

The Competence in Personal Communication Among the Prisoners in Handling Conflicts in the Class IIA Prison for Women, Pekanbaru

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DOI: <https://doi.org/10.52403/ijrr.20230247>

ABSTRACT

The purpose of this research is to analyze the competence in personal communication among the prisoners in handling conflicts in the Class IIA Prison for Women, Pekanbaru. This study uses a qualitative method with a constructivist paradigm. The research subjects are 4 main informants who are the prisoners with the least conflict who served as companion prisoners. Data collection techniques using in-depth interview, observation, and documentation. Data analysis in qualitative research was carried out before entering the field, while in the field, and after being in the field. The results of the study show that the competence in personal communication for prisoners in the Class IIA Prison for Women, Pekanbaru correctional institution has various competencies.

Keywords: Competence, Personal Communication, Prisoners

INTRODUCTION

Jail is just a common term among common people. There is no longer the actual word prison in the world of Law and Human Rights of the Republic of Indonesia as the Ministry that facilitates law enforcement for lawbreakers in Indonesia. Therefore, currently prisons throughout Indonesia use the name Penitentiary as a place of training for prisoners using the penitentiary system. The Correctional System is stated in the Law of the Republic of Indonesia Number 12 of 1995 concerning Corrections Chapter

I Article 2, organized in the framework of forming the prisoners to become fully human, aware of mistakes, improve themselves, and not repeat crimes so that they can be accepted again by society, can play an active role in development, and can live normally as good and responsible citizens.

The Class IIA Prison for Women, Pekanbaru accommodates all women and girls in Riau Province who violate the law to serve their sentence. Quoted from the Directorate General of Corrections' correctional database system, as of August 2021 the Class IIA Prison for Women, Pekanbaru accommodates 413 prisoners. This number exceeds the capacity of the shelter which should only be for 194 people. All the prisoners are divided into 2 types, namely prisoners and convicts. A detainee is an alleged perpetrator of a crime who has not yet undergone a trial process, while a convict is a perpetrator of a crime who has undergone a trial process so that he gets a sentence from a court judge to serve a prison sentence. The detainees and inmates consist of adult women and girls.

Various types of law violations committed by each of the prisoners. Some were involved in cases of theft, robbery, embezzlement, murder, narcotics, terrorism, corruption, prostitution, and so on. Each of them is still single and even has a family. The researcher once conducted an interview

with a prisoner in the Class IIA Prison for Women prison, Pekanbaru, who divorced her husband after she was caught consuming narcotics and was arrested and sentenced to imprisonment in prison. Her toddler daughter had to be left behind for years and receive care from her mother's older sister.

Criminal acts that occur certainly cannot be separated from the law which is the umbrella for upholding justice and truth. Various criminal acts are often found directly or indirectly as can be seen in the news, both from the mass and electronic media. Crime can be committed by anyone, anytime, and anywhere. The action can be in the form of theft, murder, rape, drug abuse, and others.

As a result, it is difficult for those concerned to live life as society in general, for example, difficulties in finding a job. Not a few people who seem to justify their existence as ex-convicts.

It is undeniable that ex-convicts who are free or have left prison are not easy to return and mingle in society. The process of stigma as an injustice experienced by female ex-convicts basically did not occur when they were ex-convicts, but occurred when they were still convicts. This condition is due to the injustice that arises due to the effects of criminal acts committed by women. It was not only the people who were disappointed, the extended family suddenly felt embarrassed because they were affected, namely being viewed negatively by the surrounding environment.

Research informant Efriliany Putri explained to her that various kinds of family responses in interpersonal communication were obtained by each of the prisoners. For example, the prisoner with the initials AL, who is 45 years old, said that his father's family became hateful, angry and indifferent to him because he was considered to have tarnished the good name of his family, especially since he is a woman where women are usually considered as human beings who rarely commit crimes. Another informant with the initials AM became noisy with her husband and threw objects

when he was caught selling narcotics and was arrested by the police. His son could only cry when he saw him being arrested by the police.

From the description of the responses, it can be seen that the conflicts with their families were experienced by the women in prison when they were found to have committed crimes that required them to be sentenced to prison. Most families forgive their actions slowly and always give constructive advice so they don't repeat their actions in the future. Like the informant with the initials AP, even though his family was disappointed, crying, and upset about his actions, now they have forgiven and shown their concern by visiting AP occasionally at the prison, and even sending food every 2 days. Then, like the informant with the initials AS, he was advised by his family to leave Medan and move to Batam to follow his parents and work there if he was later released from punishment (Putri, 2019:102). Rahman (2015:262) states, everyone has their own competence in communicating over conflicts. Overall personal character, potential, knowledge, cognitive organization, emotional aspects, motivation, and so on in interactions will be seen in communication competence. Through communication we can find out how knowledgeable the other person is from what he is talking about. Gestures, body language, actions, and communication behavior will show the skills you have.

The breakdown of relationships to the point where they are disconnected is often caused by conflicts that are unavoidable in life. Conflict is always a spice in every interpersonal relationship, be it in the family, neighbors, friendship, romance, even with co-workers. Conflicts can be in the form of disputes, tensions, or the emergence of other difficulties between two or more parties. Conflict creates a defensive attitude for both parties and views each other as an obstacle to achieving their needs. Conflict is not something that should be avoided and is considered scary if it is already present in a relationship. Without

conflict, relationships will not live and grow.

The purpose of this research is to analyze the competence in personal communication among the prisoners in handling conflicts in the Class IIA Prison for Women, Pekanbaru.

RESEARCH METHODS

This study uses a qualitative method with a constructivist paradigm. This qualitative method aims to explain phenomena in depth through data collection which is also carried out in depth (Alwasilah, 2017). In contrast to quantitative methodologies which pay close attention to the size of the population or sampling, in qualitative research the population or sampling is limited to data saturation. If the data collected is in-depth and can explain the phenomenon under study, then there is no need to look for other sampling. The emphasis here is on the depth (quality) of the data, not the amount (quantity) of data (Sugiyono, 2018).

Research subjects in qualitative research are called informants. Bungin (2015:111) states that the term informant is an individual who will be interviewed and asked for information by the interviewer because he is considered to have an understanding of data, information and facts about an object of research. The research subjects are 4 main informants who are the prisoners with the least conflict who served as companion prisoners.

Data collection techniques using in-depth interview, observation, and documentation.

1.In-Depth Interview

In-depth interview is a type of unstructured interview which are often also called qualitative interviews, ethnographic interviews, intensive interviews, or open interviews (Mulyana, 2020:226). In-depth or unstructured interviews are similar to informal conversations, in that this method aims to obtain certain forms of information from all informants. These interviews are also important for getting information below the surface and discovering what people think and feel about certain events. In-depth

interviews are flexible. The order of the questions and the wording of each question can be changed during the interview, adjusted to the needs and conditions during the interview, including the socio-cultural characteristics (religion, ethnicity, gender, age, education level, occupation, and so on) of the informant. For example, we may ask the same question to members of a company to examine how the communication climate is in that company. But the way we ask people should be different if the position of the informant being studied is also different, for example the main director, manager, to security officer. The selection of research subjects is of course also adjusted to the research objectives.

2.Observation

Observation or what is commonly called observation is a data collection activity carried out by researchers before conducting research by understanding the environment to be studied first in order to get acquainted and adapt so that the data obtained can be studied in full, detailed and clear. Observation here is defined as the activity of observing directly without a mediator to look closely at the actions taken by the research subject regarding the object to be studied (Kriyantono, 2020:110). Observational data collection was carried out by direct observation and systematic recording of the object to be studied.

3.Documentation

The technique used by researchers to collect various sources of data in this study is the documentation method. The documentation method model is a research model by finding data about things or variables in the form of notes, transcripts, books, newspapers, magazines, inscriptions, meeting minutes, appointments, agendas, and so on (Creswell, 2014).

Data analysis in qualitative research was carried out before entering the field, while in the field, and after being in the field. In conducting qualitative analysis, the researcher is tied to a process of data

analysis that moves in an analytic cycle. Data analysis in qualitative research is carried out when data collection takes place and after completing data collection within a certain period (Sugiyono, 2019). At this stage the researcher begins the initial clarification process (in general). If the answers from the interview results are not satisfactory, the researcher will continue the questions again, until a certain stage, data that is considered credible is obtained. In this process the researcher will track, record, organize data that is relevant to the research focus (Morissan, 2019).

RESULTS

General Description

The research location is the source of the existence of knowledge and needs to be

observed with the aim of finding answers from the focus of the research problem. The location of this research is the Class IIA Prison for Women, Pekanbaru which is located at Jalan Bindanak Number 1, Pekanbaru City, Riau Province. This is a work unit within the Regional Office of the Ministry of Law and Human Rights of Riau Province with Echelon I Directorate General of Corrections and agencies of the Ministry of Law and Human Rights of the Republic of Indonesia. The following is the organizational structure of the Class IIA Prison for Women, Pekanbaru, which researchers downloaded from the website, but there have been no changes in some of the official data because they have been replaced with new officials.

Figure 1. Organizational Structure of the Class IIA Prison for Women, Pekanbaru



The Class IIA Prison for Women, Pekanbaru is headed by a prison head who directly supervises 5 fourth echelon officials consisting of the head of prison security, the head of the administration subdivision, the head of the convict guidance section or students, the head of the work activities section, and the head of the security section and administration. The echelon 4 official supervises the echelon 5 position with the following details:

1. The Head of the TU Subdivision is in charge of:
 - a. Head of Personnel and Finance Affairs.
 - b. Head of General Affairs.
2. Kasi Binadik is in charge of:
 - a. Head of Registration Sub-Section.

- b. Head of Community Guidance and Treatment Sub-Section (Kasubi Bimkemaswat).
3. Kasi Giatja is in charge of:
 - a. Security Sub-Security Head.
 - b. Work Facility Head.
4. Head of Security and Order is in charge of:
 - a. Head of Reporting and Rules of Procedure.
 - b. Kasubi Bimker and Layoffs.

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The results of the study show that the competence in personal communication for

prisoners in the Class IIA Prison for Women, Pekanbaru correctional institution has various competencies, for example, there are prisoners who are competent in inter-personal speaking, there are prisoners who are competent in inter-personal listening personally, there are also the prisoners who are competent in both (speaking and listening). The informant AH is a person who talks a lot, but the language he uses tends to be rough, frank, and does not think about the feelings of the other person when bad words come out of what he says. The informant RV is a person who is good at talking, friendly and smiling, able to attract the heart of the other person so that he believes the words of each story, his gestures and facial expressions can be shown well as his non-verbal language when communicating with others. Similar to informant AH, informant Y is a talkative person, his words speak out so that sometimes the words he utters tend to be harsh, the words he uses when talking to other people are according to his heart and mind so he pays little attention to what the other person is saying is appropriate or not. The informant YA tend to be quiet, speak naturally, speak carefully, have a soft and slow voice, the choice of language used when communicating is neatly arranged, what is conveyed can be trusted by others because of their educational and professional background.

Conflict management of the prisoners in the Class IIA Pekanbaru Women's Penitentiary shows a dominating style towards the interlocutor who, in terms of the status of his prisoner in prison, is lower than himself. The conflict management style of giving in is also used against the interlocutor who in prison has a higher prisoner status than himself. Meanwhile, the avoiding conflict management style is used against the interlocutor who is tougher in his attitude and speech, and has more power than himself. These styles are used as a strategy for the prisoners to survive in prison, which is a place for various kinds of individuals with different backgrounds of breaking the

law. Some of the prisoners have strong interpersonal communication competence before being sentenced to prison, but their interpersonal communication competence becomes weak when they are confronted with prison officers and the prisoners with higher prisoner status than themselves. Correctional Institutions do not make the prisoners have strong interpersonal communication competence in overcoming conflicts.

CONCLUSION AND SUGGESTION

The results of the study show that the competence in personal communication for prisoners in the Class IIA Prison for Women, Pekanbaru correctional institution has various competencies.

Here are some suggestions that researchers can convey through this research, namely:

1.Theoretical Suggestions

This research examines the prisoners's interpersonal communication competence in dealing with conflict within women's prisons. There is a need for further research regarding the development of the prisoners's interpersonal relations within women's prisons through a qualitative approach by making this research a reference material that can open the horizons of the researchers' thoughts when they go out into the field.

2.Practical Advice

- a. The Class IIA Prison for Women, Pekanbaru provides personality development to the prisoners regarding interpersonal communication techniques which is carried out in stages and continuously. This coaching is necessary so that the prisoners is able to communicate and interact well with others which will also have a positive impact on their lives after leaving prison. This is in line with the objectives of the correctional system, namely the restoration of the relationship between life, life and the livelihood of correctional inmates.

- b. Universities cooperate with Correctional Institutions in providing personality development for the prisoners regarding interpersonal communication in theory and practice by involving lecturers and students.
- c. The community is expected to be able to lead a more peaceful and peaceful life among each other, reducing as much as possible the disputes resulting from misunderstanding of one another by making communication the beginning of harmonization in minimizing conflict. Especially for parents to their children, husbands to their wives, and vice versa, keep maintaining the quality of the relationship as best as possible by posting each other's own content. Control emotions, reduce anger, and dilute the atmosphere so that conflicts can subside and relationships can warm up. Don't prioritize ego when arguing, but prioritize negative effects that might occur in the future if misunderstandings are allowed to drag on.

3. Academic Advice

Academics can develop research and produce reading materials on interpersonal communication in resolving conflicts for women who are caught in criminal cases, starting from when they face investigations at the Police, prosecution at the Attorney General's Office, trials at Court, to serving time in prison. The stages of justice that women go through are very interesting to study through case studies, including when they have to be detained starting from the first trial stage.

Declaration by Authors

Acknowledgement: None

Source of Funding: None

Conflict of Interest: The authors declare no conflict of interest.

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How to cite this article: Amimma Nurti Lusdiana, Nurbani, Iskandar Zulkarnain. The competence in personal communication among the prisoners in handling conflicts in the class IIA prison for women, Pekanbaru. *International Journal of Research and Review*. 2023; 10(2): 373-378.
DOI: <https://doi.org/10.52403/ijrr.20230247>
