

Gender-Based Segregation and Sexual Harassment Policies in Transjakarta: A Q Methodology Study

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Abstract. As the backbone of the metropolitan citizen's mobility activities, public transport should have been a safe space from sexual harassment. Despite efforts like gender-based segregation in the form of "Women-Only Space" have been implemented, harassment remains prevalent, which suggests the current measures are ineffective. With the evolving understanding of gender and the acts of sexual harassment, further research of related policy becomes crucial. This study examines the implementation of the "Women-Only Space" and other harassment interventions on Transjakarta, using public perception to evaluate their capabilities against harassment. Through Q Methodology analysis and expert interviews, the research highlights three key issues: ambiguity in defining sexual harassment behaviors, institutional failures in raising collective awareness of sexual harassment, and limited protection scope of "Women-Only Space". The final part also underscores the need for innovation and policy improvements to prevail over the long-term war against sexual harassment in public transportation.

Keywords: Gender-Based Segregation, Public Perception, Q Methodology, Sexual Harassment, Transjakarta

1. Introduction

Public transportation acts as a bridge between daily activities undertaken by individuals from one place and other locations. Thus, the existence of safe and comfortable public transportation is a right for all citizens. As the capital city of Indonesia, Jakarta has been doing well in providing various modes of transportation throughout the city and its surrounding areas. Unfortunately, even in Jakarta, the vision of public transportation as a space completely safe from criminal acts still feels like a distant dream away, especially regarding the cases of sexual harassment. Although the official reports of sexual harassment can be counted by fingers, the actual condition is likely worse than recorded due to the unreported incidents resulting from lack of eyewitnesses and evidences [29]. Like the saying goes, “Just because something is invisible does not mean it is not there,” sexual harassment continues to haunt the passengers.

The longest-running mass transit system in Jakarta is Transjakarta, an extensive Bus Rapid Transit (BRT) network that spreads throughout the metropolitan area of Jabodetabek. And as an effort to conquer against sexual harassment, Transjakarta has been implementing gender-based segregation in the form of “Women-Only Space” since 2010. Each Transjakarta bus unit has a dedicated space only for women passengers at the front of the bus, which occupy around 40-50% of the whole space. Moreover, since 2021, they also started to operate Pink Bus, a road-based transportation mode allocated only for women [30]. Yet, even until now, there has been no comprehensive review regarding the impact of those initiatives to the probability of sexual harassment incidents and other aspects.

Sexual harassment is a complex issue that should be comprehended beyond the conservative perspective of gender-sensitive problems. Historically, various stereotypes and norms have led to the perception that women are weaker than men [23, 28]. In the context of sexual harassment, women are always defined as the primary victims and men as the perpetrators. However, with the evolving definition of gender as a social identity and the various forms of sexual assaults have changed the understanding of these incidents. Regardless of gender, age, race, religion, economic condition, or any other identity, everyone can be a victim of sexual harassment. Then, it complicates the presence of gender-segregated spaces like “Women-Only Space” in Transjakarta as they give an exclusive impression of a certain gender and potentially worsen gender stereotypes in the long-term [20].

Therefore, there is a need for evaluation and new innovations regarding the forms of interventions that PT Transjakarta can implement to prevent sexual harassment in their area of jurisdiction [8]. “Women-Only Space” cannot be prolonged as the main intervention for sexual harassment as they leave rooms of vulnerability to those who are not protected by them. Public transportation, as a public space, should be encouraged as a safe and inclusive space for all layers of society, unrestricted by any group or identity. With that consideration, public perception shall be used as a consideration in evaluating and formulating strategic steps to enhance the effectiveness of sexual harassment interventions in Transjakarta, since the general public are the ones who experience them in their daily mobility.

2. Theories And Literature Review

Based on various legal definition of sexual harassment, from UN WOMEN to Indonesian Law Number 12/2022 on Sexual Violence Crimes, sexual harassment is described as a form of aggression sexually that usually based on power differences. It can occur anywhere, from the smallest private settings like home to public spaces, and this includes public transportation where it haunts the passengers both inside the transportation modes and at stops such as bus shelters or train stations. Numerous studies worldwide have shown that sexual harassment in public transportation is still a common occurrence, not limited to any specific culture or region [12, 15, 22]. In a study conducted in San Jose, USA [1], about 63% of respondents reported

experiencing harassment while using public transportation, whether it is physical, verbal, or non-verbal.

Additionally, the United Nations stated that in third-world countries, this figure potentially be higher based on their 2020 research. For instance, in Mexico, 64% of women reported experiencing sexual harassment in public transportation. And in the context of Indonesia, according to the Public Space Harassment Survey (2019) conducted by the Safe Public Space Coalition (*Koalisi Ruang Publik Aman*), women are thirteen times more likely than men to experience harassment in public spaces. The most common forms of harassment reported by the victims are verbal, including comments on appearance, racist remarks, sexual-related flirts, whistling, kissing sounds, and even car honks. Furthermore, the survey also found that the most vulnerable locations for harassment are public streets (33%) and public transportation including stops (19%). This needs to be highlighted since both pedestrians and the transportation themselves are part of the urban mobility network. And among the various modes of transportation, sexual harassment occurs most frequently in buses (36%), twice as much as those happened in commuter trains, which hold a percentage of 18%. It shows that Transjakarta, being the most extensive road-based transportation of Jakarta, contains potential risks for sexual harassment to occur.

Numerous statistics have pointed out that this problem needs the attention of stakeholders as the public continues to be threatened by it. “Women-Only Space” in Transjakarta is indeed a crucial effort against sexual harassment, as it aligns with a research that shows sexual harassment cases in public transportation can be prevented by mediating gender interactions through spatial design, but it should not be the only alternative available for fulfillment [7, 9, 11]. The arrangement of seating and its height, the positioning of poles and standing areas, as well as layout of corners within public transportation spaces all have significant impact on user experience, particularly in the context of their interactions with different genders [17].

Various studies have been conducted world widely regarding the consequences of gender-based segregation in public transportation. In Malaysia, research was conducted on user’s perception of security and convenience of Women-Only Passenger Cars for commuter trains. Turns out, the public thinks that it is an effective solution to provide safe space for passengers from sexual harassment [2]. However, the same conclusion was not derived from a study in Tokyo and Kanagawa, Japan [19]. Two thirds of women passengers wholeheartedly agree with the policy, yet they also admit to seldom using those segregated cars as it is more inconvenient to spend more time waiting for them since the “Women-Only Passenger Cars” have too little space compared to the regular ones. Furthermore, they thought that this policy indirectly increases the risk of sexual harassment for women on the regular trains because it makes them seem to be “less-exclusive”.

From both case studies, they shows that further assessment on the accuracy of gender-based segregation policies in preventing sexual harassment, especially if the allocation of space only focuses on a certain gender [13, 18]. Considering the complexity and sensitivity of this issue, public perception can be used as a bottom-up approach in evaluating the policy [16, 26]. Experts and stakeholders who make decisions should not automatically be considered as the most knowledgeable regarding the issue. Rather, those who experience the problem are the ones who are most aware [10, 25]. This claim aligns with the fact that the general public gets directly affected by a social phenomenon such as sexual harassment. By thoroughly examining public perception, it aims to accurately identify the shortcomings faced in implementing the “Women-Only Space” and other sexual harassment interventions in public transportation, along with potential alternatives that can be applied to enhance and fill those gaps.

3. Research Methods

To analyze and make synthesis out of public perception, this research will use a mixed-statistical approach called Q Methodology. This method was introduced by William Stephenson, a psychologist and physicist from Oxford, to capture perspectives, ideas, and

opinions from various related actors, which are then synthesized into structured conclusions and the perceptions of those actors can be further studied [5]. And since sexual harassment is a sensitive topic, a specifically designed approach in collecting respondents from the general public should be considered [4]. In lieu of that, Q Methodology has been used in numerous journals related to sensitive topics such as sexuality and harassment, thus making it suitable for this research [3, 6, 14].

Studies using the Q Methodology begin with identifying a concourse, a collection of statements related to the issue being discussed (Table 1). These statements can be derived from literature studies, interviews, news, observations, or even personal interpretations from the writers. Each Q-statement represents an individual's opinion. In this research, there are 24 final Q-statements that have been filtered from all collected concourses.

Table 1. List of Q-Statements Used in This Research

Num.	Statements
1	Sexual harassment does not only occur between men and women but also between men and men, women and women, and even women and men.
2	Public awareness of sexual harassment is still low.
3	The legal definition of sexual harassment is insufficient.
4	Forms of sexual harassment are highly diverse.
5	Victims tend to be afraid in confronting the perpetrators of sexual harassment.
6	Passengers during peak hours are prone to be sexually harassed.
7	Passengers do not care enough to protect each other in the instance of sexual harassment.
8	The issue of sexual harassment has only recently gained the attention of the general public.
9	Many instances of sexual harassment in public transportation went unreported.
10	Marginalized groups are more at risk of becoming victims of sexual harassment.
11	The number of CCTV cameras in Transjakarta is inadequate.
12	Sexual harassment also happens in supporting facilities such as bus stops and pedestrian bridge.
13	There is a lack of effective public service messages regarding sexual harassment
14	The procedures for reporting sexual harassment are unclear.
15	No NGOs currently focused specifically on sexual harassment issues in public transportation
16	There is no specific officers for sexual harassment intervention in Transjakarta
17	Awareness related to sexual harassment among Transjakarta field officers remains inadequate.
18	The number of security personnel at Transjakarta remains inadequate.
19	The capacity of Women-Only Spaces is very limited.
20	Women tend to feel safer in the Women-Only Space.
21	There are other genders that enter or pass through the Women-Only Space.
22	Sexual harassment occurs even among passengers in the Women-Only Space.
23	The "Women-Only Space" does not prevent verbal harassment.
24	The "Women-Only Space" does not resolve the root causes of sexual harassment in public transportation.

Source: Analysis Result, 2024

Next, the actors or respondents of the study, called Q-participants, are gathered randomly. Q-participants usually consist of individuals or groups with different backgrounds to represent a range of perspectives. This study uses the convenience sampling method to gather Q-participants [21], using various social media channels such as LINE Broadcast Message and Instagram Story to engage potential respondents with the research (Figure 1). The selected

actors then perform Q-sorting, which involves expressing their opinions on the Q-statements by grading them from what they find the most relevant to least relevant in accordance to the issue at hand. The responses from each actor will be processed using factor and correlation analysis to identify patterns in how people associate certain opinions, which are then further interpreted based on the resulting factors.



Figure 1. Posters for gathering respondents
Source: Research Archive, 2024

Lastly, interviews were conducted with experts or practitioners in the discipline related to the issue being discussed. For this research, there were three interviews done with a specialist in gender justice, a professional in sustainable urban planning, and a representative of Transjakarta themselves. The purpose of these interviews were to validate the findings from the analysis and to further explore alternative perspectives that may differ from those given by the respondents [24, 27]. These broader perspectives can also serve as stronger arguments to support the Q Methodology analysis, which utilized convenience sampling in gathering the data, thereby allowing the whole synthesis to become more generalized.

All of the processes mentioned above were done in the period of June 2023 to January 2024, and were conducted sequentially from generating Q-statements to interviews.

4. Results And Discussion

As previously explained, the second phase of Q-sorting required respondents to rank each Q-statement from least relevant to the most relevant in the context of sexual harassment in Transjakarta. The ranking should then be aligned according to the Q-sorting distribution table. Based on the responses of the respondents, the analysis produced three types of subjective perceptions category regarding sexual harassment and the existing “Women-Only Space” in Transjakarta. Among the 22 Q-actors, 10 respondents were categorized under the first type, while the second and third types each comprised 6 respondents. Respondents with the highest dominant factor weight in each type were considered as the ideal representation of their respective types, defining clear differences between each type. The distribution of respondents across these three types can be observed in the following Table 2.

Table 2. Respondent within Each Type

Type	Respondent Code	Factor Weight	Gender	Safety Perception
Factor I (n=10)	TA4	0.8450	Female	3
	TA13	0.6421	Male	4
	TA9	0.5733	Female	3
	TA5	0.5643	Male	5
	TA11	0.5509	Female	3
	TA18	0.4374	Female	4
	TA15	0.3770	Male	5
	TA14	0.2300	Male	3
	TA12	0.4177	Female	4
	TA21	0.5451	Female	3
Factor II (n=6)	TA20	0.6376	Male	5
	TA2	0.5930	Female	2
	TA22	0.5599	Female	3
	TA8	0.4759	Female	4
	TA1	0.3399	Female	4
	TA16	0.3221	Female	3
Factor III (n=6)	TA6	0.8385	Male	5
	TA7	0.6567	Male	4
	TA3	0.5888	Non-binary	5
	TA17	0.3907	Female	2
	TA19	0.2201	Male	5
	TA10	0.4170	Female	3

Source: Analysis Result, 2024

Each of the respondent perception types shown above represents three significant factors within the Q methodology model derived from this study. These three factors collectively explain 64.78% of the variance, with each factor accounting for 21.90%, 22.20%, and 20.68% respectively (Table 3). However, the correlation between Factor I and Factor III is negative, indicating that these two are in opposition to one another. Additionally, the correlation between Factor II and Factor III is relatively low, suggesting that they might not be closely related. Thus, the result proposes the possibility that Factor I and Factor II explains each other, while Factor III provides a contrasting explanation to the other two factors.

Table 3. Variance

Variable		Factor I	Factor II	Factor III
Eigenvalue		3.7234	2.6634	1.6546
Variance (%)		21.90%	22.20%	20.68%
Cumulative		21.90%	44.10%	64.78%
Correlation	Factor I	1	0.3383	-0.1298
	Factor II	0.3383	1	0.0972
	Factor III	-0.1298	0.0972	1

Source: Analysis Result, 2024

Subsequently, the analysis also examined the distribution of Q-statements across each derived factor, which can be seen in Table 4 below. Three statements emerged as consensus: “9. Many instances of sexual harassment in public transportation went unreported” ($Z = 1.31$), “17. Awareness related to sexual harassment among Transjakarta field officers remains inadequate” ($Z = -0.82$), and “24. The “Women-Only Space” does not resolve the root causes of sexual harassment in public transportation” ($Z = 0.12$). This consensus signifies a shared perspective among all respondents towards these statements, indicating that they do not

represent any specific factor. The high positive Z-score associated with statement 9 suggests a strong agreement among respondents regarding its relevance to the issue. Conversely, the low negative Z-score for statement 17 implies that respondents perceive it as less relevant. For statement 24, the positive yet relatively low Z-score indicates that respondents consider it as somewhat relevant, but not significantly impactful on the discussed issue.

Table 4. Distributions of Q-Statements for Each Factor with the Highest Z-Score and Differences

Factor	Q-Statements	Z-Score	Avg.	Diff.	Avg. Z-Score
Con.	9. Many instances of sexual harassment in public transportation went unreported.				1.31
	17. Awareness related to sexual harassment among Transjakarta field officers remains inadequate.				-0.82
	24. The “Women-Only Space” does not resolve the root causes of sexual harassment in public transportation.				0.12
I	8. The issue of sexual harassment has only recently gained the attention of the general public.	0.19	-1.09	1.28	
	3. The legal definition of sexual harassment is insufficient.	0.92	0.02	0.90	
	1. Sexual harassment does not only occur between men and women, but also between men and men, women and women, and even women and men.	1.08	0.40	0.68	
	4. Forms of sexual harassment are highly diverse.	1.54	0.89	0.65	
	22. Sexual harassment occurs even among passengers in the Women-Only Space.	-1.18	-0.34	-0.84	
	5. Victims tend to be afraid in confronting the perpetrators of sexual harassment.	-1.88	0.24	-2.12	
II	14. The procedures for reporting sexual harassment are unclear.	1.00	-0.03	1.03	
	16. There is no specific officers for sexual harassment intervention in Transjakarta	1.00	0.01	0.99	
	20. Women tend to feel safer in the Women-Only Space.	-1.20	-0.15	-1.05	
	7. Passengers does not care enough to protect each other in the instance of sexual harassment.	-1.62	-0.53	-1.09	
	10. Marginalized groups are more at risk of becoming victims of sexual harassment.	-1.58	-0.25	-1.33	
III	7. Passengers does not care enough to protect each other in the instance of sexual harassment.	0.97	-0.53	1.50	
	5. Victims tend to be afraid in confronting the perpetrators of sexual harassment.	1.72	0.24	1.48	
	21. There are other genders that enter or pass through the Women-Only Space.	0.19	-0.85	1.04	

19. The capacity of Women-Only Spaces is very limited.	1.04	0.14	0.90
12. Sexual harassment also happens in supporting facilities such as bus stops and pedestrian bridge.	1.41	0.61	0.80
13. There is a lack of effective public service messages regarding sexual harassment	-1.23	-0.64	-0.59
11. The number of CCTV cameras in Transjakarta is inadequate.	-1.42	-0.54	-0.88
3. The definition of sexual harassment is legally insufficient.	-0.95	0.02	-0.97
14. The procedures for reporting sexual harassment are unclear.	-1.23	-0.03	-1.20
2. Public awareness on sexual harassment is still low.	-1.16	0.86	-2.02

Source: Analysis Result, 2024

Finally, a comprehensive analysis was conducted on each summary table of the results presented above. Each type of respondent perception was characterized based on the pattern of Q-statement arrangements and the background information of respondents, which showed significant relationships in the previous analysis. The variable reviewed include the Z-score (with higher values indicating the relevance of a Q-statement according to respondents), the Z-score deviation from the mean (where a deviation of > 1 or < -1 indicates that the Q-statement is a distinctive feature of the related factor), and the factor weight.

4.1. Factor I: Ambiguity in Defining Sexual Harassment

There are 6 female respondents and 4 male respondents classified under Factor I, whose perception of safety from sexual harassment on Transjakarta tends to be relatively secure. The statements considered to be the most relevant for this type are: "Forms of sexual harassment are highly diverse" ($Z = 1.54$) and "Sexual harassment does not only occur between men and women, but also between men and men, women and women, or even women and men" ($Z = 1.08$). In contrast, the statements deemed to be irrelevant are "Victims tend to be afraid in confronting the perpetrators of sexual harassment" ($Z = -1.88$) and "Sexual harassment occurs even among passengers in the Women-Only Space" ($Z = -1.18$). The statement "Victims tend to be afraid in confronting the perpetrators of sexual harassment" also has a high Z-score deviation (-2.12), indicating that this statement represents the Factor I perceptions, along with "The issue of sexual harassment has only recently gained the attention of the general public" (Deviation = 1.28).

The respondent coded with TA4, who has the highest factor weight in Factor I, is a female respondent that feels safe enough from sexual harassment (scoring 3 out of 5) when using Transjakarta. The statements this respondent find as the most relevant are "Public awareness on sexual harassment is still low" and "Many instances of sexual harassment in public transportation went unreported." Conversely, the statements deemed as relevant are "Victims tend to be afraid in confronting the perpetrators of sexual harassment" and "There are other genders that enter or pass through the Women-Only Space." Thus, it can be concluded that Factor I perceptions tend to focus on the fundamental context of sexual harassment itself. The concerns of respondents in Factor I are that sexual harassment on Transjakarta will be difficult to prevent due to definitive reasons, such as the increasing various acts of sexual harassment, the fact that sexual harassment is a threat for anyone regardless of gender, and the low level of public awareness regarding the matter itself as it is only recently becoming a topic of concern.

4.2. Factor II: Institutionalization in the Creation of Safe Public Spaces

There are 5 male respondents and 1 female respondent categorized under Factor II, with the female respondent actually utters her feeling of being unsafe from sexual harassment while using Transjakarta. The statements with the highest relevance in Factor II are “The procedures for reporting sexual harassment are unclear” ($Z = 1.00$) and “There is no group of officers that specifically responsible for handling sexual harassment cases in Transjakarta” ($Z = 1.00$). Both statements also show relatively high deviation values (1.03 and 0.99, respectively), consequently represent Factor II perceptions. On the other hand, the statements with the lowest relevance are “Passengers does not care enough to protect each other in the instance of sexual harassment” ($Z = -1.62$), “Marginalized groups are more at risk of becoming victims of sexual harassment” ($Z = -1.58$), and “Women tend to feel safer in the Women-Only Space” ($Z = -1.20$). Each of these statements also has high deviation values (over -1), making them suitable to represent Factor II as well.

The respondent with TA20 code, who has the highest factor weight in Factor II, is one of the male respondents who feels very safe from sexual harassment on Transjakarta (scoring 5 out of 5). The statements considered to be the most relevant by this respondent are: “Sexual harassment does not only occur between men and women, but also between men and men, women and women, or even women and men” and “Public awareness on sexual harassment is still low.” Opposingly, the least relevant statements are: “Passengers does not care enough to protect each other in the instance of sexual harassment” and “The issue of sexual harassment has only recently gained the attention of the general public.”

From these points, it can be concluded that Factor II perceptions aim to explain that the continuous sexual harassment occurrence in Transjakarta is due to the lack of active intervention by the public transportation service provider in generating a safe environment. Factor II respondents believe that the unclear procedures for reporting sexual harassment and the absence of special task officer group (SATGAS) to handle sexual harassment incidents in Transjakarta are the root causes of this ongoing issue. This view is further supported by the opinion that passenger’s apathy, marginalized groups, and the existence of Women-Only Space are not directly relevant to the efforts of preventing sexual harassment.

4.3. Factor III: Women-Only Spaces and Their Limitations

There are 2 female respondents, 3 male respondents, and a respondent that does not want to be categorized as both. One of the female respondents revealed that she still feels unsafe from sexual harassment on Transjakarta (scoring 2 out of 5). Factor III perceptions represent the factor with the most significant statements compared to the other types. The statements considered to be the most relevant are: “Victims tend to be afraid in confronting the perpetrators of sexual harassment” ($Z = 1.72$), “Sexual harassment also happens in supporting facilities such as bus stops and pedestrian bridge” ($Z = 1.41$), and “The capacity of Women-Only Spaces is very limited” ($Z = 1.04$). Contrariwise, the statements deemed to be less relevant are: “The number of CCTV cameras in Transjakarta is inadequate” ($Z = -1.42$), “The procedures for reporting sexual harassment are unclear” ($Z = -1.23$), “Public service messages about sexual harassment are still lacking” ($Z = -1.23$), and “Public awareness on sexual harassment is still low” ($Z = -1.16$). Regarding the distinctive characteristics of Factor III, the representative statements are: “Passengers does not care enough to protect each other in the instance of sexual harassment” (Deviation = 1.50), “Victims tend to be afraid in confronting the perpetrators of sexual harassment” (Deviation = 1.48), “There are other genders that enter or pass through the Women-Only Space” (Deviation = 1.04), “Public awareness on sexual harassment is still low” (Deviation = -2.02), and “The procedures for reporting sexual harassment are unclear” (Deviation = -1.20).

The highest factor weight in Factor III is respondent with code TA6, who is a male respondent that feels very safe from sexual harassment on Transjakarta (scoring 5 out of 5). The statements he considers as the most relevant are: “Victims tend to be afraid in confronting the perpetrators of sexual harassment” and “Passengers during peak hours are prone to be sexually harassed.” In contrast, he deems these statements to be irrelevant to the issue: “The issue of

sexual harassment has only recently gained the attention of the general public” and “The number of CCTV cameras in Transjakarta is inadequate.”

It can be derived that Factor III perceptions support sexual harassment interventions by limiting the interactions between different genders through the presence of “Women-Only Space”. They highly think of the possibility that victims may not dare to confront the perpetrators in the instance of sexual harassment, and their fellow passengers may not sufficiently concerned when such incidents happen. However, Factor III respondents also highlight the concern of wider scopes that the “Women-Only Space” cannot effectively intervene, such as the limited capacity and reach, which makes “Women-Only Space” unable to protect female passengers on the regular area and those outside of the bus.

4.4. Alternative Strategy Recommendations to Intervene Sexual Harassment in Transjakarta

The result from Q methodology analysis has signified the complexity of sexual harassment issue in Transjakarta, making it an ill-structured problem as the instances of it happening are being influenced by multiple stakeholders and factors. Being the dominant mode of transportation in the Greater Jakarta Area, Transjakarta still fails to create a safe space free from sexual harassment, which indirectly influence public’s interest in using public transportation. Given the extensive and densely populated demographic landscape of Jakarta, a significant part of the day is spent by the citizens in public transit between their daily activities. Thus, the risk of becoming a victim of sexual harassment naturally increases with the prolonged time spent in public transport without any security guarantee. This once again underscores the urgency of addressing the problem, which requires more than just restricting gender interactions through space segregation.

Hence, to further develop the Q methodology findings into alternative recommendations, interviews with experts in this field were conducted to gather their responses toward the issue and analysis results. The experts interviewed for this study included the Head of Operation Services Department of Transjakarta, the Inclusive Planning Expert of ITDP Indonesia, and the Gender and Violence Specialist of HIVOS Foundation. The interviews yielded several innovative alternatives to be applied and possibly enhance the “Women-Only Space” and other interventions of sexual harassment in Transjakarta.

4.5. Minimizing Blind Spots in Buses, Stops, and Pedestrian Bridges

Similar to other criminal activities, sexual harassment is more likely to happen in areas that are not visible to supervision, commonly referred as blind spots. Nighttime naturally has a higher number of blind spots due to poor lighting, especially in desolated bus stops and pedestrian bridges. Maintaining a good lighting system to expand transparency can potentially raise the possibility of witnesses, thereby reducing the likelihood of harassment risks. Moreover, during rush hours and other crowded conditions, the number of blind spots will be increased as the rising density of passengers easily distracts the attention of security personnel. Therefore, CCTV cameras need to be installed in all buses and stops as they can assist in monitoring areas beyond the reach of Transjakarta officers. Additionally, they also help in collecting physical evidence that can support the report coming from victims.

4.6. Improvement on Operational and Physical Integration of Multimodal Transit

As a road-based public transit, Transjakarta is significantly influenced by road conditions, leading to a more dynamic travel time compared to rail-based public transport. Delays are bound to happen, resulting in the buses arriving later than estimated. This technically disrupts passenger flow, especially during peak hours, and indirectly affects the duration of passenger’s mobility. Adjusting the operational schedules and matching the needs for more buses are necessary to ensure the punctuality of Transjakarta services, thus reducing the time a passenger

spends outside their safe space. Furthermore, given that many Jakarta citizens remain active during the night, it is crucial to provide security during vulnerable late-night hours, as these times carry a higher risk of sexual harassment.

In addition, there is also a need to enhance the procedure of reporting sexual harassment incidents. Transjakarta should start considering that potential victims are not just healthy women, but there are other vulnerable groups such as the elderly and disabled. Sexual harassment reporting system must account the presence of them to ensure greater inclusivity. For example, by establishing a reporting channel via video call, which will significantly assist passengers with hearing or speaking deficiency.

4.7. Intensification of Training Regarding Sexual Harassment Intervention for Field and Customer Service Officers

Training of field and customer service officers is an effort to improve collective awareness regarding sexual harassment. This also to make sure that the staffs know how to properly become the mediator in the instances of sexual harassment, as this approach is focusing on ensuring the initial responses to incidents are managed effectively. Once the majority of the officers have completed this training, they can be deployed across all Transjakarta bus stops, preventing further harm to more passengers.

4.8. Intensification of Anti-Sexual Harassment Campaigns and Public Information Dissemination

As the main provider, Transjakarta bears the responsibility to participate in improving public awareness regarding sexual harassment. There is a critical need to intensify the amount and variety of anti-harassment campaigns. Collaborations with organizations focusing on gender equality and justice issues should also be strengthened. Additionally, the frequency of information dissemination through social media should be increased. Educating the general public shall be considered as a long-term investment, aiming at fostering a greater number of active bystanders among the passengers.

4.9. Engagement of Street Vendors (PKL) and Locals around Supporting Facilities as Informal Inspectors

To further support the effort of enhancing capabilities of formal field officers, Transjakarta should start to utilize the presence of street vendors and other locals residing near Transjakarta facilities. They have the highest potential to serve as informal officers that oversight incidents of sexual harassment. Transjakarta can start by providing socialization and training on handling harassment incidents. In other words, they will be able to become an extension of Transjakarta's monitoring system, as these ordinary locals are likely to be the first witnesses if an incident of sexual harassment occurs at the supporting facilities.

5. Conclusion

Sexual harassment in Transjakarta has been identified for over a decade, shown by the implementation of "Women-Only Space" as a response to this problem. However, these intervention efforts have remained relatively static until now. The analysis results showed three factors that caused the lack of comprehensive intervention, which are the ambiguous definition of sexual harassment, institutional failure in realizing public awareness, and the limitation of "Women-Only Space". In addition, there still exist a prevalent misconception in Indonesia, where people generally think that sexual harassment only occurs when men are the perpetrators with women as their victims. This can be seen by how the implemented interventions (and Q-

statements gathered in this research) tend to be more focused on protecting prospective victims, rather than ensuring there are no potential perpetrators. More effective intervention shall start targeting the perpetrators, as the desire to commit harassment is not something that should be passively normalized.

The stagnation of new innovations is a worrying condition that should not be allowed to happen. Transitioning from these normalized paradigms is a lengthy process. Transjakarta needs the support from other institutions, particularly those working in gender equality and sustainable transportation. Nevertheless, Transjakarta can become an initiator in making a safe space from sexual harassment, starting with performing their role well as a key stakeholder. Transjakarta is not merely a public transportation provider, but also an entity responsible for achieving the vision of harassment-free daily mobility. They are part of a bigger dream and a larger coalition, which highly aims to manifest public transit as a space free from sexual harassment thoroughly.

Future Research For Gender Studies in Urban Planning

Based on this research, it is highly recommended to conduct more studies on how urban planning can both influence and be influenced by various gender dynamics and related social issues, for instance, sexual harassment. This research demonstrates a close relationship between planning and policy-making with intersectional studies, despite the limitations of time and scope. Urban planning should advance beyond previously established boundaries and address social phenomena that are often considered taboo through contemporary approaches. Such advancements will enhance the sensitivity of urban planners in resolving diverse social issues, which arise more with the aging of human civilization.

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