

BUILDING SOCIAL RESILIENCE THROUGH LEGAL LITERACY AND SEXUAL VIOLENCE REPORTING TECHNOLOGY

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ABSTRACT

The rising incidence of sexual violence against women and children, particularly within informal, non-marital relationships such as cohabitation, poses a serious social and legal challenge. These relationships often lack legal recognition, resulting in limited social oversight, inadequate protection mechanisms, and increased vulnerability for those involved. Cultural and normative tensions between traditional Indonesian values and modern lifestyles further exacerbate these risks, especially in urban environments. In response, this project integrates two complementary strategies: (1) a criminological outreach as a community-based legal literacy initiative, and (2) the development of a sexual violence reporting application, designed to facilitate rapid, secure, and accessible victim reporting. The counselling sessions are delivered collaboratively with community leaders, academics, and volunteers to foster awareness of legal rights, gender-based violence, and the dangers of norm-deviant practices like cohabitation. The application, specifically developed for residents and management of Gateway Apartment in Pesanggrahan, enables direct communication with support agencies and legal authorities. Together, these interventions aim to build social resilience, promote cultural alignment with protective norms, and establish a responsive technological infrastructure for early reporting and prevention. Grounded in a participatory and data-driven methodology, this program provides a scalable model for reducing sexual violence by combining education, legal empowerment, and digital innovation.

Keywords: Sexual Violence, Legal Literacy, Technology-Based Reporting, Social Resilience, Cohabitation

1. INTRODUCTION

Sexual violence continues to be one of the most pressing social and legal problems in Indonesia, disproportionately affecting women and children. The consequences are multifaceted, ranging from physical injuries to enduring psychological trauma and disrupted social functioning. Reports from child protection institutions, the police, and non-governmental organizations show that victims often face systemic barriers in seeking justice, including stigma, lack of knowledge about legal rights, and weak institutional responses (Wartoyo & Ginting, 2023). These issues are not isolated incidents but rather indicators of a deeper structural vulnerability within Indonesian society.

The persistence of sexual violence reflects entrenched power imbalances, cultural and normative contestations, and limited awareness of legal protections. Victims are frequently silenced not only by fear of retaliation but also by cultural pressures that prioritize family reputation over individual well-being (Octaviani & Nurwati, 2021). Cohabitation, or couples living together without legal marriage bonds, illustrates this tension, as it often leaves women and children in legally unrecognized and vulnerable positions (Danardana & Setyawan, 2022; Wowor et al., 2024). This context demonstrates the urgent need for preventive measures that not only focus on punitive legal action but also on strengthening community resilience through education and technology.

In urban contexts, sexual violence risk is compounded by spatial and environmental conditions. Apartment complexes, for instance, can provide anonymity for perpetrators while limiting social oversight. When residential areas lack adequate surveillance, reporting channels, or social solidarity, women and children are exposed to greater risks of victimization (Miranda & van Nes, 2020). This problem is particularly evident in large apartment complexes such as the Gateway Apartment in Pesanggrahan, where thousands of residents live in narrow proximity, yet opportunities for collective monitoring and reporting remain limited. Our project responds to this challenge by combining legal literacy initiatives with the development of a sexual violence reporting application, specifically designed for Gateway Apartment residents. Through educational activities and the integration of reporting technology, the project seeks to enhance residents' ability to recognize, report, and respond to cases of sexual violence, thereby fostering stronger social resilience.

The prevalence of sexual violence in Indonesia reflects a global trend in which women and children face disproportionate risks of victimization in both private and public spheres. Research on neighbourhood-level safety underscores that strong community bonds and collective efficacy contribute significantly to reducing crime, including sexual violence (Kelling et al., 2021). Communities with high levels of trust, cooperation, and solidarity are better equipped to intervene in problematic situations and protect vulnerable groups. Conversely, studies in low-income, high-crime urban neighbourhoods show that women often perceive their environment as unsafe, and these perceptions directly influence their vulnerability to violence (Hoffman et al., 2018). Similar patterns are also found in intimate

partner violence research: women in cohabiting unions face greater risks of violence compared to those in legal marriages due to weaker protections and relationship instability (Manning et al., 2018; Mashabela & Kheswa, 2020; Wagner, 2019). This highlights the importance of both structural factors (such as urban design and surveillance) and cultural factors (such as gendered power relations) in shaping the dynamics of sexual violence.

Built environments also play a role in facilitating or deterring sexual violence. Spatial features of residential complexes, including design, lighting, and surveillance infrastructure, can either contribute to safety or worsen risks (Miranda & van Nes, 2020). Where physical monitoring is insufficient, residents often rely on self-installed technologies, such as CCTV, to enhance protection and accountability (Wright et al., 2015). At the same time, legal awareness remains a central challenge. Many victims lack knowledge about their rights, available services, or reporting mechanisms. Legal literacy is therefore an essential component of social resilience, enabling individuals and communities to navigate justice systems more effectively (Hakim, 2023). By empowering residents with knowledge and accessible digital tools, projects can create pathways for both prevention and response to sexual violence.

The central problem addressed in this project revolves around the implementation of sexual violence reporting within an urban residential environment, specifically the Gateway Apartment Pesanggrahan, through the development of digital technology. The complexity of apartment living presents unique challenges: residents occupy a densely populated yet socially fragmented environment, which can foster anonymity and weaken informal social oversight. These conditions create both risks and opportunities. On the one hand, they heighten the vulnerability of women and children to sexual violence; on the other, they provide a closed community where targeted interventions can be piloted. Against this backdrop, the key research question guiding the project is: How can sexual violence reports in the Gateway Apartment be implemented through technology development? Addressing this question requires an exploration of how residents' legal literacy, their trust in community management, and their willingness to engage with digital platforms converge to either facilitate or hinder the reporting of sexual violence.

While the project provided valuable insights into the role of legal literacy and reporting technology in building community resilience, it had several limitations. The reporting application was developed exclusively for Gateway Apartment residents and management, limiting its generalizability to other communities. In addition, the platform was only accessible via Android devices, restricting its inclusivity and adoption potential. Finally, the reliance on self-reported surveys may have introduced social desirability bias, particularly given the sensitivity of sexual violence as a subject. This project demonstrates that combining legal literacy with sexual violence reporting technology can significantly strengthen community resilience in urban residential contexts. By empowering residents with knowledge of their rights and providing them with accessible digital tools, the project reduces barriers to reporting and enhances perceptions of safety. While limitations remain, particularly regarding scalability and accessibility, the initiative provides a practical model for addressing sexual violence through an integrated social and technological approach.

2. METHOD

Stages of Implementation of the Solution

This study applied a quantitative survey design to assess the impact of legal literacy socialization and the use of a sexual violence reporting application at Gateway Apartment Pesanggrahan. Socialization sessions introduced participants to the legal framework of sexual violence, victims' rights, reporting procedures, and the new digital platform, reflecting common approaches in community-based interventions (Creswell, 2014). In parallel, an Android-based reporting application was developed to provide secure, direct, and anonymous reporting, aligning with evidence on the effectiveness of digital platforms in sensitive case reporting (Hu et al., 2023).

Table 1 shows of the solution implementation phase consists of two parallel stages: criminology-based socialization and the development of a sexual violence report application.

Table 1. Stages of Socialization

Socialization Materials	Data Collection	Data Analysis
a. Definitions and forms of sexual violence.	a. Knowledge of legal definitions of sexual violence.	Descriptive statistics were used to measure changes in knowledge and perceptions.
b. Rights of victims under Indonesian law.	b. Awareness of reporting mechanisms.	Correlation analysis was conducted to explore the relationship between legal literacy gains and willingness to use the reporting technology.
c. Reporting procedures and institutional mechanisms.	c. Perceptions of safety within the apartment complex.	
d. Introduction and demonstration of the sexual violence reporting application.	d. Willingness to use the reporting application.	
	e. Trust in management and legal institutions after the intervention.	

Before this community service activity is carried out, of course there are several preparations that our team must make. The stages that we have prepared are shown in Table 2.

Table 2. Steps in Developing the Application

No.	Step	Description
1	User Needs Study & Service Mapping	Assess victim needs, identify available support services, and analyze digital usage habits within the target community.
2	Application Planning & Design	Define core features (e.g., complaint submission, panic button, consultation access, shelter locations) and create a user-friendly UI/UX.
3	Technical Development	Collaborate with developers to build a lightweight, secure, and device-compatible application.
4	Pilot Testing in Selected Areas	Implement pilot testing in cities or regencies with high reported cases of sexual violence to evaluate functionality and usability.
5	Public Awareness Campaign	Promote application use through social media, posters, and short training sessions to increase accessibility and adoption.
6	Institutional Integration	Link the application with relevant institutions and management bodies in the research location for effective case handling.
7	Maintenance & Updates	Ensure smooth system performance by conducting regular updates, enhancing security, and adapting features to evolving user needs.

Participants

The collaborating partner in this Community Service Program is the Gateway Pesanggrahan Apartment Management, South Jakarta. The apartment complex consists of four towers built on a 7,440 m² plot of land, comprising 20 floors with a total of 760 residential units. Strategically located, the apartment is only 75 meters from Budi Luhur University.

The partner's primary role is to provide participants and a venue for the outreach activities carried out through this program. Details of the partnership are as follows:

Collaborating Partner	: Gateway Pesanggrahan Apartment Management, South Jakarta
Contact Person	: Head of Neighbourhood Association (RT 011/RW 003), Petukangan Selatan Village, Pesanggrahan District, South Jakarta
Venue	: Multipurpose Hall, 1st Floor, Gateway Pesanggrahan Apartment
Participants	: Residents of Gateway Pesanggrahan Apartment

Roles of the Project Implementer

This community service activity is a collaborative effort between faculties, including two lecturers and one student from the Faculty of Information Technology, and one lecturer and one student from the Faculty of Social Sciences and Global Studies. Table 3 shows the tasks and responsibilities that we carry out in this community service activity.

Table 3. Duties and Responsibilities of Project Implementers

Position	Name	Duties and Responsibilities
Head Implementer	Rizky Pradana, S.Kom., M.Kom.	Leads all program activities from planning to evaluation; Coordinates with external parties; Oversees socialization and application development; Prepares the final program report and overall evaluation.
Member Implementer 1	Indah Puspasari Handayani, S.Kom., M.Kom.	Responsible for creation and operation of the complaint application; Synchronizes the complaint application to the cloud database; Develops application user guidelines for the community; Monitors application usage and collects reporting data for evaluation.
Member Implementer 2	Fany Nur Rahmadiana Hakim, S.Sos., M.A.	Responsible for criminology outreach activities; Preparing socialization materials and guiding volunteers or facilitators; Arranging the schedule, location, and implementation of socialization in the field; Documenting socialization activities for reporting.
Student 1	Hidayat Ramadhani Supriyatna	Assisting in application development.
Student 2	Santa Monica Silalahi	Assisting in implementing socialization.

3. RESULTS AND DISCUSSION

Project Implementation

The Community Service (PkM) activity for the even semester of 2024/2025 was held in person at the 1st Floor Hall of Gateway Pesanggrahan Apartments, attached to figure 1 is the front view of our community service activities (Jalan Ciledug Raya No. 15, RT 011/RW 03, Petukangan Selatan Village, Pesanggrahan District, South Jakarta – 12270) on July 26, 2025, from 10:00 AM to 12:00 PM WIB. The event was conducted under the theme “Building Social Resilience Through Legal Literacy and Technology for Reporting Sexual Violence.”



Figure 1. Location and Appearance of the Apartment Building

Figure 2 is a documentation of the activity, where the event began with remarks from Rizky Pradana, S.Kom., M.Kom. (Program Chair) and Mrs. Mila Nurfitriani (Head of RT). This was followed by a pre-test to assess participants' baseline knowledge. The socialization session on sexual violence was then delivered by Fany Nur Rahmadiana Hakim, S.Sos., M.A., succeeded by a demonstration of the sexual violence reporting application by Indah Puspasari Handayani, S.Kom., M.Kom. The session concluded with a post-test to measure the impact of the material and application demonstration. Participants represented diverse educational backgrounds, including approximately 10% with a high school diploma, 50% holding a bachelor's degree, 30% with a master's degree, and 10% pursuing doctoral studies.



Figure 2. Socialization Activity

Survey Result and Application Demonstration

The results of participants' pre- and post-tests are one indicator of the success of Community Service activities. The following is a comparison of the pre-test and post-test results:

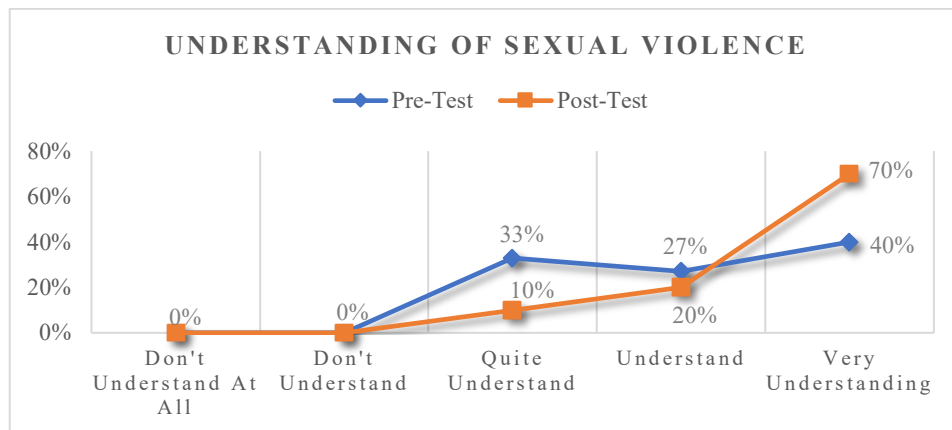


Figure 3. Level of Participants Understanding of Sexual Violence

From figure 3, it can be seen that there was an increase with an average of 31.88% obtained from the quite understand level which increased by 53.49%, the understand level increased by 14.89% and the very understanding level increased by 27.27%.

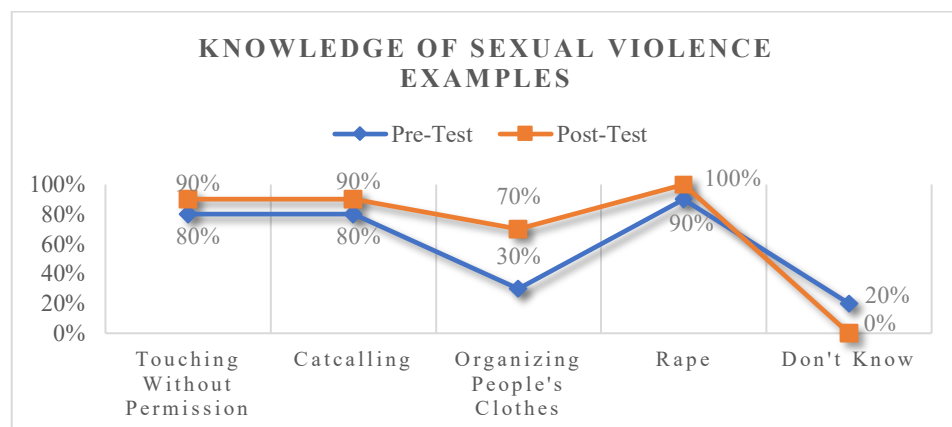


Figure 4. Level of Participants Knowledge of Sexual Violence Examples

After conducting outreach regarding sexual violence, the graph attached in figure 4 shows that participants already know what constitutes sexual violence.

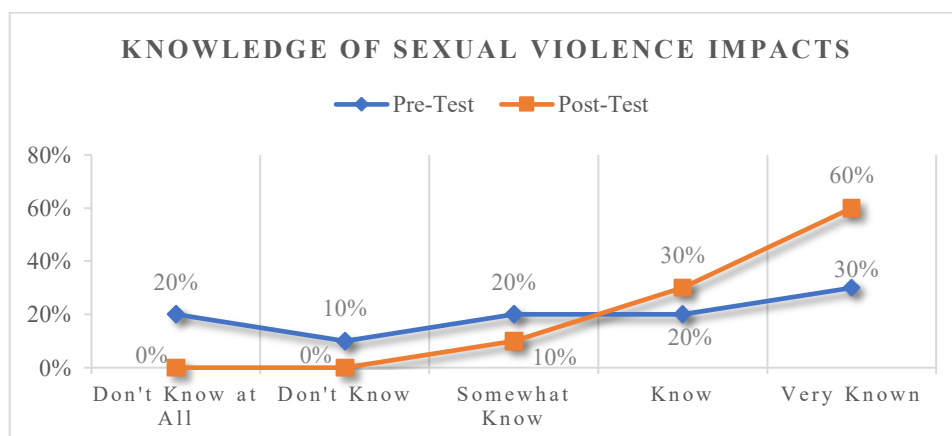


Figure 5. Level of Participants Knowledge of Sexual Violence Impacts

The community service team also helped educate victims about the impacts they would experience if they did not receive early protection. Figure 5 shows that participants are now aware of these impacts and can create a climate of mutual care.

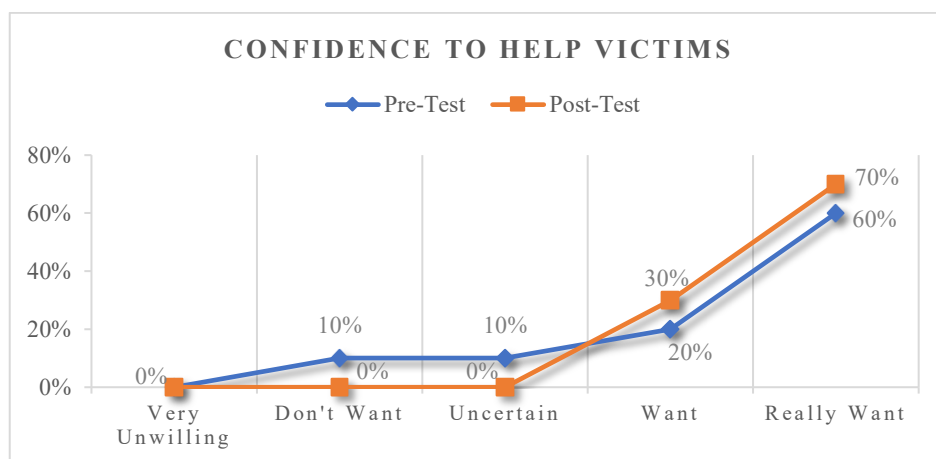


Figure 6. Level of Participants Confidence to Help Victims

Figure 6 shows that initially participants did not think much about first aid for victims of violence because they felt it was quite difficult to report it, after the presentation of material regarding assistance for victims and complaint numbers that could be contacted.

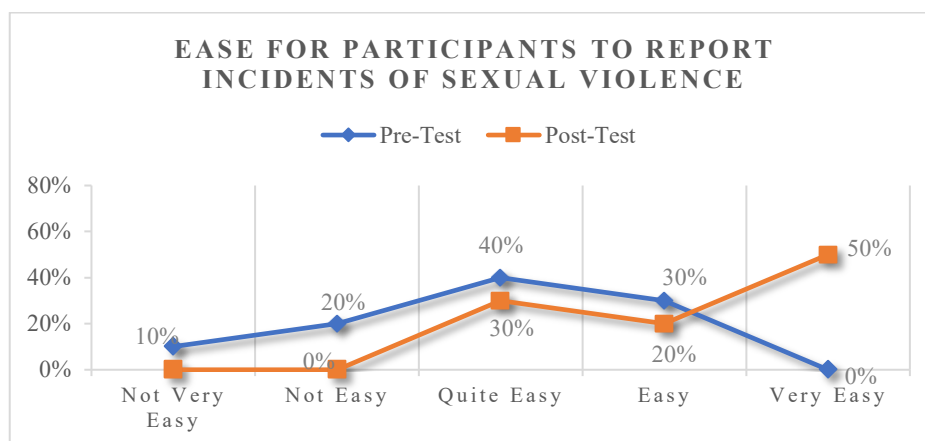


Figure 7. Level of Ease for Participants to Report Incidents of Sexual Violence

With the introduction of technology in the form of a sexual violence complaint application designed by the community service team, figure 7 shows that reporting sexual violence in the Gateway Pesanggrahan Apartment area is very easy and safe because the reporter's data will be kept confidential.

The pre-test and post-test assessments conducted among a dozen participants demonstrated a significant improvement in knowledge and awareness regarding sexual violence, legal rights, and the use of the reporting application. Prior to the socialization session, many participants showed limited understanding of the legal protections available to victims of sexual violence, particularly in informal relationships such as cohabitation, echoing concerns highlighted in the literature about legal vulnerability and social invisibility (Hakim, 2023; Mashabela & Kheswa, 2020; Octaviani & Nurwati, 2021). After the material delivery and technology demonstration, post-test scores revealed increased legal literacy and confidence in utilizing digital tools to report incidents, confirming the effectiveness of combining educational outreach with technological innovation.

These findings align with the theoretical framework emphasizing social resilience through knowledge empowerment and participatory community engagement. By enhancing legal awareness and facilitating accessible reporting mechanisms, the program strengthens collective efficacy, a key factor linked to reduced crime and violence in communities (Kelling et al., 2021). The survey results further support the notion that addressing normative and structural gaps via integrated interventions can mitigate the risk of sexual violence, especially in socio-culturally complex contexts where traditional values and modern lifestyles intersect (Hanifah et al., 2022). This approach not

only empowers individuals but also fosters safer, more cohesive neighborhoods capable of sustaining long-term prevention efforts.

As part of our Community Service (PKM) activities, we introduced an Android-based mobile application designed to enable residents to report incidents of sexual violence directly to apartment management and security personnel. This tool aims to facilitate swift, confidential, and accessible reporting within the Gateway Pesanggrahan Apartments community. Below is a screenshot of the sexual violence reporting application in use at the Gateway Pesanggrahan Apartments:

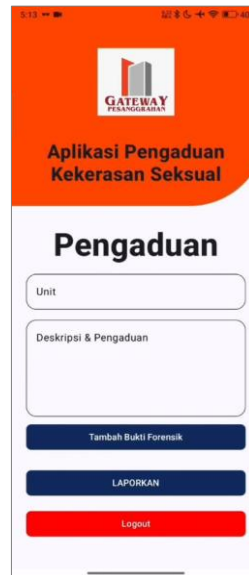


Figure 8. Application Complaint Screen Display

Figure 8 shows the complaint application screen, where members of the public can report sexual violence they have experienced or witnessed. The app protects the complainant's data. The complainant can optionally add photographic evidence of the incident.

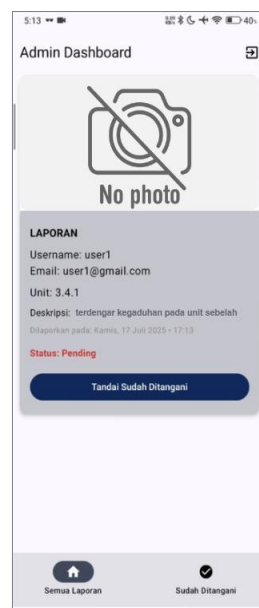


Figure 9. Application Admin Dashboard View

Figure 9 displays the admin dashboard view, where the apartment management team acts as the administrator. The administrator will receive the report and go directly to the scene of the sexual assault. After handling the incident, the administrator can click the "Tandai Sudah Ditangani" button to change the pending status to handled. This way, the victim receives initial protection and the suspect can be immediately secured and reported.

The sexual violence reporting application was developed as an accessible Android platform to enable confidential, rapid reporting by Gateway Pesanggrahan residents. By integrating cloud synchronization, the app allows management and security to respond promptly, addressing gaps in traditional reporting systems. This technological innovation supports victim safety and enhances community resilience against sexual violence through improved access to legal and social support (Wright et al., 2015). Ultimately, the app serves as a critical tool in empowering residents to take an active role in preventing and responding to sexual violence within their community.

4. CONCLUSION

The Community Service has brought meaningful and positive impacts to the residents who attended. One of the key outcomes was a significant increase in participants' understanding of sexual violence, its definitions, various manifestations, and practical prevention strategies within the apartment environment. This increased awareness is critical for developing a more informed and responsive community capable of recognizing and responding effectively to incidents of sexual violence. Additionally, participants were provided with clear information about the proper channels and contacts for reporting sexual violence, addressing a common gap in knowledge that can hinder timely intervention.

Conventionally, residents had to report incidents by physically approaching apartment security, a process that could delay critical assistance to victims and the initiation of protective actions against perpetrators. The mobile application developed by the PkM team transforms this dynamic by providing a confidential, user-friendly, and immediate reporting platform accessible via smartphones. This technological innovation simplifies the reporting process, allowing residents to quickly notify management and security, who can then promptly provide support to victims and enforce temporary security measures as needed. By bridging legal literacy with digital reporting tools, the program not only empowers individuals but also enhances the collective capacity of the community to respond proactively to sexual violence. Ultimately, this initiative exemplifies how integrating education and technology can strengthen social resilience and foster safer, more responsive residential environments.

Further Recommendation

The Community Service (PkM) activity generated several important recommendations to improve the quality and impact of future initiatives aimed at preventing and reporting sexual violence in residential communities. These suggestions focus on enhancing awareness, trust, inclusivity, and program sustainability.

1. Increase awareness and legal literacy among apartment residents to empower them with knowledge about sexual violence and encourage the use of the Gateway Pesanggrahan Apartment reporting application.
2. Maintain strict confidentiality of reporters' identities by apartment management and security to build trust and protect victims from retaliation or stigma.
3. Expand outreach to include all resident groups, with special attention to vulnerable populations such as women, children, and the elderly, through tailored communication and support.
4. Establish ongoing monitoring and evaluation of the application's usage and reporting effectiveness to allow continuous improvement based on feedback and emerging needs.

Implementing these recommendations will strengthen community trust and participation, ensuring that the program remains effective and responsive. This will ultimately contribute to a safer, more resilient residential environment.

ACKNOWLEDGMENT

The authors would like to express gratitude for the support and funding provided by the Directorate of Research and Community Service (DRPM) of Universitas Budi Luhur. This assistance has been instrumental in the successful implementation of our community service program and has enabled us to make meaningful contributions to the community.

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