



THE ROLE OF ONE-STEP SERVICE AND LEARNING CADRES IN STRENGTHENING SERVICES FOR VICTIMS OF VIOLENCE AGAINST WOMEN IN TALANG TINGGI, SELUMA REGENCY

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Abstract

Violence against women remains a significant concern that necessitates accessible, community-based service models. The One Stop Service and Learning (OSS & L) program, implemented by Cahaya Perempuan Women Crisis Center (WCC) Bengkulu, engages grassroots women cadres as primary agents in delivering integrated support to victims. This study examines the role of OSS & L cadres in enhancing services for women experiencing violence and identifies challenges encountered during program implementation. Employing a qualitative descriptive methodology, data were gathered through in-depth interviews, observation, and documentation with WCC coordinators, OSS & L cadres, and health center stakeholders. The results indicate that cadres are instrumental in community outreach, case identification, initial support, and referral to health and support services, thereby improving access and empowering victims. Nevertheless, challenges persist, including limited cadre capacity, insufficient institutional acceptance, and enduring social stigma rooted in patriarchal norms. The study concludes that OSS & L cadres significantly strengthen victim services through a community-based empowerment approach; however, ongoing capacity building, inter-agency collaboration, and policy support are necessary to ensure program sustainability.

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A. INTRODUCTION

Violence against women is a complex, ongoing issue taking many forms: economic, physical, sexual, and psychological abuse. Ironically, the home, expected to be safe, often becomes a site of violence. Contributing factors include gender inequality, limited awareness of women's rights, and adverse socio-economic conditions, all increasing the likelihood and severity of violence (Fauzan, 2024). Violence against women is a prominent issue in society. Victims suffer physical, sexual, and psychological abuse, as well as threats, coercion, and deprivation of liberty in both personal and social contexts (Kewarganegaraan et al., 2020).

Although the Indonesian government has demonstrated its commitment to achieving gender equality by ratifying the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) into Law No. 7 of 1984, the rate of violence against women remains high. Based on a report by the National Commission on Violence Against Women (Komnas Perempuan, 2023), throughout 2022, there was an increase in cases of violence in both the public and domestic spheres. This situation shows that the protection and recovery of victims has not been optimal at the grassroots level (Hartati, 2013).

The same applies to the right to feel safe and free from all forms of violence. Although there are already several regulations in place to protect citizens, especially women, who are more vulnerable and at risk of becoming victims (Pangalila, A., 2007). Previous studies have examined the efforts of non-governmental organizations in helping female victims of violence. For example, research conducted by Mahmudah et al. (2023). *The Role of Non-Governmental Organizations in Assisting Victims of Violence against Women at WCC Jombang* shows that non-governmental organizations play an important role as legal advocacy facilitators, especially in helping victims access legal protection and in accompanying them through the court reporting process (Nandasari & Jatningsih, 2022).

In addition to governmental interventions, several studies have aimed to analyze violence against women through various academic lenses. There are several studies that are considered to describe the analysis of violence against women, namely the National Commission on Violence Against Women (Komnas Perempuan) in its report issued in 2023, which recorded violence against women

in 2022 in the public and state spheres: The lack of protection and recovery in 2022 was reflected in an increase in the number of cases of violence in the public and state spheres (Muhajarah, 2016) examined the phenomenon of violence against women in the household using a multidisciplinary approach: socio-cultural, legal, and religious. This research reveals that violence against women in the household is a complex phenomenon that stems from patriarchal social structures, gender inequality, and religious and legal understandings that are biased against women. The violence experienced by women is not only physical, but also includes psychological, sexual, economic, and verbal violence.

Research by Zulfiani, Indrawati, and Kondorura (Zulfiani et al., 2019) used a qualitative descriptive approach to examine the handling of violence against women and children in East Kalimantan Province. The study found that cases of violence involving physical, psychological, sexual, and economic forms, as well as exploitation—have increased yearly. The key finding was that such violence is primarily caused by socio-cultural factors, specifically unequal power relations that result in the subordination of women (Farid, 2019). The low level of public awareness regarding gender equality in interpersonal interactions perpetuates these acts, disadvantaging both men and women. Most previous studies have highlighted causative factors or evaluated protection services for victims, but seldom analyze the unique, frontline role of community-based cadres or volunteers in preventing and responding to violence. While victims are the established focus, the contributions and effectiveness of these field actors, especially in service and empowerment, are understudied. Additionally, integrated service models like community-based One Stop Services hinge on the preparedness and capacity of these cadres, which are critical to successful implementation.

This study seeks to fill a research gap by focusing on the specific role of Cahaya Perempuan's One Step Service and Learning (OSS&L) cadres, who are the main drivers of community-level services addressing violence against women. Unlike previous research focused on policy and victim analysis, this study foregrounds the contributions of OSS&L cadres to service provision and grassroots empowerment.

In an effort to reduce cases of violence against children, the non-governmental organization Cahaya Perempuan Bengkulu acts as an intermediary to

address and reduce cases of violence against women. The organization, which operates a women's crisis center, runs a program called OSSl (One Stop Service and Learning). In Bengkulu, Cahaya Perempuan Women Crisis Center (WCC) is a non-governmental organization that focuses on addressing and preventing gender-based violence. One of the innovations of this institution is the One Stop Service and Learning (OSS&L) program, which is a community-based integrated service that aims to improve women's access to Sexual and Reproductive Health Rights (SRHR) while facilitating the identification and handling of cases of violence against women. Recognizing this, in 2015, the PERMAMPU network, together with Cahaya Perempuan WCC Bengkulu, initiated the One Stop Service and Learning (OSS&L) program as an integrated service model that provides not only medical services but also learning, counseling, and gender-based assistance.

The cadres of One Stop Service and Learning (OSS&L) Cahaya Perempuan play an important role as the frontline in providing services to victims of violence. They not only function as program implementers, but also as motivators and intermediaries between the community and service providers. With this background, this study seeks to analyze the role of Cahaya Perempuan Bengkulu One Stop Service and Learning (OSS&L) cadres in strengthening services for victims of violence against women. The study focuses on how cadres perform community-based service and empowerment functions in rural areas.

B. METHODS

In this study, a qualitative approach was used. According to Bogdan and Taylor, qualitative research is a research procedure that produces descriptive data in the form of written or spoken words from people and observed behavior. Observations were carried out to understand the interaction between cadres, victims, and service providers, as well as to assess the practical implementation of OSS&L activities. Document analysis was used to review program reports, guidelines, and policy documents to strengthen data triangulation and enhance research credibility (Bowen, 1997). According to them, this approach is directed at the background and individuals holistically (as a whole). Qualitative methods are used to obtain in-depth data, data that contains meaning. Meaning is the actual data, the definite data that is a value behind the apparent data (Sugiyono, 2013). The data

collected is in the form of words and images, not numbers. Even if there are numbers, they are only supporting data. Descriptive research also aims to obtain a detailed description of the condition of the object or subject of observation. The data obtained includes interview transcripts, field notes, photographs, personal documents, and others. In this study, the presence of the researcher as the main instrument in qualitative research provides several significant advantages. In qualitative research, the researcher himself or with the help of others is the main data collection tool (Kusumastuti, 2019).

This study was conducted to determine and analyze in depth the role and services provided by cadres in reducing and overcoming victims of violence. This study was also located in Talang Tinggi Village, Seluma Regency. The reason for choosing this location was because it met the requirements necessary for the case that was the subject of this study (Murni, 2015). The interview results were then transcribed. Next, the interview transcripts were read repeatedly to understand the meaning contained within them (Nursanti et al. 2021).

Informants were selected using purposive sampling or a targeted sampling technique. This technique was chosen because this research is qualitative in nature, where informants are selected based on certain criteria deemed relevant to the research objectives. Selected informants must have experience, knowledge, and direct involvement in the OSS&L program and services for victims of violence against women. The criteria for informants in this study were determined based on considerations of relevance and direct involvement in program implementation. Specifically, these criteria include: (1) OSS&L cadres and are actively involved in assistance activities; (2) cadres who have joined and carried out their duties since 2024 or earlier, so they have sufficient experience; and (3) field staff or facilitators from Cahaya Perempuan who play a role in the coordination and technical assistance process for cadres at the community level.

Data analysis followed a thematic analysis approach, involving data reduction, coding, categorization, and interpretation to identify key themes related to cadre capacity, institutional support, and program sustainability. Thematic analysis is widely used in qualitative studies as it provides flexibility while maintaining analytical rigor (Braun & Clarke, 2021). To ensure trustworthiness, this study applied data triangulation and member checking, which are essential

strategies for enhancing the validity and reliability of qualitative research findings (Nowell et al., 2017).

C. RESULTS AND DISCUSSION

Overview of the One Stop Service and Learning (OSS&L) Program

NGOs are community organizations that care about development at the local, national, and international levels. NGOs are institutions whose activities can cover religious, political, economic, social, cultural, and other fields. The presence of NGOs is inseparable from the inability of public/government institutions to handle various problems that exist in society. One such issue is gender-based violence, where efforts to assist victims of violence are not only carried out by government agencies. Non-governmental organizations also make a significant contribution, mainly because they are usually more flexible and closer to the community (Rizky, 2017). One example is the Bengkulu Women's Crisis Center (WCC), a non-governmental organization based in Bengkulu City that focuses on addressing violence against women and children (Albarri et al., 2021). This institution provides counseling services, legal assistance, and public education aimed at empowering victims and preventing repeated violence. This led to the initiation of a program model aimed at reducing cases of violence against women (Syauki & Ardelia, 2025) namely One Step Service and Learning (OSSL).

The One Stop Service and Learning (OSS&L) program is an initiative developed since 2015 by the Cahaya Perempuan WCC Bengkulu institution together with the PERMAMPU (Perempuan Sumatera untuk Perubahan) network the Talang Tinggi Health Center in Seluma Regency, and the Sumber Urip and Rejang Lebong Community Health Centers. This initiative was born out of the organization's 2015 research on the phenomenon of unwanted pregnancies among adolescent girls, which often lead to child marriage. The findings showed that one of the main causes of KTD was the lack of access to information and services regarding sexual and reproductive health for young women at the grassroots level. At that time, women and adolescent girls did not have a place or source of reference to obtain accurate information about reproductive health. Capacity building emerges as a central issue in sustaining the effectiveness of OSS&L cadres.

Continuous training, psychosocial support, and logistical resources are essential to strengthen cadres' competencies and resilience. Research on volunteer-based and community health programs highlights that without systematic capacity strengthening and institutional backing, frontline workers are at high risk of burnout and reduced performance (Kok et al., 2017). Therefore, investment in human resource development should be considered a core component rather than a supplementary aspect of the OSS&L program.

The Role and Implementation of the One Step and Learning Program in the Field

The OSS&L program operates in the form of community-based services integrated with public health services. Health workers at community health centers are trained to have a gender perspective and sensitivity in providing services, especially to girls and young women who experience problems related to reproductive health, gender-based violence, and child marriage. OSS&L cadres serve as liaisons between the community and the formal service system.

In addition, OSS&L also functions as a learning center. Here, the community can obtain information about sexual and reproductive rights, including ten sexual rights and twelve reproductive rights for women. OSS&L also highlights the issue of child marriage, which often stems from unwanted pregnancies. In the identification process, cadres use an informal and humanistic approach to build emotional relationships with the community. They detect victims through direct observation, community complaints, or when victims come to the health center for other health needs. Signs of violence such as physical injuries, behavioral changes, or inconsistent stories are often early indicators for cadres to take further action.

Roles and Responsibilities of Cadres

The roles of OSS&L cadres are very complex and involve various aspects of service. The following are details of their duties and responsibilities:

Initial identification, Cadres are tasked with identifying victims of violence through a community-based approach. They actively interact with the community, including traditional leaders, health workers, and local leaders, to detect signs of violence. The methods used include:

Assessment of victims or families showing signs of violence, such as physical injuries, drastic changes in attitude, or absence from social activities. This identification is assisted by health center staff in providing services. The health center will provide medical examinations to patients according to their needs and ask questions about the health problems experienced by patients. Afterwards, patients will be directed to undergo counseling with trained cadres who will listen to the complaints felt by patients regarding their health problems. Only then will it be identified whether the health problems felt by patients are related to violence. This method is carried out because most patients are still closed off and consider One Stop Service and learning services to be taboo, and there is still a lack of openness with the cadres. Afterwards, the cadres will listen patiently and without coercion, trying to get the patient to slowly open up. Stories from residents who may know about cases of violence in their neighborhood can be used as references or additional data for the cadres on duty. Establishing good relationships is very important. cadres usually hold weekly discussions, such as mini-workshops or sharing sessions with health centers and socialization with local residents regarding the existence of this program.

Assistance as a Liaison and Service Facilitator, OSS&L cadres are responsible for connecting victims or communities with official service institutions, such as community health centers, hospitals, health agencies, law enforcement, and psychological support institutions. They ensure that each case receives follow-up according to the needs of the victim, whether in the form of health services, legal services, or counseling. In practice, cadres coordinate with OSS&L officers at community health centers and partner institutions, and accompany victims until the case is resolved. This role demonstrates that cadres function as facilitators of an integrated referral system, ensuring that the synergy between civil society institutions and public services continues to run effectively.

In addition, cadres also submit regular reports to the institution coordinator regarding the cases they handle. Cadres also often accompany victims when dealing with external parties, such as when filing reports with village officials, health centers, or legal institutions. The presence of cadres makes victims more courageous to take action and feel protected.

Challenges in Implementing the Role of OSS&L Cadres

One of the challenges faced by One Stop Service and Learning (OSS&L) cadres is their limited personal and professional capacity in carrying out their service roles. The majority of cadres are grassroots women with no experience in the public sector, making them prone to low self-confidence and limited technical understanding when interacting with health workers or formal officials.

In addition, OSS&L cadres face social and cultural acceptance challenges in the community health center environment. The presence of cadres often causes confusion or resistance from health workers regarding their status, authority, and functions, which were not initially understood as part of collaborative work. In several volunteer-based health programs, the lack of clear integration with the formal system is often reported as a major obstacle in the implementation of their duties, including misperceptions about the role of cadres and a lack of institutional legitimacy to fully support their work (Woldie & Yitbarek, 2020).

As grassroots women who are new to the professional public sphere, OSS&L cadres face social challenges in the form of labeling and stereotyping. In a society that is still patriarchal, women who are active in the public sphere in the context of community health centers, this can manifest in the form of condescending attitudes, informal exclusion, or a lack of involvement of cadres in important coordination meetings. The next challenge is the issue of the perception of the role of cadres in the community health center environment.

At the beginning of the integration, some health workers did not fully understand the function of OSS&L, leading to the assumption that cadres were like “salespeople” or “field officers looking for patients.” In fact, the main role of cadres is not to look for patients, but to strengthen the referral system and ensure that the community, especially women victims of violence, can access services safely, quickly, and with dignity.

Lack of Openness from the Community or Clients, one significant obstacle faced by cadres is the lack of openness from the community, especially individuals or victims who want to consult. Many victims of violence are reluctant to share their experiences because they are afraid, ashamed, or do not believe that their problems will be taken seriously. There is mistrust and a perception that officers are condescending. This is what makes cadres have to make more effort in gaining the

trust of patients. Other factors such as fear of social stigma, criticism from the community, or threats from perpetrators make victims choose to remain silent. This makes it difficult for cadres to gather more in-depth information and provide comprehensive assistance. In fact, some clients remain closed off even when they are in the consultation room, which hinders the initial assessment process.

Evaluation of the OSS&L Program in Handling Victims of Violence

The One Step Service and Learning (OSS&L) program implemented by Cahaya Perempuan in Seluma District, particularly at the Talang Tinggi Community Health Center, has shown significant results in handling cases of violence against women. The effectiveness of this program can be seen in its tangible impact on victims, the community, and the existing support system. The OSS&L program was launched to improve services and handling of cases of violence against women in Seluma District, Bengkulu Province, in 2023. Seluma District experienced the highest number of cases of violence and child marriage. Before this program was implemented, many cases of violence against women were not identified and handled properly. Victims had difficulty accessing health services and psychological support. Many did not know where to report or seek help.

During the period of July-December 2024, there were 15 cases of violence against women (VAW) that were successfully handled, either through direct intervention by cadres or by referral to victim service agencies. These cases included domestic violence (DV) and the prevention of child marriage under the age of 19. This fact shows that the existence of OSS&L cadres plays a real role in early detection, assistance, and referral of victims to more comprehensive services. This data was obtained from the 2024 Bengkulu Women's Light report.

The success of OSS&L is not measured solely by the number of cases or quantitative data, but rather by changes in accessibility and social awareness within the community. Before the establishment of OSS&L, the community, especially young women, did not have a space to voice their concerns, learn, and obtain information about reproductive health. With the presence of OSS&L, such a space is now available and recognized institutionally by the local government.

The institution assesses the success of this program from a humanitarian and social transformation perspective, not merely based on statistical figures. Through

OSS&L, many women who were previously isolated from access to information can now reach health services, access legal aid, and receive assistance when facing gender-based violence.

In addition, another success was marked by the adoption of regional policies. The Seluma District Government, through the Health Office, has expressed its commitment to replicate the Talang Tinggi OSS&L model to all community health centers in the district. The Memorandum of Understanding (MoU) process with the local government is currently being prepared, and it is hoped that by 2026, health workers in all community health centers will be trained to use the OSS&L model as an integrated service system based on women's rights.

The results of this study were analyzed using the Empowerment Theory proposed by Zimmerman (2000). This theory views empowerment as a process and outcome that enables individuals and groups in vulnerable positions to gain control,

capacity, and access to resources to determine their life decisions. Empowerment is not only interpreted as temporary assistance, but as a continuous process that encourages change at the individual, organizational, and community levels (Perkins & Zimmerman, 1995). Conceptually, empowerment involves efforts to increase critical awareness, skills, and active participation of vulnerable groups in decision-making processes. Empowerment aims to change the condition of individuals from powerless to empowered in psychological, social, economic, and political dimensions. In this view, power imbalances are considered the result of unfair social structures, so empowerment requires transformation at both the individual and broader social system levels (Perkins & Zimmerman, 1995).

Zimmerman (2000) divides empowerment into three interrelated levels of analysis, namely the individual (psychological) level, the organizational level, and the community level. At the individual level, empowerment is demonstrated by increased self-confidence, understanding of rights, and the ability of individuals to control their life choices. At the organizational level, empowerment is reflected in organizational structures and practices that facilitate participation, access to

resources, and the development of members' capabilities. At the community level, empowerment is reflected in the collective capacity of the community to recognize problems, form solidarity, and influence policies or social norms that affect collective well-being.

Based on the Empowerment Theory framework, the function of One Stop Service and Learning (OSS&L) cadres can be seen as an important element in efforts to build the capacity of individuals and communities to deal with violence against women. In this case, empowerment does not only focus on resolving cases, but also on developing critical awareness, self-control, and the active involvement of women victims in deciding the direction of their lives. The support provided by OSS&L cadres encourages empowerment at the individual level, as evidenced by the increased courage of victims to share their experiences of violence and their understanding of their rights.

At the organizational level, the presence of OSS&L cadres strengthens the role of service institutions by connecting victims to the official service system, thereby expanding access to social resources. This is in line with the idea of empowerment that highlights the need for organizational structures that facilitate participation and access for vulnerable groups. At the community level, the socialization and education activities carried out by cadres contribute to changing public perceptions of gender-based violence, despite the cultural barriers of patriarchy and social stigma. Therefore, from the perspective of Empowerment Theory, the role of OSS&L cadres can be interpreted as a multi-level empowerment process that gradually encourages change at the individual, organizational, and community levels to strengthen protection for women. In the context of this study, the cadres of One Stop Service and Learning (OSS&L) Cahaya Perempuan Bengkulu act as community-based empowerment agents who bridge women victims of violence with the formal service system and encourage social transformation at the grassroots level.

D. CONCLUSION

The OSS&L program, initiated by Lembaga Cahaya Perempuan, has played a strategic role in expanding rural women's access to integrated health,

psychological, legal, and gender equality services. The active participation of cadres at the Talang Tinggi Health Center demonstrates that OSS&L officers serve as key agents in supporting victims and promoting social awareness regarding women's protection, despite persistent challenges such as cultural resistance, stigma, and limited resources. Strengthening cadre capacity through ongoing training, sufficient logistical support, and broader program dissemination is essential to ensure optimal performance. In addition, sustained local government support through regulation, budgeting, provision of facilities, and cross-sectoral coordination is critical for enhancing program sustainability and expanding its impact. Strong collaboration among WCC institutions, cadres, and local governments will substantially contribute to more effective and sustainable efforts to prevent and address violence against women in rural areas.

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