



**Neglect of Street Vendors (PKL) Towards the Jayapura City Government
Regulations on Public Order During the Covid-19 Pandemic**

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ABSTRACT

This study examines the neglect of street vendors (PKL) in adhering to the Jayapura City Government's regulations on public order during the Covid-19 pandemic. The research highlights the challenges faced by the government in enforcing public order rules and the underlying factors contributing to the non-compliance of PKL. Using a qualitative approach, data was gathered through interviews, observations, and documentation involving street vendors, local authorities, and community representatives. The findings reveal that the neglect stems from economic pressures, lack of awareness, and inadequate socialization of the regulations. Many street vendors prioritized their livelihood over compliance with public order measures, exacerbating public health risks during the pandemic. The study also identifies gaps in the government's strategies, including insufficient enforcement and the absence of alternative solutions for the affected vendors. Recommendations are provided to enhance regulatory compliance, including improved communication, provision of economic support, and collaboration with community leaders to ensure public order while safeguarding livelihoods. This research contributes to understanding the dynamics of policy compliance among vulnerable groups during crises and offers insights for policymakers in similar contexts.

Keywords:

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Introduction

The Covid-19 pandemic has posed unprecedented challenges to societies worldwide, disrupting economies, public health systems, and social norms. In Indonesia, the pandemic necessitated the implementation of strict public health measures to curb the virus's spread. These measures included social distancing, mask mandates, and restrictions on public gatherings, often accompanied by local government regulations to ensure public order. In Jayapura City, such regulations aimed at maintaining public order were especially critical, given the dense population and active street vendor economy. However, the response of street vendors (PKL) to these regulations often presented significant challenges, particularly their non-compliance or neglect of these rules during the pandemic.¹

Street vendors play a vital role in the informal economy, providing essential goods and services at affordable prices to the local population. Despite their contributions to the economy, they often operate on the margins of legality, frequently clashing with urban policies and public order regulations. In Jayapura City, street vendors have long been a contentious issue, as their activities can obstruct pedestrian pathways, disrupt traffic, and create sanitation concerns. The Covid-19 pandemic exacerbated these tensions, as the local government sought to balance public health priorities with the livelihoods of street vendors. Regulations such as designated operating zones, restrictions on operating hours, and mandates for physical distancing were introduced, but adherence to these rules remained inconsistent among street vendors.²

The neglect of street vendors towards these regulations can be attributed to several factors. Economic pressures emerged as a primary concern, as the pandemic significantly reduced consumer spending and disrupted supply chains. For many street vendors, adhering to restrictions on operating hours or location meant losing critical income, making survival a more immediate priority than compliance with regulations. Additionally, the lack of awareness or understanding of the regulations contributed to non-compliance. Many vendors, particularly those with limited education, struggled to comprehend the rules or their rationale, perceiving them as obstacles rather than protective measures.

Furthermore, the government's enforcement of regulations faced criticism for its perceived inconsistency and lack of sensitivity towards the challenges faced by street vendors. Reports of confrontations between vendors and enforcement officers highlighted the tensions between public order and the economic realities of the informal sector. The absence of effective communication and socialization of the regulations further

¹ Hamit Can, *Review for "Public Perceptions and Attitudes towards Wages for Essential Frontline Workers during the COVID-19 Pandemic"* (Emerald, 2024), <https://doi.org/10.1108/ijse-03-2024-0222/v2/review1>.

² Hamit Can, *Review for "Public Perceptions and Attitudes towards Wages for Essential Frontline Workers during the COVID-19 Pandemic"* (Emerald, 2024), <https://doi.org/10.1108/ijse-03-2024-0222/v1/review1>.

compounded the issue, leaving many vendors feeling excluded from the decision-making process.

This study explores the neglect of street vendors in adhering to the Jayapura City Government's public order regulations during the Covid-19 pandemic. By examining the underlying causes of non-compliance and the challenges faced by both vendors and local authorities, the research seeks to provide a comprehensive understanding of the issue. It also highlights the need for inclusive policymaking that considers the unique circumstances of vulnerable populations, particularly during crises.³

The significance of this research lies in its potential to inform better policy interventions that balance public health priorities with economic resilience. The neglect of public order regulations not only poses risks to public health but also undermines the effectiveness of government policies during emergencies. Understanding the factors that drive non-compliance among street vendors can help identify strategies to improve regulatory adherence while supporting their livelihoods.

This paper is organized as follows. The introduction provides an overview of the issue, the research focus, and its significance. The subsequent sections detail the research methodology, including data collection and analysis methods. The findings section presents the key results of the study, followed by a discussion of their implications for policy and practice. Finally, the conclusion offers recommendations for improving regulatory compliance and supporting street vendors in similar contexts.

By addressing the neglect of public order regulations by street vendors during the Covid-19 pandemic, this research contributes to broader discussions on the role of informal economies in urban governance and crisis management. The findings underscore the importance of inclusive and adaptive policies that prioritize both public welfare and economic sustainability, ensuring that vulnerable groups are not left behind in the pursuit of public health objectives.

Methodology

This study employs a qualitative research approach to explore the neglect of street vendors (PKL) in adhering to the Jayapura City Government's regulations on public order during the Covid-19 pandemic. The qualitative method is chosen to provide an in-depth understanding of the social, economic, and cultural factors influencing the behavior of street vendors and their interaction with government regulations. Data collection was carried out using multiple techniques, including in-depth interviews, observations, and documentation. In-depth interviews were conducted with key stakeholders, including street vendors, local government officials, and community leaders, to gather diverse perspectives on the issue. Observations were carried out in various areas where street

³ Mylene Icamina Maravilla, "COVID-19 Survivors Philippines: Towards the Promotion of Public Health during the COVID-19 Pandemic," *Journal of Public Health* 43, no. 3 (2021), <https://doi.org/10.1093/pubmed/fdab200>.

vendors operate to capture their daily practices, compliance behavior, and interactions with enforcement officers. Documentation involved reviewing official government policies, regulations, and public announcements related to public order during the pandemic.⁴

The study population consists of street vendors operating in Jayapura City, with a purposive sampling method used to select participants who represent various categories, such as gender, type of goods sold, and operating locations. The sample also includes government officials responsible for enforcing public order and community representatives who mediate between vendors and authorities. Data analysis was conducted using thematic analysis to identify recurring patterns and themes related to non-compliance, economic challenges, and regulatory enforcement. This method allowed for a comprehensive examination of the factors contributing to the neglect of regulations and the identification of potential solutions to address these challenges.⁵

Ethical considerations were prioritized throughout the research process. Participants were informed about the study's purpose and ensured confidentiality of their responses. In addition, efforts were made to minimize any disruptions to the vendors' daily activities during data collection. The findings are expected to provide valuable insights for policymakers and stakeholders in balancing public health objectives with the economic realities faced by informal sector workers, particularly in crisis situations like the Covid-19 pandemic.

Results

The neglect of street vendors (PKL) towards the public order regulations enforced by the Jayapura City Government during the Covid-19 pandemic highlights a complex socio-economic and institutional challenge. The research findings reveal several key aspects related to this phenomenon, categorized as follows:⁶

1. Non-Compliance Patterns

Many street vendors demonstrated a persistent disregard for regulations, including restrictions on operational hours, physical distancing requirements, and the prohibition of trading in unauthorized areas. These violations stemmed from their dependency on daily income, which was severely impacted by pandemic-related restrictions. Vendors prioritized immediate financial survival over adherence to rules, viewing the regulations as a direct threat to their livelihoods.

⁴ SETHA LOW and ALAN SMART, "Thoughts about Public Space During Covid-19 Pandemic," *City & Society* 32, no. 1 (2020), <https://doi.org/10.1111/ciso.12260>.

⁵ SHABAB AHMAD, "Chaos Amid Chaos: A Critical Debate for Street Vendors – Struggle and Adaptation Post COVID Era," *Contemporary Studies in Economic and Financial Analysis* (2021): 147–153, <https://doi.org/10.1108/s1569-375920210000107024>.

⁶ PHAM TIEN THANH and PHAM BAO DUONG, "Vulnerability and Resilience among Women Migrant Street Vendors during the COVID-19 Pandemic," *Journal of Enterprising Communities: People and Places in the Global Economy* 18, no. 3 (2023): 624–645, <https://doi.org/10.1108/jec-09-2022-0135>.

The patterns of non-compliance exhibited by street vendors (PKL) in Jayapura City during the Covid-19 pandemic highlight a multifaceted issue rooted in economic, social, and regulatory challenges. Street vendors frequently disregarded public order regulations, such as restrictions on operating hours, the prohibition of trading in unauthorized locations, and requirements to maintain physical distancing. These behaviors were driven largely by their dependence on daily income, which was severely impacted by pandemic-related restrictions. Vendors prioritized survival over compliance, viewing adherence to regulations as a direct threat to their livelihoods. This sentiment was particularly evident in their resistance to operating within designated zones or adhering to reduced trading hours, as these measures often meant losing access to customers and incurring additional costs for alternative arrangements.⁷

The economic hardships faced by vendors were compounded by their exclusion from formal economic safety nets, such as unemployment benefits or structured financial support. While some government programs aimed to provide relief, many vendors reported either being unaware of these initiatives or finding them insufficient to address their immediate needs. Consequently, vendors often chose to continue trading in defiance of regulations to sustain their households, demonstrating a pattern of necessity-driven non-compliance. This form of survival strategy was pervasive, particularly in areas where street vending was the primary source of livelihood.

2. Economic Pressures

The pandemic-induced economic downturn significantly affected the financial stability of street vendors. With limited access to alternative income sources or government financial support, many vendors felt compelled to continue operating in violation of the rules. Surveyed vendors expressed frustration over insufficient or inaccessible economic relief measures, which they perceived as inadequate to sustain their basic needs during the crisis.

Economic pressures were a primary driver behind the non-compliance of street vendors with public order regulations in Jayapura City during the Covid-19 pandemic. As informal workers who rely heavily on daily earnings, these vendors faced immense financial strain due to decreased customer activity and restrictive trading rules. The pandemic's economic impact left many vendors with limited resources to adapt to changing conditions. Regulations such as operating hour restrictions and zoning requirements were perceived as direct threats to their financial stability. For most street vendors, the need to maintain a livelihood outweighed the

⁷ Kazi Ziaul Zafri, Bijay Sigdel, and Pratikshya Bhandari, "Crisis Management during the COVID-19 Pandemic: Street Food Vendors' Perspectives from Bangkok," *Journal of Contingencies and Crisis Management* 31, no. 4 (2023): 877–889, <https://doi.org/10.1111/1468-5973.12488>.

risk of penalties for non-compliance, as adhering to the rules often meant sacrificing essential income needed for daily sustenance.⁸

The lack of adequate economic support from the government further exacerbated the problem. Vendors expressed frustration over the insufficiency and inaccessibility of relief measures, such as cash assistance or food aid. Many reported delays in receiving promised support or being excluded from beneficiary lists altogether. This exclusion left them with no choice but to continue their operations, even in violation of the regulations. Additionally, the pandemic exposed the structural vulnerabilities of the informal sector, such as limited access to credit and an absence of safety nets. Without financial security or institutional backing, street vendors found themselves in a precarious position, forced to prioritize immediate survival over long-term compliance with regulations. Addressing these economic pressures is crucial to fostering a more cooperative and sustainable relationship between informal workers and regulatory authorities.

3. Social and Cultural Factors

Vendors often maintained strong social ties with local communities, which supported their activities despite regulatory violations. Customers preferred purchasing from vendors due to affordability and convenience, indirectly legitimizing the non-compliance. Additionally, a lack of trust in government policies and a perception of unfairness in the regulations further exacerbated resistance among vendors.

Social and cultural factors played a significant role in shaping the non-compliance of street vendors (PKL) in Jayapura City with public order regulations during the Covid-19 pandemic. Street vendors often operate within close-knit community networks where their activities are not only tolerated but actively supported. These vendors provide essential goods and services to local residents at affordable prices, making them integral to the daily lives of their communities. This mutual dependency creates a social legitimacy that often overrides formal regulations, as many residents prefer the convenience and cost-effectiveness of buying from street vendors over adhering to strict government-imposed rules. Consequently, community support reinforced the vendors' persistence in continuing their operations despite restrictions, as their presence was viewed as beneficial rather than disruptive.

Culturally, the informal economy, including street vending, is deeply ingrained in the social fabric of many communities in Jayapura. It serves as a vital economic activity for individuals who lack access to formal employment opportunities. For many vendors, their work is not merely a means of income but also a representation of cultural identity and resilience. Government regulations that

⁸ Sinta Putri Janah and Hendri Hermawan Adinugraha, "Analysis Of Behavior And Sosio-Economic Impact Of Relocation Of Street Vendors During The Covid-19 Pandemic," *Al-Masharif: Jurnal Ilmu Ekonomi dan Keislaman* 9, no. 2 (2021): 220–234, <https://doi.org/10.24952/masharif.v9i2.4763>.

sought to limit or reorganize street vending were often perceived as an affront to these cultural norms, fostering resistance rather than cooperation. This cultural disconnect was compounded by the lack of community involvement in the formulation and implementation of these regulations. Vendors and their communities often felt excluded from the decision-making process, leading to perceptions of unfairness and a lack of ownership over the rules.⁹

4. Institutional Challenges

The government's enforcement mechanisms were identified as inconsistent and, at times, ineffective. Limited resources and logistical challenges hindered the ability of local authorities to monitor and regulate vendor activities comprehensively. In some cases, lack of communication and absence of inclusive policy formulation processes alienated vendors, creating a sense of exclusion and non-cooperation.

Institutional challenges significantly contributed to the non-compliance of street vendors (PKL) in Jayapura City with public order regulations during the Covid-19 pandemic. The enforcement of these regulations was often hindered by limited resources, inconsistent implementation, and a lack of strategic coordination among local authorities. Many enforcement officers faced logistical constraints, including insufficient manpower, inadequate funding, and limited equipment, which made it difficult to monitor and regulate street vendor activities effectively. This lack of capacity led to fragmented enforcement, with some areas receiving stringent oversight while others were overlooked entirely, creating a sense of arbitrariness and unfairness among vendors.

A major institutional shortfall was the lack of clear and transparent communication between the government and street vendors. Many vendors were not adequately informed about the specifics of the regulations or the rationale behind them. This communication gap not only bred confusion but also contributed to the perception that the rules were designed to marginalize informal workers rather than support public health and safety. Furthermore, there was little to no involvement of street vendors in the policymaking process, resulting in regulations that were often perceived as disconnected from their daily realities. This top-down approach alienated vendors, reducing their willingness to comply and fostering resistance.¹⁰

Another critical institutional challenge was the inconsistent enforcement of the regulations. Reports of selective enforcement, favoritism, and corruption undermined the credibility of the regulatory framework. Some vendors observed that others were allowed to operate in restricted areas or during prohibited hours without

⁹ Ade Putri Lestari and Muhammad Al Assad Rohimakumullah, "Instagram Management Strategy as a Public Information Media by The Government of Bogor City During Covid-19 Pandemic," *Kanal: Jurnal Ilmu Komunikasi* 11, no. 1 (2022): 26–34, <https://doi.org/10.21070/kanal.v11i1.1686>.

¹⁰ Vidya Tanny and Elisa Sutanudjaja, "Impacts of Pandemic Policies on Street Vendors in Jakarta," *COVID-19 and informal workers in Asian cities* (2023): 111–128, <https://doi.org/10.4324/9781003438083-6>.

facing penalties, leading to frustration and a sense of inequality. This inconsistency not only diminished trust in local authorities but also encouraged further non-compliance, as vendors questioned the legitimacy of the regulations and the fairness of their implementation.

5. Impact on Public Health and Governance

The non-compliance of street vendors posed risks to public health by undermining efforts to control the spread of Covid-19. The lack of adherence to health protocols in crowded street vendor areas contributed to an environment conducive to virus transmission. Additionally, the situation exposed gaps in governance, highlighting the need for a balanced approach that addresses both economic survival and public health priorities.

The neglect of public order regulations by street vendors (PKL) in Jayapura City during the Covid-19 pandemic had significant implications for public health and governance. The vendors' non-compliance with health protocols, such as physical distancing, mask mandates, and restricted trading zones, created an environment conducive to the spread of the virus. Crowded vendor areas, often with poor ventilation and high levels of interpersonal contact, became potential hotspots for Covid-19 transmission. This posed a direct threat not only to the vendors and their customers but also to the broader community, undermining efforts to control the pandemic's spread.¹¹

The public health risks were compounded by limited resources for monitoring and managing compliance in these densely populated areas. Many vendors operated in informal setups, making it challenging to enforce health measures effectively. For example, the lack of handwashing facilities or enforcement personnel in these areas exacerbated the risk of infection. The government's inability to implement and sustain health protocols in these settings reflected broader systemic weaknesses in public health infrastructure and crisis management.

From a governance perspective, the non-compliance of street vendors exposed critical gaps in policy design, communication, and enforcement. The situation highlighted a disconnect between government regulations and the lived realities of informal workers. Vendors often perceived the regulations as prioritizing public order and urban aesthetics over their economic survival, leading to widespread distrust and resistance. This perception of inequity and marginalization weakened the legitimacy of government actions and undermined public trust in institutions. The failure to address the needs of informal workers also revealed shortcomings in the inclusivity of the policymaking process.

¹¹ Pham Tien Thanh and Pham Bao Duong, "The COVID-19 Pandemic and the Livelihood of a Vulnerable Population: Evidence from Women Street Vendors in Urban Vietnam," *Cities* 130 (2022): 103879, <https://doi.org/10.1016/j.cities.2022.103879>.

Additionally, the inconsistent enforcement of regulations raised questions about governance effectiveness. Selective enforcement and reports of favoritism or corruption further eroded public confidence in local authorities. Vendors who witnessed such practices were less likely to comply, as they perceived the rules as unfair and arbitrary. This lack of trust in governance structures not only hindered immediate compliance but also had long-term implications for the relationship between informal workers and local authorities.

The combined public health and governance challenges highlighted the need for a more integrated and empathetic approach to crisis management. Addressing these issues requires policies that balance public health objectives with the economic realities of vulnerable groups. Strengthening health infrastructure in informal settings, such as providing mobile handwashing stations and distributing free masks, can mitigate health risks while fostering compliance. Transparent and consistent enforcement mechanisms are essential to rebuild trust and ensure equity in regulation.

Moreover, inclusive policymaking that actively involves street vendors and community stakeholders can bridge the gap between regulations and the needs of informal workers. By incorporating their perspectives into policy design and implementation, governments can create solutions that are both practical and equitable. In the long term, fostering a culture of collaboration and mutual respect between vendors and authorities is crucial for enhancing governance effectiveness and ensuring better preparedness for future crises.

Discussion

The neglect of public order regulations by street vendors (PKL) during the Covid-19 pandemic in Jayapura City reflects a complex interplay of socio-economic, cultural, and institutional factors. The findings of this study highlight critical areas that demand comprehensive and inclusive solutions to address non-compliance while safeguarding both public health and economic resilience. This section delves deeper into these dynamics, analyzing the broader implications and potential pathways for policy and practice improvements.

One of the most significant factors influencing the behavior of street vendors is economic pressure. The Covid-19 pandemic had devastating effects on local economies, disproportionately affecting those in the informal sector, such as street vendors. These individuals often rely on daily earnings to support their families, with little to no savings or alternative income sources. The government's public order regulations, including restrictions on operating hours and mandatory physical distancing, were perceived as direct threats to their financial survival. Many vendors viewed compliance with such

regulations as an unattainable luxury, given their pressing need to earn a livelihood. The situation was further exacerbated by the lack of sufficient financial support or stimulus packages tailored to the needs of informal workers. As a result, non-compliance became a coping mechanism, driven by desperation rather than defiance.

The role of social and cultural factors in shaping vendor behavior is also noteworthy. Street vendors often operate within tightly-knit community networks, where their activities are not only tolerated but also encouraged by local residents who benefit from the accessibility and affordability of goods and services. This mutual dependency creates a sense of legitimacy for vendors, even when their activities violate government regulations. Furthermore, the perception of government policies as being disconnected from the realities of informal workers fostered a sense of distrust and resistance. Vendors often felt excluded from the decision-making process, leading to a lack of ownership and commitment to the imposed regulations.

Institutional challenges also played a pivotal role in the persistence of non-compliance. The enforcement of public order regulations by local authorities was inconsistent and, at times, perceived as arbitrary. Limited resources, including manpower and logistical support, hindered effective monitoring and enforcement. Additionally, the absence of clear communication strategies to convey the purpose and importance of the regulations further alienated vendors. In some cases, enforcement actions were perceived as punitive rather than constructive, deepening the divide between vendors and authorities. This situation underscores the need for more empathetic and participatory approaches to policy implementation.

The public health implications of non-compliance are particularly concerning. Crowded vendor areas, where health protocols were largely disregarded, posed significant risks for virus transmission. The failure to enforce these protocols effectively not only undermined efforts to curb the spread of Covid-19 but also exposed vulnerabilities in the city's public health infrastructure. The tension between economic survival and public health priorities highlights the inherent challenges of crisis management in urban settings, particularly when dealing with vulnerable populations.

Despite these challenges, the findings of this study offer valuable insights for developing more effective and equitable policy responses. A key recommendation is the

adoption of inclusive policymaking processes that actively involve street vendors and other informal sector workers. Creating platforms for dialogue and consultation can help bridge the gap between policymakers and affected communities, ensuring that regulations are both practical and responsive to their needs. For instance, engaging vendor representatives in the formulation of trading regulations can foster a sense of ownership and cooperation, reducing resistance and enhancing compliance.

Economic support measures are equally critical. Providing targeted financial assistance, such as cash transfers, subsidized loans, or reduced fees for legal trading permits, can alleviate the economic pressures that drive non-compliance. In addition, offering training programs on financial management and digital marketing can empower vendors to diversify their income streams and adapt to changing market conditions. By addressing the root causes of economic vulnerability, these measures can create a more supportive environment for compliance.

The establishment of designated trading zones is another viable strategy. Allocating specific areas for street vending, equipped with necessary infrastructure and designed to accommodate health and safety protocols, can help balance the needs of vendors with the goals of public order and health. Such initiatives have been successfully implemented in other urban areas, transforming informal street vending into an organized and regulated activity. These zones can also serve as hubs for community engagement, fostering positive interactions between vendors, residents, and local authorities.

Effective communication and education are vital components of any policy framework. Vendors need to understand not only the specifics of the regulations but also the rationale behind them. Public awareness campaigns, conducted in local languages and tailored to the cultural context, can help build trust and cooperation. Utilizing community leaders, religious figures, and vendor associations as intermediaries can enhance the credibility and reach of these campaigns. Additionally, providing clear and consistent information about available support programs can address misconceptions and improve access to assistance.

Monitoring and evaluation mechanisms are essential to ensure the sustainability and effectiveness of policy interventions. Regular assessments of vendor compliance, public health outcomes, and economic impacts can provide valuable feedback for refining

strategies. Transparent reporting and accountability measures can also build public trust and encourage greater cooperation from all stakeholders.

In the long term, integrating street vendors into the formal economy can yield significant benefits. Recognizing their contributions to the local economy and providing pathways for formalization, such as simplified registration processes and access to social protection programs, can enhance their resilience and productivity. Formalization can also facilitate better data collection and planning, enabling more targeted and effective interventions.

Finally, fostering a culture of collaboration between street vendors and local authorities is crucial. Building relationships based on mutual respect and shared goals can transform the often adversarial dynamic into a partnership that benefits both parties. Collaborative initiatives, such as joint task forces or community policing models, can promote compliance while addressing vendor concerns in a constructive manner.

The neglect of public order regulations by street vendors in Jayapura City during the Covid-19 pandemic underscores the need for holistic and inclusive approaches to urban governance. Addressing this issue requires a nuanced understanding of the socio-economic realities faced by informal sector workers, coupled with empathetic and participatory policy frameworks. By prioritizing economic resilience, social inclusion, and transparent communication, policymakers can foster a more harmonious and sustainable relationship between street vendors and local authorities. The lessons learned from this case study offer valuable guidance for managing similar challenges in other urban contexts, particularly during times of crisis.

Conclusion

The neglect of public order regulations by street vendors (PKL) in Jayapura City during the Covid-19 pandemic highlights a complex interplay of socio-economic, cultural, and institutional factors. The vendors' non-compliance was primarily driven by economic pressures, as their dependence on daily income left them vulnerable to the restrictive measures aimed at curbing the pandemic. Social and cultural dynamics further legitimized this non-compliance, as community support and deeply rooted informal practices overshadowed regulatory mandates. Institutional challenges, including

inconsistent enforcement, inadequate communication, and limited resources, exacerbated the issue, creating a rift between street vendors and local authorities.

The implications of this neglect are significant, with public health risks emerging as a critical concern. Crowded vendor areas became potential hotspots for virus transmission, undermining government efforts to control the spread of Covid-19. From a governance perspective, the situation exposed systemic weaknesses in policy design, inclusivity, and enforcement, revealing the urgent need for more empathetic and collaborative approaches.

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