

# Inclusive Civil Society: Enhancing Access to Justice Through Community-Based Witness and Victim Programs

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## ABSTRACT

*Witnesses and victims are crucial elements in the criminal justice system, as their participation aids in uncovering the truth. However, in Indonesia, their protection and support remain inadequate. Many witnesses and victims face intimidation, actual threats, and potential harm. The Indonesian Agency for Witness and Victim Protection (LPSK) was established to safeguard their rights and provide protection. Despite its mandate, LPSK faces significant challenges due to Indonesia's vast territory and increasing caseloads, necessitating collaboration with local communities. To address this, the Friends of Witnesses and Victims (Sahabat Saksi dan Korban—SSK) program was created—a community-based initiative operational in seven regions to bridge the gap between LPSK and affected individuals. This study examines: (1) how community involvement facilitates protection and access to justice for witnesses and victims, and (2) the challenges faced by the SSK program in assisting communities. Using normative legal research, supported by social and conceptual approaches, data was collected through structured interviews with program participants and LPSK implementing teams. Findings reveal that the SSK program significantly enhances LPSK's outreach, providing vulnerable individuals with better access to their legal rights. Simultaneously, it fosters a sense of protection and state recognition within the community. The novelty of this research lies in its exploration of civil society's role in supporting witness and victim protection, highlighting the program's potential as a scalable model for improving justice accessibility. This study contributes to strengthening community-state cooperation in the field of victim and witness protection in Indonesia.*

**Keywords:** *Witnesses and Victims, LPSK, Community Based.*



## I. INTRODUCTION

Many people facing difficulties in getting access to justice. In the community, especially in Indonesia, they are struggling with various kinds of legal problems related to the fulfilment the needs, like housing, debts, and other crimes. Perpetrators and victims often come from the same community with the same economic level. Those who are poor, geographically isolated or those who are vulnerable often facing difficulties to get the proper legal assistance, do not get a clear explanation about their legal issues in a justice system. They suffer under discriminatory laws, law enforcers who take sides or do not have the legal means to uphold the norms that should protect them.

Indonesian society is a community with the spirit of kinship and family oriented, this can be a strong basis for Community Empowering. When the state has not been able to present for its people to provide access to justice, then it is necessary to have a movement originating from the community to help other communities. Community-based legal aid programs can assist people who do not have access to the legal system with their justice matters.

In countries such as South Africa and the Philippines, paralegal schemes combine a community-based and human rights approach, with a more holistic view of access to justice. This approach, which is often called legal empowerment, is based on “grassroots” needs and activities but has an additional element which includes the need for law at the community level to advocate for reform of government policies, legislation and public institutions. This approach emphasizes the unique ability of civil society groups to understand local needs and dynamics and the effectiveness of these groups to encourage local input for reform efforts (Tifa, 2012).

Viewed from the point of view of the human rights framework, access to justice means that (Tifa, 2012):

- a) Individuals and communities need to be provided with education and information about their rights;

- b) Individuals and their communities need to develop the capacity to demand fulfilment of these rights;
- c) Widespread violations of human rights in a society must be addressed through long-term strategic solutions rather than solutions aimed only at individual cases.

Using the community to help each other in developing society to achieve access to justice is important. When people are faced with a convoluted bureaucratic system that causes access to justice for them to be delayed, this should not be allowed to happen because Justice delay is Injustice. Community groups who have knowledge about rights and laws become very important actors in helping other communities. They generally live among people where they cooperate and deal with problems together.

According to Lawrence Friedman (Friedman, 1969), every legal system always contains three components, namely structural, substantial, and cultural components. What is meant by structural components in a legal system are the various institutions created by the legal system with various functions. The substantive component includes what is the output of a legal system in the form of legal norms stored in legislation, doctrine and others as long as all of which are used in the legal process. The next component is "the legal culture", namely the overall factors that determine how the legal system obtains a logical place within the cultural framework of the general public. Legal culture is the overall attitude of society and the value system that exists in society will determine how the law should apply in society.

In order to the law to function as a protector of the community, supporting factors are needed, namely facilities that are expected to support the implementation of legal norms that apply in society, besides that the functioning of the law is highly dependent on a harmonious relationship between the law itself, law enforcement officials and the legal awareness of the community (Manan, 2009).

Therefore, it is necessary to have legal counselling, advocacy or assistance or other community-based activities so that the community fully understands the legal regulations that are in force, why they are implemented and why the community is obliged to obey and comply with these regulations. Communities are given the knowledge that they obey and comply with the law on the basis of the assumption that the rule of law is in accordance with the values that exist in their social group.

Based on the explanation above, the problems that arise in this writing are:

1. How does the community work together with witness and victim protection agencies in providing protection and access to justice for witnesses and victims?
2. What are the challenges faced by witnesses and victims' community based in helping the community?

### III. RESEARCH METHODS

The specification of the research conducted by the author is normative legal research with the addition of sociological aspects regarding community or community involvement as a bridge to get justice for witnesses and victims. In this study, a social approach was used by examining several cases that were directly related to the social issues at hand, especially criminal cases which were the scope of the discussion, as well as using a conceptual approach that put forward the views and/or doctrines that developed regarding victims and their roles. civil society to open or help give way to other communities in terms of access to justice.

The approach method used is sociological and juridical approach by examining library materials or secondary data and the data sources used in this study are secondary data and primary data and research through a sociological approach. Field research is the collection of additional data obtained directly from several informants. The data used are secondary data and primary data. Secondary data is obtained through literature study while primary data is obtained through

field studies using observation techniques, interviews with informants who are directly involved such as the chairman of the community-based program at the agency, the persons who involve as a the member of community based program, and with the victims and witnesses who already feel the benefit of this program.

The location of the research conducted was in the Jakarta area to be precise at the Head Office of the Witness and Victim Protection Agency and West Java, Bandung Region. Data Collection Techniques to obtain data, through interviews. In addition, data collection techniques were obtained by analysing the laws and regulations, textbooks, journals, research results, and so on.

### **III. RESULT AND ANALYSIS**

#### **A. The types of Victims**

In the criminal case, victims and witness are in a disadvantaged position, even though their existence is very necessary to provide information in their capacity as witnesses to victims, victims are often not considered for their sense of justice, even victims find it difficult to get access to fulfilling their legal rights.

Within the framework of social construction, the existence and response of victims to the reality of crime or victimization events against it is a construction of the reality of crime or the process of creating victims in the social dimension which involves institutions and bureaucratic interests in it. Thus, the social reality of the protection of victims in society through criminal justice is constructed by the formulation and operation of legislation by law enforcement officials (Indah, 2014).

Broad forms of victimization include victims of structural victimization. According to Gosita, the formulation of structural victimization is a victimization (mental, physical and social) caused by the presence or absence of certain social structural elements and their implementation. The element of interest is the motivation for people to carry out structural victimization based

on a certain system, elements of social institutions, government, and so on. (Indah, 2014)

The 7th UN Congress which discussed the The Prevention of Crime and The treatment of Offenders di Milan, Italia trough Declaration of Basic Principle of Justice for Victims of Crimes and Abuse of Power, defines victim as follow:

*“Persons who individually or collectively, have suffered harms including physical or mental injury, emotional suffering, economic loss or substantial impairment of their fundamental rights, Trough acts or omission that are in violation of criminal laws operative within member states. Including those laws proscribing criminal abuse of power”* (Gosita, 1993).

*“Victims” means persons who, individually or collectively, have suffered harm, including physical or mental injury, emotional suffering, economic loss or substantial impairment of their fundamental rights, through acts or omissions that are in violation of criminal laws operative within Member States, including those laws proscribing criminal abuse of power. 2. A person may be considered a victim, under this Declaration, regardless of whether the perpetrator is identified, apprehended, prosecuted or convicted and regardless of the familial relationship between the perpetrator and the victim. The term “victim” also includes, where appropriate, the immediate family or dependants of the direct victim and persons who have suffered harm in intervening to assist victims in distress or to prevent victimization”* (Mulyani, 2018).

Based on the definition above, it can be concluded that the victims are not only individuals but groups who experience a loss mentally, physically and economically for the actions committed by other people or the arbitrariness of the authorities which makes them the aggrieved party.

The characteristics of victims can also be related to conventional crimes as mentioned in the Indonesia Criminal Code (KUHP) where the perpetrators are generally individuals or small groups who when committing a crime aim is to fulfil the necessities of life (stealing for example), revenge, economic and other motives. Another type is a crime called "white collar crime" including corporate crime. The perpetrators of this type of crime are government officials, those who have important positions, those who have access to power, legal entities or those who have certain abilities and expertise with a definite goal of economics. The characteristics of this type of crime are non-violence, neat, structured, but more victims are affected than conventional crimes..

Sahetapy put forward the paradigm of victimization in various groups:

1. Political Victimization, in this category can include aspects of abuse of power, violation of human rights, interference by the Armed Forces outside of its function, terrorism, intervention, and warfare locally or on an international scale.
2. Economic victimization, especially collusion between authorities and entrepreneurs, the production of goods that are not of good quality or that damage health, including in this aspect pollution of the environment and damage to ecosystems.
3. Family victimization, such as domestic violence.
4. Media Victimization, in this case it can be called the abuse of drugs, alcohol, malpractice in the field of medicine, medical experiments that violate (ethical) humanity.
5. Juridical Victimization. This dimension is quite broad and concerns aspects of the judiciary (and Correctional Institutions), as well as those concerning the dimensions of statutory discrimination.

A victimologist, namely Benjamin Mendelsohn, put forward a typology of victims as follows:

1. The completely innocent victim or ideal victim, is a victim who is truly innocent or can be called a pure victim;
2. The Victim with minor guilt, and the victim due to his ignorance, is the victim who is guilty of a crime even though it is small and the victim becomes a victim because of his carelessness;
3. The victim is more guilty than the offender, the provoker victim, is the victim is more guilty than the perpetrator himself because the victim provoked a crime to be committed by the perpetrator;
4. The victim as guilty as the offender, and voluntary victim, is that the victim is on the same level as the perpetrator;
5. The most guilty victim, is the victim who is most guilty of a crime;
6. The simulating victim, is a victim who pretends to be a victim.

In addition to the grouping of victims given by Benjamin Meldelsohn, another victimologist named Hans Von Hentig gave the term pure victim or pure victim, meaning that the victim did not participate in a crime and was not even ready to become a victim. Furthermore, He categorized victims into 2 (two) parts, namely: First, born victims or by birth they are ideal to become victims, and Second, namely society made victims or people who actually make victims. Those included in the Born Victim category are: a) The Young (young people); b) The Female (woman); c) The Old (Parents); d) The Mentally Effective (mental imperfection).

Included in the Society Made Victim category are: a) Immigrants (newcomers); b) Minorities (minority groups); c) Dull Normal ;d) The depressed (people who are depressed); e) The Acquisitive (people who are greedy and greedy); f) The Wanton (careless person); g) The lonesome and



the heartbroken (a lonely person and a broken heart); h) Tormentors (torture); i) The blocked, exempted and fighting.

The grouping of victims is important, because in victimology, a victim has an important position in a crime. It is possible that in a crime, the perpetrator is not the only person who is in trouble because maybe a criminal incident occurred because of a provocation from the victim. However, in material criminal law, as long as the actions taken by the perpetrator fulfill the elements of an article, the perpetrator can be held accountable. Therefore, the position of the victim is very important in the criminal law system.

## **B. Witness and Victim Community Based Program**

The Witness and Victim's Community Based Program (SSK) is a program to increase community access, especially the poor, marginalized and/or other vulnerable groups, to give protection services and other rights of witnesses and/or victims through increasing the role of civil society groups, expanding outreach services, and strengthening the service system through the surrounding community.

Reasons why the agency recruited the civil society for community based program :

- 1) Indonesia's vast territory. Based on information from the Geospatial Information Agency (BIG), Indonesia's land area is 1,922,570 km<sup>2</sup> and 3,257,483 km<sup>2</sup> waters. When totalled, the area of Indonesia's territory is 5,180,053 km<sup>2</sup>;
- 2) Every citizen has the right to receive protection from the state, and the obligation of the state to provide these services;
- 3) The cases are vary which is impossible for the agency to handle one by one if there is no report;

- 4) Civil society is the closest person to witnesses and victims, because usually they are living in the same area so that it will be easier to provide assistance and reporting, their approach will more accessible and the victims itself will be more open about their situation;
- 5) Civil society inclusivity is the form of human right.

These people are individuals or community groups determined by the agency through a series of activities and educational and training processes as partners in providing witness and victim protection services. The Witness and Victim Community Based Program exists as a form of fulfilling the obligations of the LPSK as a representative of the state to people who experience difficulties in obtaining access to protection and justice. Deciding to use and select civil society to become members of the SSK is one of a variety of approaches that encompasses the principles of the Human Rights framework regarding access to justice, namely that individuals and their communities need to be provided with information about basic rights, develop self and group capacities. to demand the fulfilment of the basic rights.

LPSK as a national agency long experience shows that the participation of civil society is urgently needed in supporting increased access of witnesses and victims to protection and recovery services. The strategic role of the community quoted from the LPSK website can be in the form of: (a). Public awareness and education; (b). Facilitate access of witnesses and victims to protection and recovery services; (c). Assistance of witnesses and victims in the process of criminal cases; and D). Facilitate case management with a restorative approach. This strategic role has the potential to be carried out on a massive scale due to the relatively large number of civil society that pays attention to this issue and are spread across almost all parts of Indonesia. The commitment to increase the participation of civil society in the protection of witnesses and victims has become the direction of the LPSK's policies and strategies as stated in the 2020-2024 LPSK strategic plan. This commitment

is contained in the second policy direction which reads: "Increasing access to protection services and fulfilling the rights of witnesses and victims through increasing community participation and utilization of information technology". This policy is implemented through strategy Initiating the formation of community groups that care about the rights of witnesses and victims in order to increase access and community participation.

Based on the explanation above, The Witness and Victim Community Based Program aims to (Victims, 2022):

1. Develop efforts to disseminate information and raise public awareness about the values of protection and other rights of witnesses and/or victims;
2. Increase access for witnesses and/or victims to obtain protection services and other rights from the agency;
3. Increase the participation of civil society/civil society groups in facilitating the implementation of protection services and other rights of witnesses and/or victims;
4. Develop a network of civil society groups and institutions involved in facilitating the protection and other rights of witnesses and/or victims;
5. Develop networks and institutions of civil society groups involved in facilitating the protection and other rights of witnesses and/or victims;
6. Increase the quantity and quality of the provision of protection services and other rights of witnesses and/or victims;
7. Develop partnerships with related parties in order to increase access and quality of protection services and other rights of witnesses and/or victims.

The regulations in which stated the protection mandate for Witnesses and victims that underlies the preparation of this Community-Based Witness and Victim Protection Roadmap include the following:

- 1) Law of the Republic of Indonesia Number 31 of 1999 concerning Eradication of Criminal Acts of Corruption;

- 2) Law of the Republic of Indonesia Number 26 of 2000 concerning Human Rights Courts;
- 3) Law of the Republic of Indonesia Number 5 of 2018 concerning Amendments to Law Number 15 of 2003 concerning the Stipulation of Government Regulations in Lieu of Law Number 1 of 2002 concerning Eradication of Criminal Acts of Terrorism to Become Laws;
- 4) Law of the Republic of Indonesia Number 35 of 2014 concerning Amendments to Law Number 23 of 2002 concerning Child Protection;
- 5) Law of the Republic of Indonesia Number 31 of 2014 concerning Amendments to Law Number 13 of 2006 concerning Protection of Witnesses and Victims;
- 6) Law of the Republic of Indonesia Number 21 of 2007 concerning Eradication of Human Trafficking;
- 7) Law of the Republic of Indonesia Number 16 of 2011 concerning Legal Aid;
- 8) Law of the Republic of Indonesia Number 11 of 2012 concerning the Juvenile Justice;
- 9) Law of the Republic of Indonesia Number 5 of 2018 concerning Amendments to Law Number 15 of 2003 concerning the Stipulation of Government Regulation in lieu of Law Number 1 of 2002 concerning Eradication of Criminal Acts of Terrorism to Become Law;
- 10) Government Regulation of the Republic of Indonesia Number 3 of 2002 concerning Compensation, Restitution and Rehabilitation of Victims of Serious Human Rights Violations;
- 11) Government Regulation of the Republic of Indonesia Number 35 of 2020 concerning Amendments to Government Regulation Number 7 of 2018 concerning Provision of Compensation, Restitution and Assistance to Witnesses and Victims;

- 12) Government Regulation of the Republic of Indonesia Number 43 of 2017 concerning Implementation of Restitution for Children who are Victims of Crime;
- 13) Government Regulation of the Republic of Indonesia Number 43 of 2018 concerning Procedures for Implementing Community Participation and Giving Awards in the Prevention and Eradication of Corruption Crimes;
- 14) Regulation of the President of the Republic of Indonesia Number 18 of 2020 concerning the 2020 - 2024 National Medium Term Development Plan;
- 15) Regulation of the President of the Republic of Indonesia Number 75 of 2020 concerning the Implementation of the Rights of Child Victims and the Rights of Children of Witnesses.

Final Selection of The Witness and Victim Community Based Program done by the agency. They assessed each individual or the community to become the member of this program. The result of assessment was stated on the Agency' Letter of approvemnt. The selected community are from 7 Provinces in Indonesia namely: Bangka Belitung, West Java, Yogyakarta, Central Java, East Java, East Nusa Tenggara and South Sulawesi. With details:

1. Yogyakarta : 66 People
2. Central Java : 74 People
3. East Java : 81 People
4. East Nusa Tenggara : 68 People
5. Bangka Belitung : 80 People
6. West Java : 98 People
7. South Sulawesi : 81 People

As for the program target groups of the Witness and Victim Protection Agency and SSK partners are: Witnesses, Victims, Witnesses Perpetrators or

Justice Collaborator, Reporters or informants and Experts. The criminal cases covered are:

- a. Human Trafficking;
- b. Sexual Crimes;
- c. Sexual Crimes to the Minors;
- d. Corruption;
- e. Torture;
- f. Manslaughter;
- g. Crimes against humanity;
- h. Money Laundering;
- i. Terrorism;
- j. Narcotics;
- k. Types of crimes that cause the victim and witnesses in danger situation.

The Witness and Victim's Community Based Program who provide assistance services to witnesses and victims have a series of tools that include mediation, counselling, legal advice (if they are able to provide legal advice) as well as a bridge to connect witnesses and victims' problems to the Agency. Based on the analysis carried out by the SSK on a situation, they will implement one of the most appropriate solutions or a series of solutions for the situation at hand, which of course is under the supervision and coordination of the agency. This civil society often shares information with other individuals or groups regarding legal assistance in a legal process, or explains relevant administrative actions, the rights of witnesses and victims and what choices or steps need to be taken.

The Witness and Victim's Community Based Program are also in a position that allows them to apply a community-level approach in resolving legal issues. They can be directly involved in community education, assist, and empower the community regarding the legal problems they face which are included in the scope of the criminal acts that are the problem, but of course

not all crimes, only crimes that are under the auspices of the work of the agency. Their role in such situations is to encourage leadership and action among community and community members, so that they can collectively obtain justice.

### **C. Program Managers and Implementing Partners**

The Witness and Victim Community Based Program is led directly by the Head of the Witness and Victim Protection agency assisted by their deputies, Secretary General, Team Leader, Head of Daily Executive, Program Manager and Professional Staff.

Implementing Partners in this activity are divided into 3 (three) parts, namely (Korban, 2022):

#### **1. The Functions of The Witness and Victim Community Based**

- a. Disseminate the values and services for the protection of witnesses and/or victims; Outreach, dissemination of technology-based information, dissemination of print publications, etc
- b. Facilitate witnesses and/or victims so they can access witness and/or victim protection services; Facilitating witnesses and victims in submitting requests for protection to the agency,
- c. Support the implementation of the fulfilment of the rights of witnesses and victims in the criminal justice process; and/or Can work together with service providers related to facilitating the provision of services needed by witnesses and/or victims, disseminating witness and/or victim protection values and services, as well as facilitating access to protection services and fulfilment of other rights of witnesses and/or or victim.

#### **2. Survivors**

Survivors are witnesses and/or victims who have received services from the agency who are able to survive/are able to maintain their existence, which are subsequently determined by the agency as tough Survivors partners in

the implementation of the The Witness and Victim Community Based Program, In addition to witnesses and/or victims as mentioned above, witness witnesses, rapporteurs or experts can also be designated as tough survivors.

The Survivors main task is to disseminate the values and services for the protection of witnesses and/or victims; Socialization, dissemination of technology-based information, dissemination of printed publications, and so on, providing moral support to witnesses and/or victims; and/or synergize with the SSK in facilitating witnesses and/or victims to access protection services and other rights.

### 3. Service providers Partners

Service providers are parties that have been determined by the agency as partners who provide services needed by witnesses and/or victims.

Main Duties and Functions:

- a) Provide medical assistance services to witnesses and/or victims.
- b) Provide Psychosocial rehabilitation assistance services to witnesses and/or victims.

The community-based witness and victim protection program in the first year targeted to form 514 Friends of Witnesses and Victims spread across 7 Provinces in Indonesia. Then it will increase by 26% in 2023 and 30% in 2023.

The existence of The Witness and Victim 's Community Based Program through The National agency in witness and victim protection shows that the state must be present in providing protection to witnesses and victims so that they can contribute to uncovering a crime and justice can be achieved. If the state's response in fulfilling community's rights is slow and delay, then the communities can move faster because justice delayed is injustice



#### **D. The Cases**

Since its establishment in 2008, the agency has developed many forms of fulfilling the rights of witnesses and/or victims known as the LPSK protection and recovery program, such as physical protection, law, procedural rights (witnesses and/or victims' rights in the judicial process), assistance, relocation, assistance, medical assistance, psychological, and psychosocial rehabilitation, up to facilitating victims in applying for compensation in the form of restitution and compensation. The LPSK protection and recovery program is one of the means for witnesses and/or victims to get a sense of justice for the suffering they have experienced.

Witness and victim community-based program was established nationally on January 2022, yet the idea of the program was in 2021. Since its establishment, there are around 80 activities from the seven region in Indonesia, and the cases includes :

- 1) Sexual Crimes, Sexual Harassment especially with the minors;
- 2) Human Trafficking with different modus operandi;
- 3) Aggravated Assault;
- 4) Manslaughter.

Volunteers in this program able to provide assistance to witnesses and victims. Not all of them have legal background, they come from multi disciplines yet assistance can also be carried out according to their capacity, such as:

1. Accompanying to analyse the cases.
2. If these volunteers have a legal background, they can provide their legal opinion or explain what steps must be taken by victims, witnesses, reporters and others.
3. If the victim needs legal assistance, such as a legal adviser, the volunteers will help find a legal aid.

4. If the victim needs a certificate of incapacity, the volunteer will help provide an explanation of the requirements, or go together to the representative institution.
5. If the victim needs expert staff such as a psychologist, then the volunteer will connect with a psychologist they know.

Moreover If the victim requires further assistance from the Witness and Victim Protection Agency, the volunteer will help fill out the application form and coordinate with the regional coordinator.

#### **IV. CONCLUSION AND SUGGESTION**

##### **A. CONCLUSION**

1. How does the community work together with witness and victim protection agencies in providing protection and access to justice for witnesses and victims?
2. What are the challenges faced by witnesses and victims' community based in helping the community?

The member of Witness and Victim's Community Based Program in providing assistance to witnesses and victims is supervised by the Agency. They are work together started from the case upload, the treatment, and the solution. The agency's respective regional coordinators will receive the application, the request will be studied and an assessment will be carried out to decide whether the case requested by the victim can be granted or not. The agency gives freedom for the volunteers to provide assistance as long as it does not conflict with the law. They can directly accompany and assist the process for victims and witnesses to obtain legal assistance, psychological assistance, administrative assistance, and others. If the eligibility elements for assistance are met, the agency team will directly assist.

The challenge in carrying out this humanitarian duty is to convince victims that they are victims of an action or crime and they have the right to report the incident to the authorities, in addition the self-awareness of each individual which still needs to be improved regarding the fulfilment of their rights. Another thing is, some Indonesian people still don't understand the existence and purpose of witness and victim protection agencies so they will do something that they think is appropriate to do even if it endangers their own lives. By providing community-based services, The agency can provide temporary solutions in assisting witnesses and victims. They are quicker and more accessible; they are often able to resolve victim assistance issues quicker than having to wait for other parties to contribute. Community-based friends of Witnesses and Victims who have been provided with education and training by the LPSK have sufficient knowledge to provide assistance, they also have in-depth knowledge about the community and its needs, empower themselves, help find solutions not only for individuals but for the group as a whole.

## **B. SUGGESTION**

The Witness and Victim's Community Based Program is a concrete form of the efforts made by the Witness and Victim Protection Agency in providing protection and access to justice for Witnesses and Victims. This needs to be maintained and increased regarding the outreach of communities that can be used as partners. The Witness and Victim Community Based Program activities should be able to reach further from various levels of civil society including minority groups, groups with disabilities and other marginalized communities. However, it is also necessary to make clear regulations regarding the extent to which the community provides assistance to witnesses and victims so that it is not counterproductive between the Witness and Victim Protection Agency and their supporting partners.

The agency must make standard rules that are binding not only for the agency itself but also for the volunteers.

Indeed, this program is a voluntary program, but it would be better if there were clearer regulations regarding the rights and obligations of both parties, so that this program is mutually beneficial.

Integrity pact alone is not enough because it is general in nature, but there must be standard rules in the event of a violation.

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