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## The Dynamics of Human Rights Complaints in Indonesia: Implications for Enhancing Public Service Delivery and Policy Development

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### ABSTRACT

This study aims to analyze the dynamics of human rights (HR) complaints in Indonesia by using complaint data from January to June 2025. The research method combines descriptive quantitative analysis including frequency tabulations, proportions, temporal trends, and cross-tabulations with qualitative interpretation based on collaborative governance and public value governance theories. The results show that land disputes constitute the dominant issue, followed by abuses of authority by security forces, labor-related disputes, and environmental concerns. Corporations and security apparatus are identified as the most frequently reported actors, while the geographical distribution of complaints is concentrated in Jakarta, West Java, and North Sumatra, with distinctive patterns observed in Papua and East Kalimantan. Cross-tabulation analysis further reveals the correlation between issues and actors or regions, such as land disputes often involving corporations, and environmental issues prevailing in resource-rich areas. These findings reinforce the empirical literature on human rights complaint management and affirm the relevance of collaborative governance theory in addressing multi-actor conflicts. The study also highlights the importance of metagovernance to orchestrate diverse actors, as well as digital governance innovations to broaden accessibility to complaint channels. The novelty of this research lies in its attempt to connect the empirical dynamics of HR complaints with contemporary governance frameworks, thereby contributing both to the advancement of public administration theory and to the formulation of human rights protection policies in Indonesia

## **INTRODUCTION**

Public complaints related to human rights (HR) violations serve as an important barometer for assessing the state's performance in fulfilling its obligations to protect human rights. Data from the Directorate of Human Rights Services of the Ministry of Human Rights for the first semester of 2025 indicate a significant number of complaints, ranging from land disputes and abuses by security apparatus to labor issues. This condition underscores that human rights services are not merely administrative matters but are directly linked to the legitimacy of the state in the eyes of the public. Analyzing complaint trends provides an objective overview of recurring violations, dominant actors, and conflict-prone regions. Such information is crucial for supporting evidence-based policymaking and strengthening parliamentary oversight functions. Therefore, a comprehensive study of human rights complaint data becomes highly relevant to the practice of democratic governance.

Several previous studies highlight the importance of human rights complaint mechanisms in reinforcing public accountability. For instance, Mursalim (2018) and Bunda & Zubakhrum (2025) emphasizes that complaint systems function as corrective instruments for bureaucracy. Wijaya & Djajaputra (2025) found that land disputes and the criminalization of civil society are the most frequently reported cases to state institutions. At the international level, Marsellia et al. (2025) demonstrates that grievance-handling mechanisms can enhance public trust when managed transparently. However, earlier studies generally remain limited to case descriptions or procedural evaluations without providing in-depth analysis of actor patterns and regional distribution. Thus, there is a pressing need to fill this analytical gap to achieve a more comprehensive understanding.

Within the public administration literature, collaborative governance theory (Afandi et al., 2023; Ansell & Gash, 2007; Bianchi et al., 2021) and public value governance (Bryson et al., 2014) emphasize the importance of participation and transparency in handling public complaints. However, the

application of these theories in the context of human rights complaints in Indonesia remains underexplored. Existing studies tend to focus on legal norms or procedural aspects rather than integrating governance theories into the practice of complaint management. This gap raises a central research question: how can human rights complaint patterns be understood as reflections of the effectiveness of public service governance? This question is essential to bridge empirical data with the theoretical frameworks of modern public administration.

This study offers a novel contribution by systematically examining human rights complaint data for the first semester of 2025 through a governance-oriented perspective combined with trend-based empirical analysis. The uniqueness of this research lies in its integration of quantitative analysis (issue categories, reported actors, and regional distribution) with theoretical insights from collaborative governance and public value governance. The findings are expected not only to strengthen academic understanding of the dynamics of human rights complaints but also to provide practical recommendations for policymakers. Accordingly, this study has the potential to enrich the discourse on human rights services in Indonesia while expanding the horizons of public administration scholarship in the field of human rights protection.

## **METHODS**

### **Type of Research**

This study employs a descriptive-quantitative approach supported by qualitative analysis within the issue context. The quantitative approach provides an objective picture of patterns through numbers and the distribution of human rights (HR) complaints, while the qualitative analysis interprets the meaning of the identified trends. This combination enables the researcher not only to present statistics but also to interpret the social and institutional implications of the data. Such research designs are widely used in public administration studies to analyze policy phenomena based on empirical evidence (Creswell & Creswell, 2018). In the context of human rights, this method proves relevant for explaining the

relationship between administrative data and the dynamics of governance practices at the national level (Hafner-burton & Schneider, 2023)

#### **Data Sources**

The primary data source of this study is the *Human Rights Services Directorate Report* for the first semester of 2025, which records 494 official complaints. This report is selected because it provides comprehensive information regarding case types, follow-up status, issue categories, reported actors, and regional distribution. Secondary data are obtained from academic literature, reports from Komnas HAM, and official publications discussing human rights complaint mechanisms in Indonesia and Southeast Asia. The use of secondary data strengthens validity and provides comparative insights across studies (Miles et al., 2014). Accordingly, the combination of administrative data and scholarly sources allows this study to generate more comprehensive, evidence-based analysis (Yan et al., 2025)

#### **Unit of Analysis**

The unit of analysis in this research consists of human rights complaint files received by the Directorate of Human Rights Services of the Ministry of Human Rights between January and June 2025. Each complaint file includes variables such as issue categories, reported actors, and complaint locations or regions. Issue categories examined in this study include land disputes, state apparatus actions, environmental issues, labor disputes, forced evictions, and other relevant matters. Reported actors may include corporations, police or military apparatus, central government, local government, and judicial institutions. Analyzing these units allows for mapping patterns of actor accountability in the context of human rights violations, consistent with governance studies in public administration (Bryson et al., 2014). By restricting the unit to official complaints, the study emphasizes objectivity in documenting the phenomenon (Emerson & Nabatchi, 2015).

#### **Data Analysis Method**

Data analysis follows several systematic stages. First, temporal trend analysis examines the dynamics of the number of complaints per month, identifying patterns of increases or decreases. Second, frequency and proportion analyses classify complaints based on issue categories, reported actors, and regional distribution to understand the spread of cases. Third,

cross-tabulation links issue categories with actors and regions, enabling the identification of correlational relationships among variables. This analytical approach aligns with public policy research practices that prioritize mapping patterns and inter-variable relationships (Hair et al., 2019). Hence, the findings can serve as a basis for formulating more effective human rights protection policies (Ansell & Gash, 2007).

#### **Data Validity and Reliability**

The study ensures data validity through source triangulation, comparing the Human Rights Services Directorate Report with secondary data such as Komnas HAM reports, academic publications, and official government announcements. Triangulation helps minimize bias and enhances the accuracy of research findings (Miles, 2014). Reliability is reinforced through cross-check coding during complaint data tabulation, ensuring consistent classification of issue categories and actors. Applying consistency checks is crucial for producing highly accurate and scientifically accountable data (Creswell & Creswell, 2018). As a result, the research findings achieve sufficient credibility to serve as academic references and policy inputs (Nielsen et al., 2024).

## **RESULTS AND DISCUSSION**

Based on the series of findings presented through tables and descriptive analysis, the dynamics of human rights (HR) complaints in Indonesia from January to June 2025 reveal recurring patterns of issues involving various cross-sectoral actors. These patterns not only highlight the complexity of human rights concerns but also demonstrate variations in conflict characteristics across issue categories, reported actors, and regional distribution. To provide deeper insights, the following discussion systematically elaborates six main aspects, ranging from temporal trends of complaints, dominant issue categories, distribution by actors, regional concentration, and cross-tabulations linking issues with actors and regions. This approach enables the analysis to go beyond frequency and proportion by connecting the findings to the theoretical frameworks of collaborative governance and public value governance as conceptual foundations.

**Temporal Trends of Human Rights Complaints (January–June 2025)**

Understanding the dynamics of human rights complaints requires analyzing how cases evolve over time. Temporal trend analysis illustrates fluctuations in the number of complaints each month, which allows identification of periods with significant surges or declines. These patterns not only reflect the

intensity of public reporting but may also mirror the influence of external factors such as government policies, political dynamics, or particular social events that increase citizens’ awareness and participation in filing complaints. Consequently, this analysis serves as a basis for assessing the responsiveness of human rights complaint systems to the evolving socio-political context.

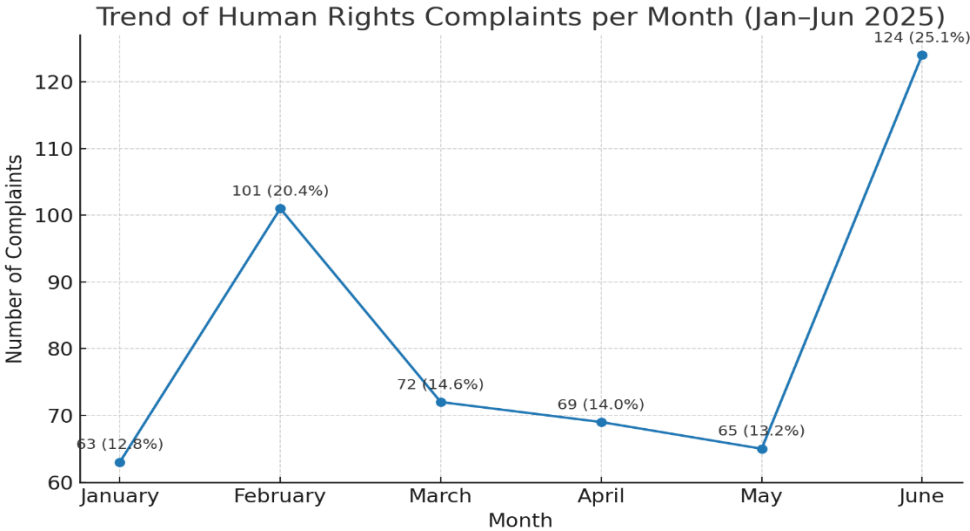


Figure 1. Trend of HR Complaints per Month (January–June 2025)

Source: Directorate of Human Rights Services of Ministry of Human Rights, Semester I Report 2025

The trend of human rights complaints between January and June 2025 displays fluctuations with two significant spikes. In January, 63 complaints were recorded, followed by a sharp increase to 101 cases in February, or approximately a 60 percent rise. This increase may be linked to post-local election political dynamics and the commencement of development projects that often trigger land disputes. Afterward, complaints declined in March, April, and May, with 72, 69, and 65 cases respectively. This relatively stable period may be interpreted as a pause, either due to follow-up actions taken by relevant institutions or because some cases remained in administrative or mediation stages and were not fully recorded. However, June saw the highest spike with 124 cases, an increase of nearly 90 percent compared to the previous month. This escalation was likely influenced by conflicts in strategic regions such as Papua and Kalimantan, especially concerning land disputes, forced evictions, and repressive actions by security forces. These findings demonstrate that human rights complaints are highly sensitive to

socio-political and economic changes. From a collaborative governance perspective (Ansell & Gash, 2007), such fluctuations indicate suboptimal coordination among multiple actors in preventing conflict escalation. From a public value governance perspective (Bryson et al., 2014), the high number of complaints reflects a deficit in public values such as justice and accountability that citizens have not fully experienced. Therefore, this analysis underscores the need to strengthen rapid response mechanisms and early-warning systems based on collaboration to prevent recurring escalation of human rights complaints.

**Frequency and Proportion of Complaints by Issue Category (January–June 2025)**

Beyond temporal dynamics, identifying the most frequently reported issues is crucial. The frequency and proportion analysis of human rights complaint categories provides insight into the most dominant problems while revealing critical areas that require policy attention. Understanding the proportions of each category helps identify recurring

structural patterns, such as land disputes, labor issues, and abuses by security forces. Such information is not only relevant for law enforcement

but also critical for designing inclusive and collaborative governance strategies.

Table 1. Complaints by Issue Category (January–June 2025)

Issue Category	Frequency	Proportion (%)
Land Disputes	75	52.08
Abuses of Authority by Security Forces	35	24.31
Labor Issues	13	9.03
Forced Evictions	11	7.64
Environmental Issues	10	6.94
<b>Total</b>	<b>144</b>	<b>100</b>

Source: Directorate of Human Rights Services of the Ministry of Human Rights, Semester I Report 2025

The table shows that land disputes dominate with 75 complaints, significantly higher than other categories. This finding indicates that agrarian issues remain the main source of conflict, directly affecting communities’ rights, especially regarding land access, ownership, and utilization. This aligns with literature emphasizing that land-related conflicts in Indonesia represent structural factors that perpetuate social injustice and human rights violations.

The second category is abuses of authority by security forces, with 35 complaints, highlighting persistent problems of accountability in law enforcement and public service. These cases reveal that relations between citizens and state actors remain tense, where misuse of authority undermines public trust in state institutions.

Meanwhile, labor issues (13 complaints), forced evictions (11 complaints), and environmental cases (10 complaints) occur less frequently but remain significant. Labor disputes reflect persistent violations of workers’ rights, evictions underscore weak legal protection for vulnerable urban groups, and environmental issues illustrate tensions between economic development and ecological sustainability.

**Frequency and Proportion of Complaints by Actor (January–June 2025)**

Analyzing reported actors is equally important for understanding human rights complaints. Identifying actors clarifies which parties are most frequently linked to alleged violations, whether from public or private sectors. Such patterns reveal accountability levels of institutions and the power dynamics that shape citizens’ rights protection.

Table 2. Complaints by Actor (January–June 2025)

Reported Actor	Frequency	Proportion (%)
Corporations	100	30.40
Police/Military	76	23.10
Central Government	64	19.45
Judicial Institutions	49	14.89
Local Government	40	12.16
<b>Total</b>	<b>329</b>	<b>100.00</b>

Source: Directorate of Human Rights Services of the Ministry of Human Rights, Semester I Report 2025

Corporations constitute the largest group of reported actors with 30.40 percent of complaints. This indicates that business activities, particularly those involving natural resource exploitation and infrastructure projects, remain the primary source of social conflict that triggers human rights violations. Land disputes, environmental damage, and unfair

labor practices frequently involve powerful corporations whose economic influence often outweighs that of local communities.

The second most reported actors are police and military (23.10 percent), highlighting accountability concerns within security institutions. Complaints often involve repressive actions, misuse of power,

and procedural violations. These findings suggest weak internal and external oversight mechanisms, which create vulnerabilities for human rights abuses, particularly in managing social conflicts and demonstrations.

Complaints against central government (19.45 percent) and judicial institutions (14.89 percent) also reflect serious governance and law enforcement issues. Reports against the central government often stem from policies deemed unjust, particularly in agrarian and development matters, while complaints against judicial institutions indicate public distrust in judicial independence and integrity. Although local governments account for the lowest proportion (12.16 percent), the number remains significant, revealing persistent governance problems at the local level, especially concerning land permits, spatial planning, and protection of vulnerable groups.

From a collaborative governance perspective (Ansell & Gash, 2007), these findings indicate a lack of collaboration among state actors, corporations,

and civil society in managing conflicts and preventing human rights violations. From a public value governance perspective (Bryson et al., 2019), the high proportion of complaints against corporations and state institutions demonstrates that public values such as justice, accountability, and citizens’ protection have not been fully realized. Thus, strengthening cross-actor accountability mechanisms is urgent to reduce future escalations of complaints.

**Frequency and Proportion of Complaints by Region (January–June 2025)**

The regional dimension offers critical insights into the distribution of human rights complaints in Indonesia. Regional analysis helps identify areas with high concentrations of cases and contextualize them within local social, political, and economic conditions. Geographic distribution also reflects variations in citizens’ access to complaint mechanisms as well as differences in development intensity and resource-related conflicts.

Table 3. Complaints by Region (January–June 2025)

Region	Number of Complaints	Proportion (%)
Jakarta (DKI Jakarta)	73	35.78
West Java	46	22.55
North Sumatra	42	20.59
East Kalimantan	22	10.78
Papua	21	10.29
<b>Total</b>	<b>204</b>	<b>100.00</b>

Source: Directorate of Human Rights Services of the Ministry of Human Rights, Semester I Report 2025

The table indicates that Jakarta (35.78 percent) has the highest concentration of complaints. This is understandable since Jakarta serves as the political, business, and social hub of Indonesia, where friction between citizens, corporations, and state actors is more likely. Furthermore, Jakarta functions as a strategic site for human rights advocacy, where citizens’ access to complaint institutions is relatively easier. West Java (22.55 percent) and North Sumatra (20.59 percent) follow. These provinces are characterized by high population density and rapid development. In West Java, most complaints concern land disputes driven by industrial and housing expansion, whereas in North Sumatra, complaints are often related to large-scale plantations and agrarian conflicts involving corporations and indigenous communities. East Kalimantan (10.78 percent) and Papua (10.29 percent) account for fewer

complaints but present unique characteristics. In East Kalimantan, most complaints concern natural resource exploitation and environmental impacts, particularly amid preparations for Indonesia’s new capital city relocation. In Papua, although the number of complaints is smaller, the issues are more complex, frequently involving repressive state actions and violations of indigenous peoples’ rights.

From a collaborative governance perspective (Ansell & Gash, 2007), the regional distribution demonstrates the absence of effective multi-actor collaboration mechanisms to prevent recurring conflicts, particularly in regions experiencing rapid development. From a public value governance perspective (Bryson et al., 2019), disparities in complaints across regions reveal inequalities in access, justice, and legal protection. Consequently, future strategies must strengthen locally grounded

human rights protection mechanisms and expand access to complaint services in geographically and politically marginalized areas.

**Cross-Tabulation Analysis Linking Issues with Actors and Regions**

The cross-tabulation analysis provides a deeper understanding by linking issue categories with reported actors and regions.

Table 5. Cross-Tabulation of Issues by Actors

Issue Category	Corporations	Local Government	Central Government	Police/Military
Labor Issues	8	5	0	0
Environmental Issues	9	0	8	0
Forced Evictions	6	7	0	0
Abuses of Authority by Security Forces	0	0	12	18
Land Disputes	35	0	0	10

Source: Directorate of Human Rights Services of the Ministry of Human Rights, Semester I Report 2025

The table shows that land disputes mostly involve corporations (35 cases), followed by police/military (10 cases). Meanwhile, complaints of abuses of authority exclusively involve the police/military (18 cases) and central government

(12 cases). Environmental issues are frequently associated with corporations (9 cases) and the central government (8 cases). These findings indicate specific and consistent patterns in the relationship between issues and actors.

Table 6. Cross-Tabulation of Issues by Regions

Issue Category	Jakarta (DKI Jakarta)	West Java	East Kalimantan	Papua	North Sumatra
Labor Issues	0	8	0	0	5
Environmental Issues	0	0	8	9	0
Forced Evictions	7	0	6	0	0
Abuses of Authority by Security Forces	18	0	0	12	0
Land Disputes	20	15	0	0	10

Source: Directorate of Human Rights Services of the Ministry of Human Rights, Semester I Report 2025

The table shows that land disputes concentrate in Jakarta (20 cases), West Java (15 cases), and North Sumatra (10 cases), reaffirming agrarian conflict as a major issue in urban and densely populated regions. Complaints about abuses of authority are most frequent in Jakarta (18 cases) and Papua (12 cases), reflecting distinct security dynamics in both regions. Environmental issues dominate in Papua (9 cases) and East Kalimantan (8 cases), closely linked to natural resource exploitation.

**DISCUSSION**

“The findings of this study reveal that the dynamics of human rights (HR) complaints in Indonesia during January–June 2025 reflect not only a high frequency of cases but also the complexity of actors and issues involved. The data show that land disputes remain the most dominant issue, followed by abuses of authority by security forces, labor disputes, forced evictions, and environmental concerns. This pattern aligns with empirical literature, which confirms that agrarian and resource-related conflicts represent major structural problems in Indonesia (Darmawan et al., 2023). From a governance perspective, these results indicate the

weakness of multi-actor coordination mechanisms in managing social conflicts, as critiqued by Ansell & Gash (2007) through the collaborative governance framework.

In terms of actors, corporations accounted for the largest proportion of complaints (30.4%), followed by security apparatus and the central government. The dominance of corporations as reported actors underscores the urgent need for more accountable business regulations, as Upadhayay et al. (2022) found that multinational corporations in developing countries often represent a major source of human rights violations and the legal ambiguity surrounding corporate criminal responsibility in Indonesia exacerbates this situation (Adhyransyah et al., 2025). The involvement of security apparatus, particularly the police and military, also reflects an accountability deficit and weak external oversight; this is consistent with documented patterns of human rights abuse involving private and state-linked security actors (White et al., 2018). This supports Holgado & Urribarri (2023) argument that states with repressive tendencies frequently exhibit higher violations of civil liberties. Accordingly, these findings reinforce the theory of public value governance (Bryson et al., 2014), as the high proportion of complaints against corporations and state apparatus signifies institutional failure to deliver public values such as justice and trust.

From a regional perspective, Jakarta recorded the highest number of complaints, followed by West Java and North Sumatra. Although Papua and East Kalimantan had lower numbers, they displayed more complex issues, particularly related to environmental concerns and repressive state actions. These regional differences suggest that human rights violations are influenced not only by development intensity but also by accessibility to complaint mechanisms. Marsellia et al. (2025) argue that accessibility to complaint channels determines the level of public trust in the state, implying that lower reports in Papua do not necessarily reflect fewer violations but may instead indicate restricted access (Paskarina, 2023).

Furthermore, cross-tabulation analysis highlights specific relational patterns, such as land

disputes being most frequently associated with corporations or environmental issues strongly linked to Papua and East Kalimantan. These findings suggest that human rights problems possess unique contextual characteristics across both actors and regions. From the perspective of meta-governance (Nielsen et al., 2024), effective human rights management requires stronger orchestration of diverse actors to avoid fragmented sectoral approaches, echoing findings in Indonesia's corporate contentious politics (Berenschot et al., 2024). Moreover, digital governance innovations, as noted by Nadima & Shamaly (2024) can serve as strategies to broaden access to complaint mechanisms and strengthen transparency in case follow-ups.

Thus, this discussion emphasizes that the study does not merely reflect long-standing structural problems such as agrarian disputes but also highlights emerging dynamics related to corporate roles, regional disparities, and limited accessibility to complaint mechanisms. The novelty of this research lies in its simultaneous integration of empirical findings with collaborative governance and public value governance frameworks, while demonstrating that human rights issues in Indonesia extend beyond legal matters to encompass governance arenas involving the complex interactions of state, market, and civil society actors.”

## CONCLUSION

This study confirms that the dynamics of human rights (HR) complaints in Indonesia during January–June 2025 reveal three key findings. First, the dominant issues reported by the public involve land disputes, abuses of authority by security forces, and cases related to labor and environmental concerns. Second, the main reported actors consist of corporations and security apparatus, reflecting accountability deficits across both public and private sectors. Third, the geographical distribution of complaints is concentrated in Jakarta, West Java, and North Sumatra, while Papua and East Kalimantan display distinctive patterns linked to natural resource and environmental conflicts. From a theoretical

perspective, these findings highlight the relevance of collaborative governance, public value governance, and the role of metagovernance in orchestrating diverse actors in addressing human rights issues. The study also demonstrates that complaint mechanisms should not be regarded merely as administrative procedures but as complex governance arenas that involve the interaction of the state, market, and civil society. In practical terms, the results emphasize the

need to strengthen accessibility to complaint channels, enhance transparency in case follow-ups, and adopt digital governance innovations to improve inclusivity of services. Overall, the contribution of this research lies in empirically linking the patterns of human rights complaints with the dynamics of multi-actor governance, thereby enriching academic discourse and offering relevant policy implications

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