

## Communication Strategy of Police Investigators in Central Aceh Resort in Handling Children In Contact With Law

Achmad Surya<sup>1</sup>, Viana Safrida Harahap<sup>2</sup>, Hasiun Budi<sup>3</sup>, Kaidah<sup>4</sup>

<sup>1, 2, 3, 4</sup> Faculty of Social and Political Sciences, Gajah Putih University

### ARTICLE INFO

#### Article history:

Received Sep 24, 2022

Revised Sep 30, 2022

Accepted Oct 05, 2022

#### Keywords:

Communication;  
Police Investigators;  
Handling Children;

### ABSTRACT

Handling children in conflict with the law, finding various problems that hinder the interrogation process faced by investigators, namely those given by children are often convoluted, making it easier for investigators to collect evidence. The purpose of the study was to determine the communication strategy of the Central Aceh Resort Police investigators in dealing with children's cases, and to determine the factors that hindered the investigation strategy in children's cases. This research is a type of qualitative descriptive research, using a descriptive approach. Sources of data used are primary data and secondary data. The results of the study show that children's communication strategies in dealing with children's cases are carried out by persuasive communication techniques using clear, firm and straightforward language. Interpersonal communication techniques are also an option for investigators when interrogating children humanely by respecting human values. Factors that hinder investigators' communication strategies in dealing with children's cases, namely: First, the statements from children are always different, one of the most memorable events and answers to questions from investigators are often convoluted. Second, the child's lack of ability to understand the language used by the investigator during the interrogation process.

### ABSTRAK

Penanganan terhadap anak yang berhadapan dengan hukum, ditemukan berbagai masalah yang menghambat proses interogasi yang dihadapi oleh penyidik, yaitu keterangan yang diberikan oleh anak sering berbelit-belit, sehingga menyulitkan penyidik dalam mengumpulkan alat bukti. Tujuan Penelitian untuk mengetahui strategi komunikasi penyidik anak Kepolisian Resor Aceh Tengah dalam menangani perkara anak, dan untuk mengetahui faktor apa saja yang menjadi penghambat strategi komunikasi penyidik anak dalam menangani perkara anak. Penelitian ini merupakan Jenis penelitian deskriptif kualitatif, dengan menggunakan pendekatan deskriptif. Sumber data yang digunakan yaitu data primer dan data sekunder. Hasil Penelitian menunjukkan strategi komunikasi penyidik anak dalam menangani perkara anak dilakukan dengan teknik komunikasi persuasif menggunakan bahasa yang jelas, tegas dan lugas. Teknik komunikasi interpersonal juga menjadi pilihan bagi penyidik pada saat menginterogasi anak secara manusiawi dengan menghargai nilai-nilai kemanusiaan. Faktor yang menjadi penghambat strategi komunikasi penyidik anak dalam menangani perkara anak, yaitu : *Pertama*, keterangan dari anak yang selalu berbeda, bahkan terkesan berubah-ubah dan menjawab pertanyaan dari penyidik sering berbelit-belit. *Kedua*, kurangnya kemampuan anak untuk memahami bahasa yang dipergunakan oleh penyidik sewaktu proses interogasi.

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#### Corresponding Author:

Achmad Surya,  
Faculty of Social and Political Sciences,  
Universitas Gajah Putih  
Sp. Kelaping Blang Bebangka, Pegasing Kabupaten Aceh Tengah, Aceh  
Email: achmadsurya.ugp@gmail.com

## I. INTRODUCTION

The Indonesian state is based on law (*rechtsstaat*) not based on mere power (*machtstaat*), therefore the state, including the government, state institutions and government institutions as well as state apparatus in carrying out their duties, must always base themselves on law and justice (Bisri, 2017). In a state of law, legal life is largely determined by structural factors or legal institutions, in addition to other factors, such as legal substance and legal culture factors (Arif, 2021).

The National Police of the Republic of Indonesia is a state instrument that has the main task of maintaining public security and order, carrying out law enforcement and providing protection, protection, and services to the community (Anshar & Setiyono, 2020). As a state law enforcement tool, the National Police plays an important and strategic role. It is important because the function of law enforcement is usually initiated by the Police as a part of other law enforcement elements, such as prosecutors and judges.

As a part of the Criminal Justice System, the National Police is the foremost element in the law enforcement process, therefore this function is important. Strategic means that as a state law enforcement tool, the National Police is the clearest symbol of the law enforcement process, because its presence directly deals with the community (M.Gaussyah, 2010). Crime has also spread to children. It is not only children who are victims of violence that occurs against children, the most concerning now is that when the child himself becomes the perpetrator of a crime (Gultom, 2006).

Criminal acts committed by children start from the child's deviant attitude from societal norms that tend to lead to criminal acts or often referred to as juvenile delinquency (Kusumaningrum, 2014). Romli Atmasasmita, argues that the emergence of juvenile delinquency is not only a disturbance to public security and order, but is also a danger that can threaten the future of a nation (Atmasasmita, 1985).

Based on Article 1 paragraph (2) of Law Number 11 of 2012 concerning the Juvenile Criminal Justice System, what is meant by children in conflict with the law are children in conflict with the law, children who are victims of criminal acts, and witnesses of criminal acts. The handling of children in conflict with the law or naughty children is handled by the Police, namely the Women and Children Protection Unit (PPA).

The task of the Women and Children Protection Unit (PPA) is to provide services, in the form of protection for women and children who are victims of crime and law enforcement against the perpetrators. The functions of the Women and Children Protection Unit (PPA) include: Service delivery and legal protection, Conducting criminal investigations and investigations, Implementation of cooperation and coordination with related agencies.

In the process of examination at the level of investigation and investigation, the police carry out a series of activities in order to make light of a criminal case. The examination is carried out by means of communication in the form of questions and answers or interrogation, so that it is easier to uncover cases of criminal acts. Both strategies, approaches and communication techniques are very urgent in carrying out investigative tasks.

The investigator's communication is to appoint who has committed the communicator in the crime, and to provide evidence regarding the problem he has committed. To achieve this purpose, the investigator will collect information in accordance with the facts or communication events. (Despita, Yuriewaty, Anita, 2020).

However, in the field, during the interrogation process, various problems were found that hindered the interrogation process faced by investigators against children as perpetrators of criminal acts, namely the information given by children was often convoluted, making it difficult for investigators to collect evidence. Observing these problems, it is clear that the communication strategy is very urgent to be mastered by every police investigator personnel of the Central Aceh resort police in uncovering a criminal act and can determine the suspect in accordance with the applicable laws and regulations.

Based on the background that the author has described above, the problems in this study can be formulated, namely: 1). How is the communication strategy of investigators of the women and children protection unit of the Central Aceh Police in dealing with children in conflict with the law. 2). What are the factors that hinder the communication strategy of the investigators of the women and children protection unit of the Central Aceh Police in dealing with children in conflict with the law

## II. RESEARCH METHODS

This research was conducted at the Women and Children Protection Unit (PPA) of the Central Aceh Police. This type of research uses descriptive qualitative, namely research that has descriptive results in the form of words and writings from informants studied by researchers, while the approach used in this study is a descriptive approach where researchers look for facts, phenomena about the Communication Strategy of Investigators of the Women and Children Protection Unit. Central Aceh Police in Handling Child Cases. Sources of data used are primary data obtained directly in the field and secondary data obtained from literature or library materials. Data analysis techniques, carried out by collecting data and then analyzed using triangulation techniques. Triangulation technique is a technique that combines the three results of temporary data from observations (observations), documentation, and interviews. After that the data is collected to make conclusions, and processed or revised again by using descriptive analysis of qualitative approach to analysis.

## III. RESULT AND DISCUSSION

### **Communication Strategy of Investigators of the Women and Children Protection Unit of the Central Aceh Police in Handling Children in Conflict with the Law**

The police are the entrance to the process of handling criminal cases in the criminal justice system, both dealing with adult and child cases. Moreover, when handling child criminal cases, it will be much more attention-grabbing and complex. It must not deviate from the rules that have been made by the state and it is obligatory for all police officers to obey any existing legal rules. The process of investigating children by child investigators adheres to the Juvenile Criminal Justice System Act in taking the right steps to carry out investigations where the perpetrator is still a child and there are victims who are still children. A child in conflict with the law is a child who is involved in legal problems or as a criminal, while the child is not considered capable of being responsible for his actions, considering his immature age and growing, so he has the right to be protected in accordance with the law. Number 35 of 2014 concerning Amendments to Law Number 23 of 2002 concerning Child Protection. The handling of children in conflict with the law is different from the handling of adults, because the handling of children's cases specifically applies Law Number 11 of 2012 concerning the Juvenile Criminal Justice System. The investigation carried out by the child investigator must be packaged in a family atmosphere. What is meant by "in a family atmosphere" includes, among others, when examining a suspect (Ronaldo, 2018).

At the Central Aceh Police Resor, to conduct an interrogation, proper treatment and a supportive situation are needed. Moreover, those who are being interrogated are children who commit crimes are still under heavy pressure to be interrogated, for that investigators must make preparations, interrogations are carried out by child investigators from the Women and Children Service Unit (PPA) which is regulated in the Regulation of the Head of the State Police of the Republic of Indonesia Number 10 of 2007 concerning the Organization and Work Procedure of the Women and Children Service Unit (UNIT PPA). The investigator looks like he is not a security officer in order to avoid the fear of the child being interrogated. In conducting the interrogation, the child also needs to be accompanied by the child's parents, guardian or someone who can be trusted by the child in order to make it easier for the child to answer the investigator's questions honestly. and frankly.

Maryadi as the Head of PPA of the Central Aceh Police explained about the position of investigators

in handling cases of children as perpetrators, we have the right to room, they are still considered innocent until there is a court decision. And in relation to the law, children are still obliged to get protection from anyone, whether from their own parents or from us as police or investigators, they are not allowed to judge children in the investigation process.

According to Lihapsari Prihatini, et al quoted by M. Nasor, in communication science there are four communication techniques, namely informative communication which is giving information and is explaining. Second, persuasive communication that aims to change attitudes, opinions or behavior, which is carried out using verbal or non-verbal messages in a subtle, flexible and contains persuasion. Third, coercive communication is a communication technique in the form of orders, threats, sanctions and others that are coercive. Fourth, human relations are communication relationships that contain very deep psychological elements (Nasor, 2013). If the communication strategy is not chosen correctly, the communication effect may not be achieved, or in other words the investigator on duty cannot explore the existing problems. Even investigators can have difficulty in obtaining the necessary information, thus hampering the smoothness of the examination. Therefore, one of the determinants of the success of the interrogation process is determined by the chosen strategy.

Based on the results of the interview with Maryadi, in handling cases where our child as a child investigator did not wear the uniform of the police service, we only wore this uniform when in a certain forum because most children were afraid of our appearance when in uniform. We also relaxed the atmosphere during the investigation process by introducing ourselves as police officers, then in conducting the BAP with the questions we asked, we also relaxed informally, such as investigating adults.

The same thing was asked by Purnama Sari, the methods of investigators when interrogating children, namely: asking how things are, using language that is easy and understandable, maintaining ethics and manners in speaking and not using violence, and children are also accompanied by their parents or guardians. his guardian.

Based on the information above, the family atmosphere also means that there is no coercion, intimidation or the like during the investigation. Once again, this shows legal protection for children even though they have served as perpetrators of criminal acts. In accordance with the information conveyed by the informant above, it is known that there are two kinds of communication techniques used by investigators in interrogating children, namely persuasive communication techniques and terpersonal communication techniques. Persuasive communication techniques and interpersonal communication techniques are ways of investigators in interrogating children in conflict with the law, which will be further described below:

a. Persuasive Communication Techniques

Persuasive communication is a communication approach that is carried out to persuade and influence the communicant, so that his attitude changes (Pratiwi, 2019). In interrogation activities, for example, persuasion is carried out so that the examinee opens himself honestly about what problems caused him to violate the rules that have been set. Thus, persuasion is communication carried out to reveal facts, without being accompanied by coercion.

Based on information obtained from Maryadi the Head of PPA of the Central Aceh Police Resort, the interrogation process carried out by investigators when interrogating children was using a persuasive technique or approach. Investigators pay more attention to the psychological aspects of the child being investigated. Investigators also use sentences that are easy to understand so that they do not appear to be patronizing or intimidating. But still pay attention to gestures or body language that occurs during the examination, so it is known whether the child being examined is lying or answering honestly. As long as the observations are made, it can be seen directly the ways or communication techniques used by investigators when interrogating witnesses, sometimes investigators use formal languages as in the Police environment, such as greeting, saying "Good Morning, Good Afternoon, and or Good Evening"

. After that, the investigator conducted the interrogation in a simple language that was easily understood by the examinee. Throughout the observations made, there were no attempts to intimidate, suppress or act of violence that caused the examinee to feel threatened or psychologically depressed. The words conveyed are polite, and in accordance with the established SOP.

The interrogation or communication process that is persuasive in nature, if a child is in conflict with the law must be provided with assistance by parents so that they feel protected, in this assistance we also cooperate with the Correctional Center (Bapas) and the Integrated Service Center for the Protection of Women and Children (P2PTA) Central Aceh Regency . The procedure for examining both suspects and witnesses within the Indonesian National Police has been regulated according to Law Number 8 of 1981 concerning the Criminal Procedure Code, Law 35 of 2014 concerning Child Protection, and Law Number 12 of 2012 concerning the System Juvenile Criminal Justice. Under this law, the Regulation of the Head of the Indonesian National Police Number 8 Year 2009 concerning the Implementation of Human Rights Principles and Standards in the Implementation of the Duties of the Indonesian National Police.

b. Using Interpersonal Communication

Every human being can certainly communicate, because humans are social creatures. One of the most common human communication events is interpersonal communication. One of the interpersonal communication, which occurs in the interrogation process which is a question and answer communication process. Interrogation is the activity of examining or investigating someone through oral questions and the questions are neatly systemized. Interrogation is often identified with the activities of the police conducting investigations against criminals. Interpersonal communication in question is human communication, namely communication that occurs directly face to face between interrogators or investigators as communicators who carry out investigations with the communicant, namely the suspect as the examinee (Julmahdi, Surya, Safrida, 2022). Social interaction between one individual and another will be highly accepted as a human thing if the process of influencing each other and changing attitudes, behavior, agrees on each other's conditions. All that happens in social life is not required to relate in space and time. Basically, the technique we use in the interrogation of children is humane communication. I think this is quite effective to use in interrogation. But it all depends on the investigator in conveying the message and the child in receiving the message. The character of children varies, but in my opinion, in general, children are often convoluted in providing information which makes it difficult for investigators to collect evidence to uncover a criminal act.

Based on the results of the research described above, it can be seen that investigators are more likely to use interpersonal communication techniques. It is proven by the methods that investigators use in the interrogation process itself. On the other hand, the child investigator is obliged to ask for consideration or advice from the community counselor or if necessary to education experts, mental health experts, religious experts, or other community officers, the legal basis of which is stated in Article 42 of Law Number 12 of 2012 concerning the Judicial System. Child Crime. This investigation process must also be kept confidential so that it is not easily known to the public which can cause depression, shame or inferiority and so on which will have a psychological impact on the growth and development of children in the community.

**Factors Inhibiting the Communication Strategy of Investigators of the Women and Children Protection Unit of the Central Aceh Resort Police in Handling Child Cases**

In dealing with juvenile justice processes involved in criminal acts, the first thing that should not be forgotten is to look at his position as a child with all its special characteristics and characteristics, thus the orientation is based on the concept of child protection in the handling process so that this will based on the concept of child welfare and the interests of the child. Handling children in the legal

process requires special approaches, services, treatment, care and protection for children in an effort to provide legal protection for children in conflict with the law.

Legal protection for children in the judicial process is carried out starting from the level of investigation, prosecution investigation, examination in court until the implementation of the court decision. During the process, the rights of the child must be protected by applicable law and therefore must be carried out consistently by the parties related to the resolution of the problem of the naughty child as mandated in Law No. 35 of 2014 concerning Amendments to Law No. 23 of 2002 concerning Child Protection.

Legal protection in the process of investigating children against crimes committed by children is a form of special attention and treatment to protect the interests of children. The special attention and treatment is in the form of legal protection so that children do not become victims of the wrong application of the law that can cause mental, physical and social suffering. The implementation of the investigation process carried out by investigators, especially those cases related to criminal acts committed by children, cannot always run well, because sometimes investigators in conducting the investigation process against children as perpetrators often encounter obstacles.

In the implementation process, the investigators encountered during the interrogation of children in conflict with the law, namely :

c. Children's descriptions are often convoluted

In essence, the process of administering criminal justice through the implementation of the provisions of the criminal procedure law aims to seek material truth. In this case, there are two important frameworks that must be considered, namely the interests of the state and the interests of justice seekers (suspects or defendants). Both of these interests must be kept in balance and guaranteed by the criminal procedure law. Procedural law is one of the main instruments in the criminal justice system in Indonesia which is intended to provide legal certainty for witnesses. In the examination of witnesses, the character of each person must be different. During the interrogation, there were witnesses who easily gave testimony, but there were also witnesses who were difficult to cooperate with. Of course, this can hinder the course of the interrogation process carried out by investigators. Based on the results of interviews with Maryadi, it is known that some of the obstacles encountered by investigators in the interrogation process of children who are in conflict with the law, statements from children that are always different, even seem to change and answering questions from investigators are often convoluted.

d. Lack of children's ability to understand language used by investigators during the interrogation process

Language as a means of communication used by humans with fellow members of language users has a very important role. Language that contains the delivery of information from the speaker to the listener or reader is in spoken or written form. Before. The case is in the investigation stage, the previous stage is the investigation stage. The investigation stage is the collection of information and the search for evidence against a case that will be subject to a crime. After the information obtained is correct with corroborating evidence and can be subject to criminal prosecution, it enters the investigation stage, namely a series of investigator actions in making light of a case that occurred by collecting valid evidence, witness statements, expert witness statements, letters, and other statements. others to identify the suspect. In the process of investigating juvenile delinquents, they are not only looking for evidence and the causes of the incident, but are also expected to know the background of the child's life and also as a consideration in determining the charges against the suspect child. The success of revealing a crime cannot be separated from the implementation of the interrogation process in accordance with the rules and paying attention to techniques and tactics based on the rules. According to Maryadi as the Head of the PPA of the Central Aceh Police, the obstacles encountered by investigators in the

interrogation process of children, the statements from children that were always different, even seemed to fluctuate and answering questions from investigators were often convoluted.

Based on the information above, the obstacles encountered by investigators in the application of communication and interrogation techniques to children who commit crimes, namely, the statements from children who are always different, even seem to change and answer questions from investigators that are often convoluted and the child's lack of ability. to understand the language used by investigators during the interrogation process.

#### IV. CONCLUSION

The communication strategy of the investigators of the women and children protection unit of the Central Aceh Resort Police in dealing with children's cases is in accordance with the criminal justice system law and established SOPs, and the interrogation communication strategy used is persuasive communication techniques and interpersonal communication. Persuasive communication is carried out using clear, firm and straightforward language. In addition to persuasive communication techniques, interpersonal communication techniques are also an option for investigators when interrogating children humanely by respecting human values. The factors that hinder the communication strategy of the investigators of the women and children protection unit of the Aceh Resort Police are in the middle of handling children's cases, namely: First, the statements from children are always different, even seem to change and answer questions from investigators often convoluted. Second, the child's lack of ability to understand the language used by investigators during the interrogation process.

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