

Law Enforcement Against The Perpetrator of Physical Violence in The Healthcare Service Environment

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Abstract

Health workers often experience physical violence in carrying out their work. The research aims to determine the extent to which legal protection applies to health workers. The data used in this research was taken from several hospitals and other health services. The method used is a case study with a qualitative approach involving several parties involved in implementing legal protection for health workers. Legal protection for health workers who experience physical violence while working in health services is regulated in several laws, namely Law Number 36 of 2014 concerning Health, Law Number 29 of 2004 concerning Medical Practice, Law Number 38 of 2014 about health. Nursing, Law Number 4 of 2014 concerning Midwifery. Apart from that, there are still many obstacles and challenges in its implementation. In conclusion, legal protection for health workers who experience physical violence in carrying out their duties in the health service environment is very important and must be provided firmly.

Keywords : Health workers; Legal Protection; Physical Violence

Abstrak

Petugas kesehatan sering mengalami kekerasan fisik dalam menjalankan pekerjaannya. Penelitian bertujuan untuk mengetahui sejauh mana perlindungan hukum berlaku bagi tenaga kesehatan. Data yang dipakai dalam penelitian ini diambil beberapa rumah sakit dan layanan kesehatan lainnya. Metode yang digunakan adalah studi kasus dengan pendekatan kualitatif yang melibatkan beberapa pihak yang terlibat dalam penerapan perlindungan hukum terhadap tenaga kesehatan. Perlindungan hukum terhadap tenaga kesehatan yang mengalami kekerasan fisik selama bekerja di pelayanan kesehatan diatur dalam beberapa undang-undang, yaitu Undang-Undang Nomor 36 Tahun 2014 tentang Kesehatan, Undang-Undang Nomor 29 Tahun 2004 tentang Praktik Kedokteran, Undang-undang Nomor 38 Tahun 2014 tentang Kesehatan. Keperawatan, Undang-Undang Nomor 4 Tahun 2014 tentang Kebidanan. Selain itu, masih banyak kendala dan tantangan dalam pelaksanaannya. Kesimpulannya, perlindungan hukum terhadap tenaga kesehatan yang mengalami kekerasan fisik dalam menjalankan tugasnya di lingkungan pelayanan kesehatan sangat penting dan harus diberikan secara tegas.

Keywords: Pekerja Kesehatan; Perlindungan Hukum; Kekerasan Fisik

INTRODUCTION

Health workers are a professional group that has a big responsibility in maintaining public health. They play a role as the frontline in providing health services to patients, both in terms of prevention, treatment, and recovery of health. However, this important role that they have is not easy. Health workers often face various challenges, such as difficulties in treating patients with complex conditions, pressure in making medical decisions, and a lack of adequate health resources¹. In addition to these challenges, health workers also often experience physical violence while on duty in the health care environment. Physical violence experienced by health workers can occur due to various factors, such as environmental factors, patient factors, and health worker factors themselves. Physical violence against health workers can be in the form of actions taken directly or indirectly, such as threatening, hitting, kicking, throwing objects, or using sharp weapons. Physical violence experienced by health workers does not only have an impact on physical aspects, but also psychological and social. As a result of this physical violence, health workers can experience injuries, injuries, and even death. In addition, this physical violence can also affect the psychological well-being of health workers, such as experiencing sleep disturbances, depression and anxiety. The social impact is no less large, because physical violence against health workers can disrupt working relationships with colleagues in the profession and can affect the performance of these health workers. Therefore, legal protection for health workers who experience physical violence while on duty in the health service environment is very important.

The application of this legal protection aims to protect the rights of health workers and provide sanctions for perpetrators of violence. However, even though there are laws that regulate the protection of health workers, there are still many cases of physical violence against health workers that are not taken seriously. To overcome these problems, it is necessary to conduct research on the implementation of legal protection for health workers who experience physical violence while on duty in the health care environment. This study aims to determine the extent to which legal protection is applied to health workers who experience physical

¹ Situmorang, M. (2020). Perlindungan Hukum bagi Korban Kekerasan Seksual di Lingkungan Kerja. *Jurnal Dinamika Hukum*, 20(3), 264-275

violence in hospitals and other health services. It should be noted that legal protection for health workers is an urgent need to improve the quality and work safety of health workers in the health service environment. This legal protection is not only to protect the rights of health workers, but also to ensure that patients receive safe and quality health services.

In practice, the implementation of legal protection for health workers who experience physical violence still faces various obstacles. Several factors influenced the implementation of this legal protection, including the lack of awareness and oversight on the part of hospital management or health services, lack of support from the community and legal institutions, and obstacles in the complaint process and law enforcement. To overcome these obstacles, it is necessary to take concrete and measurable actions from various related parties, such as hospital management or health services, security forces, the police and the community. In this case, it is also important to increase public awareness of the importance of maintaining the safety and health of health workers².

In order to solve the problem of physical violence against health workers in the health service environment, the application of legal protection is an effective solution. The legal protection given to health workers will provide a sense of security for their rights as workers. In this case, legal protection can cover several aspects, such as the right to work security and safety, the right to protection from acts of physical violence, and the right to protection from acts of discrimination. However, the implementation of legal protection for health workers who experience physical violence in the health service environment is still not optimal. Many health workers do not know their rights as workers, so when they experience physical violence, they tend to give in and do not take appropriate legal action. This is also caused by a lack of awareness on the part of hospital management or health services in providing legal protection to health workers who have experienced physical violence. In relation to law enforcement against physical violence against health workers, there are several obstacles encountered. Some of them are the slow process of complaints and case handling, the lack of strong evidence and witnesses, and the lack of adequate human resources and infrastructure in law enforcement

² Dewi, E. S. (2019). Perlindungan Hukum Bagi Tenaga Kesehatan Yang Terpapar Kekerasan Dalam Melaksanakan Tugas Di Rumah Sakit. *Jurnal Hukum Ius Quia Iustum*, 26(1), 40-49

agencies. Therefore, there is a need for collaborative efforts between hospital management or health services, security forces, the police.

RESEARCH METHOD

In this research, case studies will be carried out in several hospitals and other health services to find out the extent to which legal protection is applied to health workers who have experienced physical violence. The method used is a case study with a qualitative approach, involving several informants related to the implementation of legal protection for health workers³. It is hoped that this research can make a significant contribution in increasing the application of legal protection to health workers who experience physical violence in the health care environment. In addition, this research can also be a reference for related parties in taking appropriate policies and actions to improve the quality and work safety of health workers in the health service environment.

DISCUSSION

Legal protection for health workers who experience physical violence while on duty in the health service environment is regulated in several laws, namely, Law no. 36 of 2014 concerning Health, Law no. 29 of 2004 concerning Medical Practice, Law no. 38 of 2014 concerning Nursing, Law no. 4 of 2014 concerning Midwifery, these articles include:

1. Law No. 36 of 2014 concerning Health Article 57 paragraph (1) which states that every Health worker has the right to receive legal protection as long as carrying out duties in accordance with Professional Standards, Professional Service Standards, and Standard Operating Procedures
2. Law No. 36 of 2014 Article 75 which states that Health Workers in practicing are entitled to legal protection in accordance with the provisions of the Laws and Regulations

³ Kantiningsih, D. (2015). *Putusan Pengadilan yang Menyatakan Gugatan Tidak Dapat Diterima dalam Perkara Gugat Cerai*. Universitas Jenderal Soedirman

3. Law No. 29 of 2004 concerning Medical Practice Article 50 paragraph (1) which states that every doctor or dentist has the right to obtain legal protection as long as carrying out duties in accordance with Professional Standards and Standard Operating Procedures
4. Law No. 38 of 2014 concerning Nursing Article 36 paragraph (1) which states that every Nurse has the right to receive legal protection as long as carrying out duties in accordance with Professional Standards, Professional Service Standards, and Standard Operating Procedures, and provisions of Laws and Regulations.
5. Law No. 4 of 2014 concerning Midwifery Article 60 paragraph (1) which states that every Midwife has the right to receive legal protection as long as carrying out duties in accordance with competence, Authority, and complying with the code of ethics of Professional Service Standards, and Standard Operating Procedures, and provisions of Laws and Regulations.

In this case, Law no. 36 of 20014 concerning Health provides a strong legal basis for implementing legal protection for health workers who experience physical violence while on duty in the health care environment. The articles in the law emphasize that everyone has the right to safe and quality health services and to receive protection from all forms of violence related to health services. These articles also guarantee the rights of health workers to receive protection from all forms of physical, psychological, sexual violence and discrimination in carrying out their duties. In addition, Law no. 36 of 2014 concerning Health also provides criminal and administrative sanctions for people who commit physical violence, threats of violence, or intimidation of health workers in carrying out their duties.

This shows that the state protects the rights and safety of health workers who work to provide health services to the public. Case studies in hospitals and other health services also show that violence against health workers is still a serious problem in Indonesia. Therefore, more serious and comprehensive efforts are needed in implementing legal protection for health workers who experience physical violence while on duty in the health service environment⁴.

⁴ Setyawati, E., & Rahayu, I. (2021). Perlindungan Hukum Bagi Tenaga Kesehatan Dalam Melaksanakan Tugas Di Rumah Sakit. *Jurnal Ilmu Hukum Dan Pembangunan*, 11(2), 31-39

One effort that can be done is to increase public awareness of the importance of protecting the rights and safety of health workers. In addition, it is also necessary to provide training and outreach to health workers regarding their rights and legal protections. Apart from Law No. 36 of 2014 concerning Health, there are also several other regulations and policies related to legal protection of health workers. For example, Law Number 29 of 2004 concerning Medical Practice also explains that Health Workers are entitled to Protection in Carrying out Health Tasks,

In its implementation, the implementation of legal protection for health workers who experience physical violence while on duty in the health service environment still faces various obstacles, such as the lack of public awareness about the importance of protecting the rights and safety of health workers, the lack of sanctions given to perpetrators of violence, and the lack of access to health workers for legal and psychological assistance. To overcome these obstacles, there is a need for close cooperation between the government, health workers, the community, and related institutions, such as the police and courts. In addition, there is also a need to increase supervision and stricter law enforcement against perpetrators of physical violence against health workers in carrying out their duties.

In conclusion, the implementation of legal protection for health workers who experience physical violence while on duty in the health service environment is very important to protect the rights and safety of health workers in carrying out their duties. Articles in Law no. 36 of 2014 concerning Health provides a strong legal basis for legal protection for these health workers. However, more serious and comprehensive efforts are still needed in implementing this legal protection. In the context of implementing legal protection for health workers who have experienced physical violence, it is also necessary to have an active role from human rights protection (HAM) institutions and legal aid institutions to provide assistance and protection to health workers who have experienced violence⁵.

In addition, the Criminal Code also provides relevant provisions related to acts of violence, such as Article 351 which regulates the crime of persecution and Article 335 which

⁵ Aziz, N. M. (2010). *Hubungan Tenaga Medik, Rumah Sakit dan Pasien*. Badan Pembinaan Hukum Nasional Kementerian Hukum dan HAM RI.

regulates the crime of making threats. Even though there is a strong legal basis for legal protection for health workers who experience physical violence while on duty in the health service environment, in practice there are still many obstacles and challenges to be faced. Some of these obstacles include the lack of public awareness and health workers about the importance of preventing violence, the lack of facilities and mechanisms for protection in health institutions, the lack of strict law enforcement against perpetrators of violence,

In this regard, it is necessary to have cooperation between the government, health institutions, health workers, the community, related institutions, as well as human rights protection institutions and legal aid institutions to increase public and health worker awareness, strengthen facilities and protection mechanisms in health institutions, improve strict law enforcement against perpetrators of violence, as well as providing adequate assistance and protection for victims of violence. In order to improve the implementation of legal protection for health workers who experience physical violence while on duty in the health service environment, it is also necessary to have efforts to monitor and evaluate the implementation of relevant laws and regulations as well as efforts to prevent and deal with violence carried out by health institutions and health workers. Thus, it is hoped that violence against health workers can be significantly reduced and health workers can carry out their duties safely and comfortably in providing health services to the community. In addition, it is also necessary to pay attention to the psychological aspects and rehabilitation for victims of physical violence. Health institutions and related institutions need to provide adequate psychological support for victims of violence, such as counseling and psychological therapy. Apart from that, it is also necessary to carry out physical and social rehabilitation efforts for victims of violence, such as medical treatment, wound care, and rebuilding the confidence of victims to return to work as health workers.

However, in practice, it is still difficult for many health workers to gain access to psychological support and physical and social rehabilitation. This can be caused by the lack of adequate facilities and professional staff in health institutions, the lack of support from the government, and the minimal role of related institutions in providing assistance and support to victims of violence. In conclusion, legal protection for health workers who experience physical

violence while on duty in the health service environment is important to ensure the safety and security of health workers in carrying out their duties.

In this context, there are several articles in Law no. 13 of 2003 concerning Manpower which can be used as a legal basis in protecting health workers from physical violence while on duty. These articles include:

- Pasal 87 paragraph (1) and (2) which states that every company is obliged to implement an occupational safety and health management system that is integrated with the company's management system.
- Pasal 86 paragraph (1) and (2) which states that every employer is obliged to guarantee occupational safety and health for their workers, including protecting workers from violence and/or threats that could endanger their safety.

In this case, related parties, including health institutions, the government and related institutions, must fully understand the legal provisions related to legal protection for health workers who experience physical violence while on duty in the health care environment. This is important so that strict law enforcement can be carried out against perpetrators of violence, as well as providing adequate protection and support for victims of violence. In this case, community participation is also very important in preventing physical violence against health workers. The community can help by reporting incidents of violence that have occurred, as well as providing moral support for health workers who are victims of violence. Besides that. This can be done by disseminating information and outreach through the mass media, as well as conducting training for the community on how to behave properly and respect health workers. In order to provide stronger legal protection for health workers, the government may also consider issuing more specific regulations or policies regarding legal protection for health workers who experience physical violence while on duty in the health service environment. This can provide legal certainty and demonstrate the government's commitment to protecting health workers.

- **The role of the Hospital in providing protection for health workers who are exposed to physical violence in carrying out their duties in the hospital.**

The hospital is a place that is the center of health services for the community. In

hospitals, there are various kinds of medical procedures performed by health workers such as doctors, nurses, pharmacists, and so on. However, it is not uncommon for physical violence to occur to health workers who are carrying out their duties at the hospital. Therefore, the role of the hospital in providing protection for health workers who are exposed to physical violence while carrying out their duties at the hospital is very important. Articles related to the role of hospitals in providing protection for health workers who are exposed to physical violence in hospitals can be found in Law no. 36 of 2014 concerning Health.

In Pasal 57 letter (a) Law No. 36 of 2014 concerning Health describes the protection and safety of health workers involved in health services. Hospitals as health institutions must provide protection and security for health workers in carrying out their duties. Hospitals must ensure that health workers are protected from threats of physical and psychological violence while carrying out their duties. Hospitals must carry out risk evaluations and provide appropriate prevention and management measures for physical violence that may occur to health workers. Hospital leadership must provide adequate facilities and infrastructure to prevent physical violence and provide appropriate handling measures if physical violence occurs against health workers⁶. Furthermore, hospitals must educate and train health workers on prevention and handling of physical violence. In addition, hospitals must also coordinate with security forces to provide protection for health workers and prevent physical violence from occurring in hospitals. To follow up on these provisions, the hospital can take several actions including:

1. Hospitals must provide adequate facilities to prevent physical violence such as CCTV, alarms, and security in certain areas.
2. Second, hospitals must conduct outreach and training to health workers regarding measures to prevent and deal with physical violence and what to do if physical violence occurs.

⁶ Dharmawan, I. K. A. (2021). *Tanggung Jawab Hukum Rumah Sakit Dalam Pelayanan Kesehatan. Universitas 17 Agustus 1945 Surabaya*

3. Third, hospitals can cooperate with security forces to improve the security and protection of health workers.

In addition, hospitals can also strengthen measures to prevent physical violence by involving patients and their families. Patients and families must be educated about their rights and obligations while in the hospital and about the impact of physical violence on health workers and the patients themselves. Thus, it is hoped that patients and their families will understand more about the importance of maintaining safety and protection at the hospital and will be more cooperative and respectful of health workers. In conclusion, the role of the hospital in providing protection for health workers who are exposed to physical violence in carrying out their duties in the hospital is very important. Articles relating to the protection and safety of health workers can be found in Law no. 36 of 2014 concerning Health and Law no. 13 of 2003 concerning Employment concerning Occupational Health and Safety of Health Workers. Hospitals must provide adequate protection and security for health workers through risk evaluation, provision of adequate facilities, socialization and training, and collaboration with security forces. In order to strengthen measures to prevent physical violence, patients and their families must also be educated and made to understand more about the importance of maintaining security and protection in hospitals.

- **The role of professional organizations such as IDI in providing protection for health workers who are exposed to physical violence in carrying out their duties.**

Professional organizations such as the Indonesian Doctors Association (IDI) have an important role in providing protection for health workers who are exposed to physical violence in carrying out their duties. This role includes advocacy, education, and oversight of the implementation of policies and regulations related to the safety and protection of health workers. Law No. 29 of 2004 concerning Medical Practice states that professional organizations such as the IDI have a duty to develop medical science and promote medical practice in order to provide quality health services. In addition, professional organizations are also responsible for providing protection and welfare to their members, including in terms of security and protection when carrying out their

duties.

In this case, the IDI can play an important role in providing education and training to doctors on prevention and treatment of physical violence and what to do if physical violence occurs. IDI can also play a role in supervising the implementation of policies and regulations related to the safety and protection of health workers. In addition, IDI can conduct advocacy and lobbying for related parties such as the government, hospital employers, and the community in terms of the protection and safety of health workers. This is done so that policies and regulations relating to the safety and protection of health workers can be implemented properly and effectively.

Apart from Law No. 29 of 2004 concerning Medical Practice, there are also several regulations relating to the safety and protection of health workers, such as Law no. 13 of 2003 concerning Employment concerning Occupational Health and Safety of Health Workers. This regulation provides an obligation for hospital employers to ensure the safety and security of health workers in the workplace. In addition, there are also other regulations related to the safety and protection of health workers in hospitals, such as regulations regarding hospital security and regulations regarding the handling of patients who have the potential to cause violence.

In conclusion, IDI as a professional organization has an important role in providing protection for health workers who are exposed to physical violence while carrying out their duties in hospitals. This role includes advocacy, education, and oversight of the implementation of policies and regulations related to the safety and protection of health workers. In addition, there are several regulations that also emphasize the obligations of hospital employers to ensure the safety and security of health workers in the workplace. With the role of IDI and existing regulations, it is hoped that a safe and conducive work environment can be created for health workers in carrying out their duties in hospitals.

However, it is not only professional organizations and regulations that must be responsible for providing protection for health workers who are exposed to physical violence in hospitals. All parties involved, such as the government, hospital employers and the community, must also play a role in creating a safe and conducive work

environment for health workers. The government needs to enforce the law and provide strict sanctions for perpetrators of physical violence against health workers. Hospital entrepreneurs need to ensure that policies and regulations related to the safety and protection of health workers are implemented properly and effectively. While the community needs to have awareness of the importance of providing support and appreciation to health workers in carrying out their duties at the hospital.

- **The role of the Department of Labor (Disnaker) in providing protection for health workers who are exposed to physical violence in carrying out their duties.**

The role of the Manpower Office in providing protection for health workers who are exposed to physical violence in hospitals is regulated in Law Number 13 of 2003 concerning Manpower. Article 86 paragraph (1) states that every entrepreneur or business organizer is obliged to provide a safe and healthy work environment for the workforce working in his company. The safe and healthy work environment includes protection against physical violence and acts of sexual harassment. In addition, the Manpower Office also provides sanctions for entrepreneurs or business operators who do not fulfill these obligations. Article 194 paragraph (1) states that every entrepreneur or business operator who violates the provisions of Article 86 paragraph (1) and paragraph (2) is subject to administrative sanctions in the form of a written warning, temporary suspension of business activities, and revocation of business license.

In the event that health workers experience physical violence at the hospital, the Manpower Office also has a role in resolving disputes between health workers and employers or business operators. In addition, the Manpower Office also has a role in raising the awareness of employers or business operators to provide protection for health workers who are exposed to physical violence in hospitals. This is done through socialization and counseling activities regarding the rights and obligations of health workers and employers or business operators, as well as actions that can be taken to deal with physical violence in hospitals. In addition, the Manpower Office can also provide legal assistance to health workers who experience physical violence in hospitals

In ensuring protection for health workers who are exposed to physical violence in

hospitals, the Manpower Office also works closely with relevant agencies such as the police, the Health Office, and professional health workers organizations such as the Indonesian Doctors Association (IDI) and the Indonesian Nurses Association (PPNI). This is done to improve coordination in handling cases of physical violence against health workers in hospitals. The Manpower Office can also supervise employers or business operators who do not fulfill their obligations to provide protection for health workers who are exposed to physical violence in hospitals.

Supervision is carried out through field inspections and inspections of companies or businesses that are suspected of violating labor regulations. In addition, the Manpower Office can also provide advice and considerations to employers or business operators in an effort to improve the quality of a safe and healthy work environment for health workers⁷. This is done through consultation and counseling programs regarding occupational safety and health (K3) standards that must be met by employers or business operators. In the event that health workers experience physical violence in health services, the Manpower Office can also facilitate meetings between health workers and employers or business operators to find the best solution in resolving disputes.

This is done through a mediation program implemented by the Manpower Office. In the case of cases of physical violence against health workers at the hospital, the Manpower Office can assist the health workers to report the incident to the police and provide legal protection for the health workers. This is done through a legal assistance program for health workers who are victims of physical violence in hospitals. Overall, the Manpower Office has an important role in providing protection for health workers who are exposed to physical violence in hospitals. Through Law Number 13 of 2003 concerning Manpower, the Manpower Office provides an obligation for employers or business operators to provide a safe and healthy work environment for health workers. Apart from that, the Manpower Office can also conduct outreach, supervise, and provide legal assistance to health workers exposed to physical violence in hospitals. All of these

⁷ Novianti, R., Alawiya, N., & Utami, N. A. T. (2017). Tanggung Jawab Hukum Rumah Sakit Terhadap Pasien Kejadian Sentinel Dalam Pelayanan Kesehatan. *SLR*, 3(4), 567–579.

efforts are made to improve the protection of health workers who play an important role in providing health services to the community.

- **The role of law enforcement institutions such as the police in providing protection to health workers who are exposed to physical violence in carrying out their duties.**

While carrying out their duties at the hospital, health workers often experience physical violence from patients or the patient's emotional family. Such violence can threaten the safety and security of health workers, so protection and support from various parties, including from law enforcement agencies such as the police, is needed. The police have an important role in providing protection for health workers who are exposed to physical violence while carrying out their duties. This role is related to the prevention and handling of acts of violence against health workers. Some of the things that the police do in carrying out this role include:

1. Law enforcement. The police can enforce the law against perpetrators of physical violence against health workers. Perpetrators of violence can be charged with articles in force in Indonesia, such as Article 351 of the Indonesian Criminal Code (KUHP) concerning Persecution, Article 170 of the Criminal Code concerning Serious Torture, or Article 351 paragraph (2) of the Criminal Code concerning Serious Torture with the Use of Firearms .
2. Providing Psychological Support. The police can also provide psychological support to victims of physical violence. Psychological support is provided to help victims overcome the trauma and stress caused by the violence they experienced.
3. Violence Prevention. The police can make efforts to prevent physical violence against health workers. These prevention efforts can be carried out by coordinating with the security unit in the hospital to always be alert if violent behavior occurs against health workers in the hospital.

In providing protection for health workers exposed to physical violence in hospitals, the police refer to several articles that apply in Indonesia, including:

1. Pasal 351 of the Criminal Code concerning Persecution. Pasal 351 of the Criminal Code states that anyone who deliberately abuses another person is punishable by a maximum imprisonment of two years and eight months.
2. Pasal 170 of the Criminal Code concerning Serious Torture. Article 170 of the Criminal Code states that anyone who deliberately abuses another person resulting in serious injury, is punishable by a maximum imprisonment of five years.
3. Article 351 paragraph (2) of the Criminal Code concerning Serious Torture with the Use of Weapons. Article 351 paragraph (2) of the Criminal Code states that anyone who deliberately abuses another person resulting in serious injury and uses a firearm or other device that can be dangerous, is punishable by a maximum imprisonment of fifteen years.

In addition, there are several other laws and regulations concerning the protection of health workers: Law Number 36 of 2014 concerning Health Workers. This law regulates the rights and obligations of health workers, including the right to receive protection and security when carrying out their duties.

The protection of health workers who are exposed to physical violence in hospitals is the shared responsibility of various parties, including law enforcement agencies such as the police. With the support from various parties, it is hoped that health workers can carry out their duties safely and calmly, and provide the best health services for the community.

CONCLUSION

In conclusion, legal protection for health workers who experience physical violence while on duty in the health service environment is very important and must be given strictly. There are several articles in Law no. 13 of 2003 concerning Manpower which can be used as a legal basis in protecting health workers from physical violence while on duty. However, to ensure stronger legal protection, there is a need for collaborative efforts from all parties, including health institutions, the government, related institutions, health workers, and the community.

With these collaborative efforts, it is hoped that a safe and comfortable health service environment for health workers will be created, so that they can provide optimal health services to the community. This problem is not only the responsibility of one party, but must be the common concern of all parties involved.

Legal protection must be given firmly and consistently, and there is a need for education and socialization regarding the importance of respecting health workers who are on duty in the health service environment. To optimize legal protection for health workers, the government needs to issue more specific policies or regulations regarding legal protection for health workers who experience physical violence while on duty. In addition, health institutions need to ensure a safe and comfortable work environment for health workers, including ensuring the availability of adequate equipment and facilities to prevent physical violence. When health workers work in a safe and comfortable environment, they can provide better health services to the community.

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