

# Communication Strategies of Regional Technical Implementation Unit of Children and Women Empowerment Integrated Service Center (UPTD P2TP2A) in Accompanying and Dealing with the Victims of Domestic Violence and Sexual Abuse on Children in North Sumatera Province

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## ABSTRACT

The purpose of this research is to analyze communication strategies of regional technical implementation unit of children and women empowerment integrated service center (UPTD P2TP2A) in accompanying and dealing with the victims of domestic violence and sexual abuse on children in North Sumatera Province. This research is conducted using a qualitative approach. The research subjects in this study are as many as 5 people who were directly involved in assisting and handling victims at UPTD P2TP2A North Sumatera Province, namely the Head of UPTD P2TP2A, Head of Service Section, Head of Coordination and Cooperation Section, Legal Counselor Expert Staff, and Mediators. The data collection techniques applied in this study include are observation, in-depth interview, and documentation. The data analysis technique used in this study is qualitative data analysis using an interactive model used by Miles and Huberman. The results show that communication strategies of regional technical implementation unit of children and women empowerment integrated service center (UPTD P2TP2A) as victims of acts of violence and sexual harassment are carried out by considering five components, namely the strategy for selecting the communicator/the role of the communicator, the strategy for determining the message, the strategy for

selecting media, audience selection strategies, and the resulting effects.

**Keywords:** Communication Strategies, Domestic Violence, Sexual Abuse, Children

## INTRODUCTION

Violence against women and children increases from year to year in Indonesia. Various cases of violence often occur, and the victims are women and minors every year. Common examples of frequent occurrence of violence against children include physical, psychological, sexual violence, and neglect of children. During this time, children often become victims of violence in which the perpetrators are adults, both within the family and in the community. Child abuse that often occurs in Indonesian society and repeatedly affects children is child neglect, physical violence, child sexual abuse, and emotional/psychological violence.

According to data from the Indonesian Child Protection Commission, there were 5,953 cases of violations of children's rights in 2021, 859 of which involved sexual violence. Susanto as Chair of the Indonesian Child Protection Commission stated that

there were six highest cases that fell into the category of special child protection, including; physical and/or psychological violence reached 1,138 cases; sexual crimes reached 859 cases; victims of pornography and cybercrime 345 cases; abuse and neglect reached 175 cases; 147 cases of children being exploited economically and/or sexually; and children dealing with the law as perpetrators in 126 cases. Meanwhile, the highest number of complaints about cases of sexual crimes against children recorded at the Indonesian Child Protection Commission came from 536 cases of child abuse victims, 285 cases of rape/sexual violence against children. Susanto also said that cases of physical and psychological violence against children were generally carried out by people who were known to the victims, such as friends, neighbors, educators and education staff, to their own parents.

The phenomenon of violence against children is like an iceberg, because there are still many cases that have not been revealed because victims prefer to remain silent so that cases of violence against children occur repeatedly and the number continues to increase. The Government of the Republic of Indonesia in an effort to protect women and children from all acts of violence, has drawn up various regulations including Law Number 23 of 2004. Ironically, perpetrators of violence against children are often the closest family members, such as parents, siblings, playmates, and the surrounding community. Therefore, many negative things happen to child victims of violence, both physically and psychologically, which damage the child's psychology.

Every child is a valuable asset for both parents. A child who often experiences violence in the family environment as well as in the school and community environment can certainly cause problems in the child's behavior, such as depression, lack of confidence, difficulty concentrating, trauma, introvert, difficulty controlling emotions, mental disorders. disorder,

suicidal ideation etc. In Law Number 35 of 2014 it has regulated child protection from acts of violence, children's rights, child protection and others.

Indonesia is a country that is highly guided by national and human values with many laws specifically designed to protect children. Community and government involvement in reducing the number of victims of sexual violence and harassment can be done by increasing community participation and the role of the surrounding community in providing understanding or education regarding children's rights and how perpetrators of violence and sexual harassment stalk their victims. To prevent child victims of violence and sexual harassment from committing crimes, in this context, the government will establish a regional technical implementation unit of children and women empowerment integrated service center (UPTD P2TP2A). The role of this institution is to provide complaint services for women and children who experience violence.

UPTD P2TP2A North Sumatra Province is an institution whose job is to provide protection services for women and children victims of violence. In carrying out its duties the UPTD P2TP2A has the function of providing services in the form of counseling, medical, advocacy, spiritual guidance, assistance to victims, handling complaints, temporary protection for victims and the process of reintegrating/returning victims to their area of origin.

Violence and sexual abuse against children can occur due to several factors, one of the biggest factors is the family, because the family is the first place or the first environment that is most familiar with the child so that the family is also the shaper of a child's personality pattern. This is supported by research conducted by Fitriyani (2017) that there are 3 things that cause sexual violence in terms of family background, namely the low level of parental education, then permissive

parenting from parents which forms a closed and free child's personality so that communication parents and children who are not well connected can increase the chances of sexual violence occurring, and the third is high social trust due to social cohesion in the family environment which weakens the care and supervision of children so that children feel neglected and neglected by parents opens up opportunities for sexual violence against children. There are opportunities for violence without supervision or protection against the child itself, to minimize and deal with cases of this occurring, attention and good communication from parents to children are required.

Communication is one solution in preventing violence and sexual abuse that occurs in children. In addition to establishing communication so that a family can be open and harmonious with each other, parents can provide protection to children through communication that exists between the two so that parents can equip and protect children from evil that stalks children. Parents play an important role in protecting children from threats of sexual violence. Therefore parents need to find and build a good and effective communication strategy so that children want to be open when talking.

Violence against children can be prevented and resolved starting from the closest circle, namely communicating between parents and their children. The willingness of parents to establish positive, open and honest communication with their children is one way to find effective solutions in resolving cases of violence. It is important for parents to instill sexual education at an early age in order to fortify their children from the risk of violence or sexual abuse in the future.

Assistance for child victims of violence is very important to assist victims in alleviating and helping restore their social functions in the surrounding community. Mentoring is a relational process that occurs between the companion and the client in the

form of providing strengthening support, using various sources and possibilities to overcome life's problems, as well as efforts to deal with problems and empower the development of encouragement in direction, process production, and client freedom (Asih, 2017:5).

From the data described above, it can be seen that in 2021 there will be so many victims of cases of violence against minors in North Sumatra Province. The diversity of cases of sexual violence will certainly have different ways of handling them. Therefore, all parties involved in assistance and handling must really know the root of the problems that occur, so that the solutions given are appropriate.

The purpose of this research is to analyze communication strategies of regional technical implementation unit of children and women empowerment integrated service center (UPTD P2TP2A) in accompanying and dealing with the victims of domestic violence and sexual abuse on children in North Sumatera Province.

## **RESEARCH METHODS**

This research is conducted using a qualitative approach. Qualitative research is an understanding of behavior, perception, motivation, behavior, and other phenomena related to the experiences of research subjects in the form of words and language, namely in special, natural contexts, and through the application of research objectives (Moleong, 2014). Qualitative approach allows researchers not only to generalize a particular phenomenon, but to explain it comprehensively (Bungin, 2011). Researchers in this study took a descriptive and qualitative approach. A series of activities are used in qualitative descriptive research to obtain data as it is, without placing it under certain conditions. The results emphasize meaning (Sugiyono, 2017).

Sugiyono (2018) states that the determination of research subjects in qualitative research is carried out when the

researcher begins to enter the field and during the research (emergent sampling design), namely by selecting certain people on the basis of the consideration that the person will provide the necessary data, then based on the data. Based on this, the researcher determines the next research subject that is considered will provide more complete data (serial selection of sample units). In this study, the selection of informants as research subjects in the study is carried out using a purposive method in which the selection of informants was carried out by determining the subject based on specific criteria set by the researcher (Ikbar, 2012). Thus, the researcher focuses on determining the criteria in selecting informants with the following profiles:

1. The informant has worked for at least 1 year at regional technical implementation unit of children and women empowerment integrated service center (UPTD P2TP2A) of North Sumatra Province.
2. Informants are able to explore and re-explain their experiences that are relevant to research, consciously when providing assistance and handling victims of violence and sexual harassment where the victims are minors.
3. Informants are willing and have sufficient time to be interviewed and provide information.
4. Informants agreed to publish the results of this study.

The research subjects in this study are as many as 5 people who were directly involved in assisting and handling victims at UPTD P2TP2A of North Sumatra Province, namely the Head of UPTD P2TP2A, Head of Service Section, Head of Coordination and Cooperation Section, Legal Counselor Expert Staff, and Mediators.

Data collection techniques are the most strategic steps in a study, because the main objective of research is to obtain data (Leksono, 2016). Researchers will not get data that meets the standards set without

knowing the data collection techniques (Sugiyono, 2018). The data collection techniques applied in this study include:

### **1.Observation**

Observational research is a qualitative data collection method that aims to understand, observe, and interact with people in their natural environment.

### **2.In-Depth Interview**

Interviewing is the most numerous sociological research technique of all social research techniques. Indeed, form comes from verbal interactions between researchers and informants.

### **3.Documentation**

This method is carried out to support data collection, by collecting and studying documents relevant to research. In this study, the researcher collected data on documents in the form of victim records that had been handled in agencies and work units that were research locations, agency profile documents and so on regarding research-related information.

The data analysis technique used in this study is qualitative data analysis using an interactive model used by Miles and Huberman. This model is a data analysis technique that describes the interactive nature of data collection (Poerwandari, 2007). Data analysis used the Miles and Huberman technique which included data collection, data condensation, data display, and conclusion drawing verifying (Miles, 2014).

## **RESULTS**

### **General Description**

This research is carried out at regional technical implementation unit of children and women empowerment integrated service center (UPTD P2TP2A) of North Sumatra Province. UPTD P2TP2A Region of North Sumatra Province based on the Decree of the Governor of North Sumatra Number: 260/464.K/2007 on April 2, 2007 under the coordination of the Office of Women's Empowerment and Child



Protection in North Sumatera Province (initially this service was named the Bureau for the Empowerment of Women, Children and Family Planning Regional Secretariat of North Sumatera Province). In carrying out its duties UPTD P2TP2A has a function as an information center, providing referral services in the form of counselling, medical, advocacy, spiritual guidance, education, victim assistance, complaint handling services, temporary protection for victims and the process of reintegration/return of victims to their area of origin is carried out through coordination synergy and networks of cooperation/partnership with related agencies/SKPD/institutions. In providing services for women and children victims of violence, currently UPTD P2TP2A is located at the Office of the Office of Women's Empowerment and Child Protection of North Sumatera Province which is located at Jalan Iskandar Muda Number 272, Medan Petisah District.

UPTD P2TP2A is managed by elements of the government, where this unit has 7 employees in it, consisting of the Head of UPTD P2TP2A, Head of Administration Subdivision, Head of Service Section, Head of Coordination and Cooperation Section, Legal Counselors, Mediators, Safe House Keepers, and Administrative Staff.

Increasingly, the number of cases of sexual violence against women and children is increasing day by day, not only in remote/rural areas but now it has started to spread widely in urban areas with the background of the globalization era where technology is increasingly sophisticated, and easy access to the internet, and lack of monitoring from other people. parents and adults in using the internet. The other factors found by researchers in the field, namely, internal and external factors, from the closest people, from the side of the actors themselves, ironically, people who are close to the child, such as his family, teachers, playmates, or peers, usually do this. acts of violence against them. Of course this also causes trauma to children,

such as when they refuse to go to school after being physically or sexually abused by their own teacher. This condition is very concerning, so UPTD P2TP2A provides assistance and treatment to the victim so that the victim is given trauma healing and gets safe protection from the perpetrator.

Therefore, considering the many cases of sexual violence that hit the community, the government took action by forming UPTD P2TP2A to handle these cases and assist victims of violence against women and children to prevent or minimize sexual violence in North Sumatera Province. With the presence of these institutions in the community, it is hoped that the community will be more involved in realizing the vision and mission of UPTD 2TP2A.

The vision of UPTD P2TP2A is to provide excellent services for women and children victims of violence and/or trafficking victims as well as a study center in the context of handling victims of violence/trafficking in North Sumatera Province.

The mission of UPTD P2TP2A is:

1. Implementation of Complaint Handling by trained officers.
2. Implementation of health service assistance, social rehabilitation services, legal aid services, reintegration services for victims of violence/trafficking and mediation services.
3. Become a partner for educational institutions in best practice handling victims of violence and/or trafficking in North Sumatera Province.

### **Communication Strategies of Regional Technical Implementation Unit of Children and Women Empowerment Integrated Service Center (UPTD P2TP2A) in Accompanying and Dealing with the Victims of Domestic Violence and Sexual Abuse on Children in North Sumatera Province**

The results show that communication strategies of UPTD P2TP2A as victims of acts of violence and sexual harassment are

carried out by considering five components, namely the strategy for selecting the communicator/the role of the communicator, the strategy for determining the message, the strategy for selecting media, audience selection strategies, and the resulting effects.

The role of UPTD P2TP2A of North Sumatera Province can be seen from the credibility and service assistance. The purpose of the message conveyed during assistance and treatment of victims is informative, persuasive, educative, and motivational. The communication media used are face-to-face communication, playing media, and supporting media in the mentoring process.

UPTD P2TP2A in carrying out the mentoring and handling process already knows child victims of sexual violence reported through the terms of reference for each victim, namely the background and chronology of events, as well as the situation and condition of child victims of sexual violence reported by actions including conducting an assessment of the victim's needs first. After that, case management was carried out by carrying out six services recommended by UPTD P2TP2A itself and providing a sense of security and comfort to the client at the beginning of the meeting, so that during reintegration assistance, the environment around the victim should not bring up incidents that had been experienced by the victim.

The obstacles faced by UPTD P2TP2A in the assistance and treatment program for children as victims of acts of violence and sexual harassment were the different levels of understanding of the victims, the lack of human resources at UPTD P2TP2A, differences in language, limitations of the victims, the absence of one of the mediation participants (the reporting party or the reported party was not cooperative), UPTD P2TP2A found it difficult when the child who was a victim of sexual violence in education and in his family environment,

the victim was reluctant to continue his education and no longer wanted to socialize with the world around him.

The efforts made by UPTD P2TP2A of North Sumatera Province in overcoming process obstacles are UPTD P2TP2A looking for a solution by mobilizing several psychology students who were pursuing master's education, in order to carry out face-to-face counseling with victims who had closed themselves to UPTD P2TP2A of North Sumatera Province, and in overcoming obstacles to limited human resources in outreach cases, UPTD P2TP2A will ask for help from the district/city UPTD of the victim's domicile or child protection and women's protection agencies to be able to work together in reaching and assisting cases of violence being handled, in overcoming semantic barriers, UPTD P2TP2A asks for help from professional institutions to accommodate communicants who are constrained, physical and psychological affairs, UPTD P2TP2A will ask for help from psychologists or psychiatrists who are more professional. In efforts to overcome barriers in language or communication using foreign or regional languages, UPTD P2TP2A will also ask for the help of expert translators. The next effort is if UPTD P2TP2A faces difficulties for victims who experience psycho-social barriers, then UPTD P2TP2A will provide psychological assistance to the victim.

## **CONCLUSION AND SUGGESTION**

The results show that communication strategies of regional technical implementation unit of children and women empowerment integrated service center (UPTD P2TP2A) as victims of acts of violence and sexual harassment are carried out by considering five components, namely the strategy for selecting the communicator/the role of the communicator, the strategy for determining the message, the strategy for selecting media, audience selection strategies, and the resulting effects.

From the results of this study, there are several things that can be done as follows:

1. Theoretically, research on communication strategies related to assistance and treatment programs for victims can continue to be developed using different paradigms and methodologies and can be studied from several different angles.

2. Academically, this research can be used as a reference for other research on communication strategies in different contexts, such as interpersonal communication, psychology of communication, and intercultural communication in assisting and handling victims of violence and sexual harassment, both in children and women, which are carried out by religious community component rehabilitation institutions and traditional.

3. Practically

a. This research is an input for UPTD P2TP2A of North Sumatra Province to further update and improve services in accordance with the all digital era. Such as improving reporting systems, evaluating services, quality of infrastructure and so on.

b. This research is an input for the Office of Women's Empowerment and Child Protection of North Sumatra Province to improve and increase the existing human resources at UPTD P2TP2A so as not to give other positions or concurrent positions. This is useful so that functional positions focus on working according to the existing duties and responsibilities.

c. This research is an input for the community to further develop mitigation patterns with the aim of recognizing the risks of violence and sexual harassment of children and women in the surrounding environment, so as to make plans to report them to the authorities such as UPTD P2TP2A.

d. Researchers hope that UPTD P2TP2A will be able to improve communication skills in assistance services both in the legal realm and in the realm of social

reintegration, especially for children who experience mental retardation and lack of education.

#### **Declaration by Authors**

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