicious, especially when I was busy with my phone. He would accuse me of talking to someone else, even though I was just replying to messages from friends or family." (Awalnya saya pikir semua akan baik-baik saja, tapi setelah dua tahun menikah, mulai ada perubahan. Suami saya jadi lebih curiga, apalagi kalau saya sibuk dengan ponsel. Dia sering menuduh saya berhubungan dengan orang lain, padahal saya hanya membalas pesan dari teman atau keluarga) – TS

She felt her every move was monitored and excessively controlled:

"If I was late coming home from work or forgot to give him an update, there would always be accusatory questions. I felt unfree, as if every move I made was wrong in his eyes." (Kalau saya telat pulang dari kerja atau lupa memberi kabar, pasti ada pertanyaan yang menyudutkan. Saya jadi merasa tidak bebas, seolah setiap gerakan saya salah di matanya) – TS

These contributing factors do not only trigger violence; they also shape the subsequent consequences for the victim. The interplay between emotional regulation, aggression, economic pressure, prejudice, and relational dynamics produces extensive and long-lasting impacts. Consequently, the next section details the physical, psychological, and social impacts of DV on survivors.

Impacts of Domestic Violence on Survivors at UPT PPA Makassar

The impacts of domestic violence (DV) experienced by survivors at UPT PPA Makassar emerge as a consequence of recurring and multifaceted abuse. Based on the research findings, these impacts span physical, psychological, and social dimensions, manifesting in both the short and long term depending on the typology of violence, the relationship with the perpetrator, and the context of the intervention received.

1. Long-Term Impacts

Interview data and UPT PPA Makassar report analyses indicate that the effects of DV are not temporary but persistent, leading to deep-seated psychological and social trauma. A prominent impact is the erosion of the survivor's trust in intimate relationships and the institution of the family. This is reflected in the following participant statement:

"I find it difficult to trust in marriage again... I've become afraid that if I marry later, the same thing will happen to me." (Saya merasa sulit untuk percaya pada pernikahan lagi... saya jadi takut jika nanti saya menikah, hal yang sama akan terjadi pada saya) – ANS

The trauma also alters the survivor's perception of protective figures within the family, as expressed by ANS:

"...are all parents actually like that?" (...apakah semua orang tua memang seperti itu?) – ANS

Furthermore, the fear of repeating violent patterns and the weight of social stigma exacerbate the survivor's psychosocial burden. This social trauma triggers shame and a fear of interacting with the community, as shared by TS:

"I often feel ashamed when I have to interact with neighbors. I'm afraid they are talking about me behind my back..." (Saya sering merasa malu kalau harus berinteraksi dengan tetangga. Saya takut mereka membicarakan saya di belakang...) – TS

Psychological abuse also results in the destruction of self-esteem, as noted by TS:

"He always said I was useless... Over time, I started to believe that I truly had no value at all." (Dia selalu bilang saya tidak berguna... Saya lama-lama percaya bahwa saya memang tidak punya nilai apa pun) – TS

Meanwhile, physical violence instills a persistent and ongoing state of fear:

"Whenever there is a loud noise, I immediately feel afraid." (Setiap ada suara keras, saya langsung merasa takut) – TS

These findings underscore that DV-related trauma has the potential to cause long-term mental health issues, such as anxiety, depression, and Post-Traumatic Stress Disorder (PTSD).

2. Short-Term Impacts

Short-term impacts identified include physical injuries, acute emotional trauma, and limited access to adequate legal protection. Participant AN revealed that the violence she suffered resulted in serious injuries to her hand and shoulder:

"At that time, I was hit with a piece of wood; my shoulder immediately hurt and my hand was bruised. I had difficulty lifting my hand for several days." (Waktu itu saya dipukul pakai kayu, bahu saya langsung sakit dan tangan saya lebam. Saya sampai susah angkat tangan selama beberapa hari) – AN

Observations of AN showed visible bruising, which was corroborated by a medical visum et repertum. While this document serves as legal evidence, the case was not reported to the police due to fear of the perpetrator:

"I was taken to the hospital to be examined. There was a visum result too, but I was afraid to report to the police. My husband said if I reported it, he would cause even bigger trouble." (Saya sempat dibawa ke rumah sakit untuk diperiksa. Ada hasil visum juga, tapi saya takut kalau melapor ke polisi. Suami saya bilang kalau saya lapor, nanti dia akan buat masalah yang lebih besar) – AN

Document analysis indicates that survivors often face barriers to reporting, including fear of retaliation, family pressure, and limited legal access, leading many to choose mediation over formal legal processes. Beyond physical damage, survivors experience significant acute emotional trauma. TS expressed intense fear following the abuse from her ex-husband:

"Every time I hear a loud noise or someone is angry, I immediately become anxious and tremble. It feels like I am back in that moment." (Setiap dengar suara keras atau ada orang marah, saya langsung cemas dan gemetar. Rasanya seperti saya kembali ke kejadian waktu itu) – TS

This fear disrupts daily functioning, resulting in sleep disturbances and nightmares:

"I can't sleep soundly; I often wake up feeling anxious. Sometimes I dream as if he is still in the house, still scolding and hitting me." (Saya tidak bisa tidur nyenyak, sering terbangun dan merasa cemas. Kadang saya bermimpi seolah-olah dia masih ada di rumah, masih memarahi dan memukul saya) – TS

Observations of TS showed restlessness, characterized by tightly gripping her hands and avoiding eye contact, indicating high anxiety levels. Another critical short-term impact is the lack of social support. TS recounted the difficulty of obtaining support from her family:

"I didn't know who to talk to. My family told me I had to be patient; they didn't support me when I wanted to leave the house." (Saya tidak tahu harus cerita ke siapa. Keluarga saya bilang saya harus sabar, mereka tidak mendukung kalau saya ingin pergi dari rumah) – TS

This lack of support leaves survivors increasingly isolated. Some even face familial pressure to maintain the marriage despite recurring violence:

"When I tried to tell my mother, she just said, 'Well, that's marriage, there are always trials; don't immediately think of separating.' Even though I couldn't take it anymore." (Waktu saya coba cerita ke ibu saya, dia malah bilang, 'Ya namanya rumah tangga pasti ada cobaannya, jangan langsung mikir pisah.' Padahal saya sudah tidak kuat lagi) – TS

The physical, psychological, and social impacts experienced by survivors demonstrate that DV creates a continuum of consequences requiring systematic intervention. Consequently, the final section outlines the advocacy and case management practices implemented by UPT PPA Makassar as experienced by the survivors.

Advocacy and Intervention for Domestic Violence Survivors at UPT PPA Makassar

UPT PPA Makassar serves as the primary service hub in the management of domestic violence (DV) cases by providing education, mediation, counseling, and temporary shelter. Based on interviews with case advocates, mediation is one of the most frequent approaches utilized, particularly in cases like AN's. In such instances, UPT PPA facilitates a dialogue between the survivor and the perpetrator, supported by legal and psychological assistance, to prevent a recurrence of the violence. As the advocate explained:

"We facilitate a dialogue between the survivor and the perpetrator through the mediation process. However, we also ensure that the survivor's rights remain protected... we hold meetings with the perpetrator to secure a written statement ensuring that no further violence will occur." (Kami memfasilitasi korban dan pelaku untuk berdialog dalam proses mediasi. Namun, kami juga tetap memastikan bahwa hak-hak korban tetap terlindungi... kami mengadakan pertemuan dengan pelaku untuk membuat pernyataan tertulis agar tidak ada lagi kekerasan yang terjadi) – Advocate for AN

In addition to mediation, UPT PPA provides psychological counseling to assist survivors in processing trauma and understanding that the abuse they endured was not their fault. AN shared that counseling provided a sense of safety and a new understanding of her rights:

"I felt much calmer after undergoing counseling here... I began to understand that I have the right to a better life." (Saya merasa lebih tenang setelah menjalani konseling di sini... saya mulai memahami bahwa saya berhak mendapatkan kehidupan yang lebih baik) – AN

Furthermore, UPT PPA offers education regarding survivors' rights and legal protection mechanisms. They also provide temporary shelter or Safe Houses (Rumah Aman) for survivors facing imminent threats from perpetrators, as emphasized by an institutional officer:

"We have a shelter for survivors who cannot return to their homes because there is still a threat from the perpetrator... We ensure they are in a safe environment before taking the next steps..." (Kami memiliki tempat perlindungan bagi korban yang tidak bisa kembali ke rumah mereka karena masih ada ancaman dari pelaku... Kami memastikan mereka berada di lingkungan yang aman sebelum mengambil langkah berikutnya...) – Officer, per AN's case

These findings indicate that UPT PPA's advocacy practices attempt to address both the short-term and long-term impacts of domestic violence, such as emotional trauma, persistent fear, and the difficulty of rebuilding trust in relationships. While these services contribute significantly to the psychological recovery and perceived safety of survivors, the research results also suggest that service optimization is still necessary to ensure that the protection and recovery of DV survivors are sustainable in the long term.

This is a comprehensive and theoretically rich Discussion section. For a psychology journal, I have refined the language to be more analytical, ensuring that the integration of Indonesian statistics, local cultural concepts (*siri'*), and international psychological theories (e.g., coercive control, general strain theory) is seamless and academically rigorous.

Discussion

Domestic Violence (DV) is a complex, multidimensional social phenomenon with far-reaching impacts on individuals, families, and broader social structures. Globally, the World Health Organization (2021) estimates that one in three women experiences physical or sexual violence in her lifetime. In Indonesia, data from Komnas Perempuan (2023) identifies DV as the most dominant form of violence nationally. In 2023, of the 29,883 reported cases of violence against women, approximately 60–63% (18,000–18,800 cases) occurred within the domestic sphere. This upward trend continued into 2024 and 2025, with national figures reaching nearly 35,000 cases, involving over 21,600 victims.

Victims are consistently dominated by adult women in intimate partner relationships, while children account for 45–50% of total victims annually, with adolescent girls (aged 13–17) being the most vulnerable subgroup. This pattern underscores that the domestic realm is a high-risk environment characterized by unequal power relations. Regionally, South Sulawesi mirrors these national trends, with consistent case numbers in Makassar confirming that DV is a recurring structural phenomenon primarily affecting women and girls. Despite the normative foundation provided by Law No. 23 of 2004 (PKDRT), implementation continues to face structural and cultural hurdles, particularly in regions with deeply entrenched patriarchal norms.

The findings indicate that DV in Makassar manifests through three primary, overlapping forms: psychological abuse, physical violence, and economic neglect. This intersectionality aligns with Heise's (1998) ecosocial framework, where gender-based violence results from the interplay of individual, relational, and structural factors. Psychological abuse, including verbal intimidation and emotional control, serves as a foundation that normalizes more overt forms of violence. This resonates with the concept of coercive control (Stark, 2007), suggesting that domestic abuse relies less on physical injury and more on sustained psychological subjugation.

In the cultural context of Makassar, the value of *siri'* (honor/shame) plays an ambivalent role. While intended to maintain family dignity, it often normalizes verbal aggression as a disciplinary tool and compels victims to remain silent to avoid public disgrace (*aib*). This dynamic reinforces findings regarding the high prevalence of untreated mental health issues among DV survivors. Furthermore, the physical vio-

lence observed follows the cycle of violence (Walker, 2017), escalating from minor incidents to life-threatening threats, exacerbated by hegemonic masculinity (Connell, 2005) and economic stressors like unemployment (Postmus et al., 2020).

Economic abuse (Adams et al., 2008) also emerged as a mechanism to maintain victim dependency. The disparity between low local reporting of neglect and high national prevalence suggests that economic control is still widely perceived as a marital prerogative rather than a violation. Within the *siri'* culture, reporting financial neglect is often viewed as an act of defiance against the familial order, further concealing the cycle of abuse.

This study reveals that DV is influenced by multidimensional factors, including deficits in emotional regulation, trait aggression, prejudice, and modern triggers such as social media. These findings align with general strain theory (Agnew, 1992), which posits that external pressures trigger aggression when individuals lack adaptive coping strategies. Digital platforms have emerged as contemporary catalysts; per digital strain theory (Tokunaga, 2011), online interactions can amplify interpersonal conflict. In Makassar, digital conflicts are often perceived as threats to family reputation, leading to increased surveillance and gender-based control.

The identified impacts include both acute and chronic psychological trauma. Chronic fear and difficulties in forming healthy future relationships reflect the intergenerational transmission of violence (Widom, 1989) and self-stigma (Corrigan & Watson, 2002). The social suffering (Kleinman et al., 1997) experienced by victims is exacerbated by unsupportive social responses. As women are often positioned as the "guardians of *siri'*," the moral burden to maintain family harmony significantly increases their vulnerability (Idrus, 2003).

The institutional response by UPT PPA Makassar involves mediation, counseling, and safe houses. However, this study corroborates critiques of the over-reliance on mediation. While mediation aligns with restorative justice (Braithwaite, 2002), it often ignores the power imbalances between victim and perpetrator, carrying a high risk of re-victimization (Coker, 1999; Hagemann-White, 2008).

While counseling services at UPT PPA support trauma-informed care (Herman, 2015) and the potential for post-traumatic growth (Tedeschi & Calhoun, 1995), human resource limitations hinder continuity. Legal empowerment efforts (Rowlands, 1995) frequently clash with *siri'* norms, and the limited availability of safe houses hampers effective safety planning (Davies & Lyon, 2014).

In conclusion, addressing DV in Makassar requires a context-specific approach that integrates the deconstruction of patriarchal *siri'* norms with robust trauma-informed care and strengthened post-mediation protection mechanisms. By doing so, UPT PPA can transition from a reactive service provider to a structural agent of change in breaking the cycle of gender-based violence.

Conclusion

This research aimed to provide an in-depth understanding of the forms, triggers, impacts, and advocacy practices surrounding domestic violence (DV) against women as handled by UPT PPA Makassar. Utilizing a qualitative case study approach, the study centered on the lived experiences of survivors to describe the dynamics of DV within specific institutional and social contexts. The findings indicate that domestic violence is experienced in three primary forms: psychological abuse, physical violence, and economic neglect, which frequently overlap to create a cycle of recurring harm. Psychological violence emerged as the most consistent form and often serves as a precursor to the escalation of other types of abuse.

The triggers for DV identified in this study include deficits in emotional regulation, trait aggression, economic pressure, interpersonal prejudice, and the conflict-amplifying role of social media. These results underscore that DV is the product of interacting individual, relational, and cultural factors—including the local norm of *siri'*, which often compels survivors to delay reporting to maintain familial harmony. The impact of DV is multifaceted and persistent, ranging from acute physical injury and emotional trauma in

the short term to long-term psychological disorders, eroded self-esteem, relational mistrust, and social isolation. This reinforces the understanding of domestic violence as a critical mental health and social issue rather than a private domestic dispute.

Regarding institutional intervention, UPT PPA Makassar provides mediation, psychological counseling, legal education, and safe houses. This study positions these findings as an empirical reflection of survivor experiences within the service system. The dominance of the mediation approach may prove less responsive to power imbalances if not accompanied by rigorous post-mediation monitoring and sustained psychological support. By maintaining trustworthiness through source and method triangulation, contextual observation, and document analysis, this study offers scientific value and practical utility for victim-centered service improvements. Consequently, this research recommends strengthening UPT PPA services through the integration of trauma-informed care principles, systematic post-mediation follow-ups, and the development of culturally sensitive reporting strategies to empower survivors in breaking the cycle of violence.

As a qualitative case study involving three participants, the findings of this research are not intended for statistical generalization but rather for providing contextual depth and a thick description of survivor experiences. The potential for subjectivity in survivor narratives and the absence of perspectives from perpetrators or other institutional actors may limit the breadth of the viewpoint. Furthermore, the cultural context of *siri' na pacce* is locally specific to the Bugis-Makassar society.

Implications: This study emphasizes the necessity of strengthening domestic violence management through trauma-informed care, improving the quality of counseling and legal education, and collaborating with cultural leaders to foster a safe environment for reporting. From a policy perspective, these findings are highly relevant for enhancing service capacity, training advocates, and refining mediation procedures to be more oriented toward the absolute protection of the survivor.

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