

Humanizing Discipline: The Impact of Empathetic Communication on Inmate Rehabilitation

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Abstract

This research aims For analyze impact communication empathetic to rehabilitation inhabitant foster care in correctional institutions Class II-A Binjai . This study uses method qualitative descriptive , with informants consisting of from three category main : citizen foster , officer institution correctional , and head institution correctional . Informant chosen using purposive sampling to get view deep related to the coaching process . Data is analyzed use analysis thematic with NVivo software assistance , which focuses on patterns communication and its impact to discipline . The theory used is the FIRO (Fundamental Interpersonal Relations Orientation) Theory, which highlights importance inclusion , control , and affection in interpersonal relationships . Research results show that communication empathetic increase involvement inhabitant foster in the rehabilitation program , reducing conflict , and strengthen interpersonal relationships , so that create environment conducive for change behavior .

1. Introduction

Correctional institutions (LP) are institutions that have role strategic in coaching and rehabilitation process inhabitant fostered . Function main institution correctional is No only give punishment , but also fostering inhabitant coaching to be ready return become productive individuals in Society (Gaur, 2019; Mitra & Chatterjee, 2019; Yadav et al., 2021) .. However , the challenges main in reach objective the is How create supportive environment change behavior , including How effective communication can contribute to the improvement discipline and rehabilitation inhabitant foster (Nafi'a & Muhid, 2021) . One of the an increasingly sophisticated approach get attention in study rehabilitation is implementation communication empathetic between officers and residents foster as key in build discipline and support the rehabilitation process .

In Indonesia, according to data from the Ministry of Law and Human Rights Human (Kemenkumham) in 2021, there are more of 250,000 citizens fostered spread across 524 institutions correctional , while LP capacity only For around 135,000 residents fostered . This condition creates overcrowding (excess capacity) in almost all LPs in Indonesia, where the level density reach more from 200% (Centre, 2023) . Correctional Institutions Class II-A Binjai , which became focus in This research also faces similar problems . Conditions physical LP that is not adequate be one of barrier main for creation effective communication between officers and residents fostered , especially in effort coaching discipline (Abdeen & Mohamed, nd; Masoumian et al., 2021; Putri & Nurussa'adah, 2022) .. Conditions This overcapacity affects interaction interpersonal and creating distance emotional that can hamper the rehabilitation process (Poongavanam & Viswanathan, 2019) .

Condition This overcapacity is also exacerbated by the ratio officers and residents distant development from standard international . According to Ministry of Law and Human Rights , ratio officer with inhabitant fostered in Indonesia is 1:25, while The standard recommended by the United Nations Office on Drugs and Crime (UNODC) is 1:6. This unequal ratio makes Prison officers are often overwhelmed in operate his duties , especially in give individual attention to inhabitant foster (Barometer, 2023) . Lack This personnel resulted in communication between officers and residents foster often nature authoritative , where the focus is only on instructions and enforcement rules , not on development supportive interpersonal relationships rehabilitation .

Approach communication empathetic offer solution to this problem with put forward more interpersonal relationships human between officers and residents fostered . Communication empathetic focuses on understanding , acceptance , and respect to inhabitant foster as eligible individual on repair self (Berger et al., 2021) .. Research by (Mitra & Chatterjee, 2019) at the institution correctional find that approach

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empathetic in communication between officers and residents foster in a way significant can reduce level violence in prison , fixing behavior inhabitant foster care , and accelerate the rehabilitation process . Empathy shown by officers create a sense of trust among inhabitant fostered , which in turn help grow motivation For repair self .

Urgency This research lies in the need change approach in to build inhabitant fostered in Indonesia, especially in context approach discipline that has been more focus on implementation sanctions and punishments . Although This approach can create order term short , but its impact on change more behavior deep still very limited . Data from Ministry of Law and Human Rights 2020 shows that level recidivism or repetition act criminal by former inhabitant fostered in Indonesia still reach the figure of 30%, which shows that the rehabilitation process in the prison has not yet been completed effective in change behavior inhabitant construction . The height number This recidivism indicates that Lots inhabitant undeveloped development Ready return to public after undergo punishment .

In this context , the approach communication empathetic offering novelty or novelty in effort create more discipline focused on humanity . Unlike approach authoritative which tends to emphasize hierarchy and compliance , communication empathetic allow the occurrence more interaction balanced , where the officer can understand background back and needs emotional inhabitant foster care . This is important Because inhabitant foster who feels heard and understood tend more cooperative and motivated For participate in rehabilitation programs . Research by (Nemteanu et al., 2021; Vieira & Vieira, 2020) at the institution correctional show that approach empathetic in a way significant increase compliance inhabitant foster to rehabilitation rules and programs , as well as lower level tension between inhabitant fostered .

Approach communication Empathy also has implications practical in repair system training for LP officers . Currently, training Prison officers in Indonesia are still more focus on aspects security and enforcement discipline in a way physical , while aspect interpersonal communication is often overlooked . Based on data from Directorate General Correctional , only around 20% of prison officers who have ever accept training special about skills communication , especially in face inhabitant foster with background behind diverse social . Lack of This training is one of the obstacle main in create more relationship humanist between officers and residents fostered , which in turn hinder the rehabilitation process .

Novelty from This research is based on the development of a communication model empathetic that can applied in a way systematic in context institution correctional institutions in Indonesia. Although draft empathy in communication has Lots applied in various field like education and health , not yet Lots a study that tests its

implementation in system correctional institutions in Indonesia. This research will explore How communication empathetic can applied in to build discipline inhabitant built in Class II-A Binjai Prison , and how this model can be contribute to the achievement objective more rehabilitation effective .

Through an approach that focuses on humanization discipline , this research is expected can give significant contribution in increase quality coaching in institutions correctional . Not only focus on reduction violence or tension , this research will also explore How communication empathetic can help inhabitant foster develop a sense of responsibility answer personal to behavior . Through more interpersonal relationships strong and empathetic , expected inhabitant foster can see the rehabilitation process as opportunity For repair self , not only as part from punishment (Mathur & Srivastava, 2020) .

This research aims For give outlook new in development of more coaching strategies humanist in institutions socialization . Approach communication empathetic , which prioritizes deep understanding , empathy , and interpersonal interaction are expected can become solution for problems fundamentals faced in the rehabilitation process in prisons in Indonesia. Findings This research is also expected can become base for formulation more policies Good in coaching inhabitant fostered , with objective end For lower number recidivism and increase quality reintegration inhabitant foster to in public .

2. Research Method

This research uses approach qualitative with method descriptive (Awasthy, 2019; Miles, MB, 2014) . This type of research was chosen Because objective main study is For dig and understand in a way deep about effectiveness communication empathetic between officer institution correctional with inhabitant foster in effort coaching discipline . Research qualitative give flexibility in collect and analyze data of a quantitative nature dynamic and complex , especially in context interpersonal relationships and interactions that occur within institution correctional (Awasthy, 2019; Miles, MB, 2014; Noyes et al., 2019; Wardani et al., 2023) . Research qualitative also helps researcher For catch nuance possible interactions No Can measured with approach quantitative .

Research location carried out in the Correctional Institution Class II-A Binjai , which is located in North Sumatra. This LP was chosen Because own population inhabitant sufficient guidance big with various background behind crime and social , so give diverse contexts For study about coaching discipline . In addition , Class II -A Binjai Prison also carries out various coaching and rehabilitation programs , which are focus evaluation in This research is for evaluate its effectiveness in to build discipline inhabitant fostered .

becomes subject main coaching ; 2) officers institution correctional , which is responsible answer direct in the coaching process ; and 3) head institution correctional , which has role supervision and taking decision . Informant chosen with purposive sampling method , where those who are considered own information relevant regarding the communication and coaching process discipline invited For interviewed .

This research uses method analysis thematic . The data obtained from interview in-depth and observation direct analyzed with steps like transcription , encoding , and retrieval theme main . Tools analysis used is NVivo software, which makes it easy in do coding and identifying patterns thematic in the collected data (Dalkin et al., 2021; Swygart-Hobaugh, 2019) . The NVivo application allows qualitative data management in a way more structured and efficient , so that make it easier researcher in dig deeper meaning deep from interactions that occur in the field .

This study uses the FIRO (Fundamental Interpersonal Relations Orientation) Theory as framework theoretical (Gaur & Katuse, 2022; Hikmah, 2023; Martin, 2020; Mitra & Chatterjee, 2019; Smolska, 2021) . FIRO theory highlights three basic interpersonal needs inclusion , control , and affection are highly relevant in context connection between officers and residents fostered . This theory helps in understand How interpersonal interaction between officers and residents foster influence the coaching process discipline

Data validation techniques used is triangulation sources and triangulation method . Data obtained from interviews , observations , and analysis document compared to For ensure consistency and validity findings (Farquhar et al., 2020; Moon, 2019) . In addition , member checking was also carried out. with method confirm results interview to the informant involved For ensure that the data obtained accurate and appropriate with reality on the ground .

3. Results and Discussion

Communication Conditions and Constraints Correctional Institution Officer Class IIA Binjai

Communication at Class IIA Binjai Penitentiary play vital role in create and maintain effective relationship between officers , residents fostered , and community outside . Good communication No only required For guard smoothness operational , but also for create atmosphere conducive work , maintaining order , and prevent the emergence conflict within environment prison . In a wider scope broad , structured communication between officer prison with public can facilitate transparency as well as increase trust public to institution correctional facilities . Class IIA Binjai Penitentiary use various channel communication , both formal and informal, which is combined with support technology For ensure operational processes walk safe and effective .

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One of form frequent formal communication conducted at Class IIA Binjai Prison is through meeting coordination held routinely . This meeting was held every week , involving all over officer prison For discuss development related coaching inhabitant construction , problems that arise , as well various issue operations that require attention special . Meeting This coordination becomes an important medium For exchange information , planning action more continue , and make sure that all over procedure run in accordance standard operations that have been set . With existence this meeting , the officers can Work more synchronous and effective , so that potential error or miscommunication can minimized .

Table 1. Coordination at Class II-A Binjai Prison

Types of Communication	Frequency	Participant
Meeting Coordination	Weekly	Prison Ofeicer
Oral Communication	Daily	Ofeicer - Inmates
Communication Written	Every moment required	Management-Ofeicer

In addition to formal meetings , communication oral also becomes part important in interaction daily between officers and residents fostered . This communication is used by officers For give instructions , ensure compliance to rules , as well as handle complaint or problems faced by residents foster care . Officers at Class IIA Binjai Prison expected capable convey message in a way firm , clear , but still with an attitude of respect rights inhabitant fostered . This attitude is important For create good and mutual relationship respect , so that coaching can walk more fluent without existence conflict that is not necessary . In addition , communication effective oral also helps officer in guard discipline and management the situation in prison with more Good .

This interaction often faces challenges , especially when There is obstacle psychological or emotional on the citizens fostered . Many of those who have background behind social , cultural , or complex economy , so influence method they interact with officer . For overcome In this case , Class IIA Binjai Prison give training skills interpersonal communication and management conflict to officers . This training is designed so that officers can communicate more effective , especially in handle inhabitant possible development experience pressure emotional or own problem behavior . With this skill , officer can avoid conflict and increase effectiveness coaching .

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Table 2. Skills Communication Officer	
Skills Communication	Amount Of Officer Trained
Management Conflict	25 People
Interpersonal Communication	30 People

In addition to training skills , technology communication also plays a role important in support operational at Class IIA Binjai Prison . One of the technology used is a radio communication and system message short , which allows officer For coordinate with fast , especially in situation emergency . This technology is very necessary. For guard security in prisons , where the response fast become key in overcome incident like unrest or test escape . Through system supported communication technology , officer prison can quick act in accordance with the situation that occurs , ensuring that every steps taken precise and safe .

Communication written also becomes part not inseparable in documentation official related operational prison . Report This writing includes various aspect like security , health inhabitant foster care , and the development of rehabilitation programs . These reports serve as notes official which will be later can used by management prison or authority related For evaluation and further program planning continue . With structured documentation , implementation of coaching programs at Class IIA Binjai Prison can monitored in a way more accurate , and every problems that arise can quick overcome based on available notes .

Table 3. Report on Class IIA Binjai Prison		
Report Types	Frequency	Objective
Report Security	Daily	Monitoring Prison Situation
Health Report	Every Incident	Ensure Welfare of Inmates
Report Rehabilitation	Monthly	Program Development

Fast and clear communication is essential in situation emergency . For that , Class IIA Binjai Prison own procedure special that regulates communication in condition emergency like riots , attempts escape , or incident health in need Handling fast . In condition like this, radio communication become tool main For ensure that every officer can quick accept instructions and respond with fast in accordance with need situation . With existence procedure communication this emergency , the potential dangerous incident security can minimized .

Management information sensitive also becomes challenge alone in environment prison . Officer prison must guard confidentiality information certain things , especially those related with health or problem personal inhabitant fostered . For

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that , Class IIA Binjai Prison apply protocol management strict information use ensure that information sensitive only accessed by authorized parties . With Thus , confidentiality information can stay awake and prevent possible misuse of data endanger security or damage connection between officers and residents fostered .

Table 4. Management Information Sensitive

Type of Information Sensitive	Protocol Management Information
Health Data of Inmates	Storage In Secret Archives
Information Prison Security	Limited Access for Ofeicers Certain

Class IIA Binjai Prison also opens channel communication For family inhabitant fostered and community . This channel includes service telephone and center information in the visiting area that allows family inhabitant foster get information related development them . It helps guard harmonious relationship between inhabitant foster with family they , at once give transparency related services available in prison . Transparency This communication is also important For guard image institution socialization in the eyes public .

Example real success Communication at Class IIA Binjai Prison can seen from Handling incident conflict between inhabitant fostered . In some case , incident conflict can completed without use violence physical , blessing skills management conflict that is owned Officer . Approach humanistic and effective communication succeed relieve tension and resolve problem with a constructive way , showing how importance role communication in guard order in prison .

Table 5. Types of Conflict and Handling

Types of ConOlict	Frequency Handling Succeed	Approach Used
Conelict Between Inmates	12 Incidents Per Year	Management Conelict
Conelict With Ofeicer	5 Incidents Per Year	Approach Humanist

In general overall , system Communication in Class IIA Binjai Prison is very important For ensure coaching and security inhabitant foster walk in accordance plan . Challenges communication like obstacle psychological , limitations infrastructure , and differences background behind culture can overcome through proper training , technology adequate communication , and procedures clear operational .

Knitting Connection Interpersonal : Dynamics Interaction Officers and Inmates at Class IIA Binjai Prison

Orientation interpersonal relationship between Correctional Institution officers and residents inmates at Class IIA Binjai Prison covers three component main : inclusion , control , and affection . Inclusion emphasize on efforts create an environment that encourages involvement active inhabitant foster in various activities , so that they feel become part from more community big . Control refers to the implementation

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strict rules and norms by officers For guard order and ensure that inhabitant foster understand limitation permissible behavior . While that , affection related with formation bond positive emotional between officers and residents foster care , where officers No only act as guard but also as a full mentor empathy , paying attention welfare inhabitant built . These interpersonal relationships are by design For support the rehabilitation process with create an inclusive , controlled , and empathetic atmosphere .

a. Inclusion

Inclusion in context interpersonal relationship between officer institution correctional and citizen inmates at Class IIA Binjai Prison refers to participation active inhabitant foster in various activities that are of a nature educational , social , and rehabilitative . This approach aims to For give equal opportunity for inhabitant foster For contribute , with consider the uniqueness , abilities , and needs of each individual . Through involvement in taking decision , planning activities , as well as program implementation , inclusion functioning as means For strengthen the sense of togetherness , increase interpersonal skills , and building trust and respect between officers and residents fostered . In addition , the approach This inclusive prepares inhabitant foster For reintegration more social Good with emphasize importance collaboration , responsibility responsibility , and involvement active .

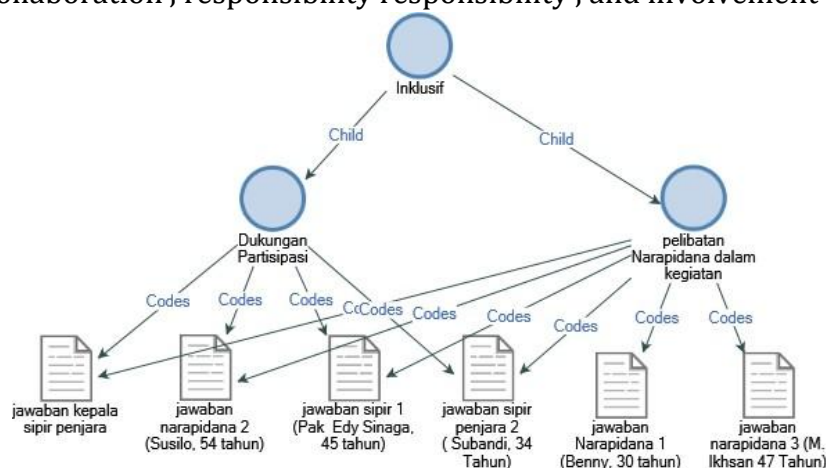


Figure 1. Perspective Inclusive

Based on results interview with officers and residents fostered , partly big officer support involvement inhabitant foster in activity social and discussion about regulations . However , some constraint related protocol security limit involvement inhabitant foster in a way full . As example , some inhabitant foster feel No involved in discussion or activities that occur in prison , while inhabitant foster others , such as M. Ikhsan, stated that participation in activity the give they feel valued and given the opportunity For contribute . These views show that there is variation in implementation inclusion in prisons , which reflects need For Keep going develop a more approach systematic and comprehensive .

Head officer institution correctional underline importance create an inclusive environment , where participation inhabitant foster can give contribution positive to dynamics social in prison . This approach reflects commitment For No only focus on aspects security , but also on more coaching holistic , with notice aspect psychosocial inhabitant fostered . However , this effort is faced with challenges in balancing need security with encouragement For inclusion . This challenge shows the need comprehensive solution for engagement inhabitant foster still can done without sacrifice protocol tight security .

Officer as Edy Sinaga emphasized that involvement active inhabitant foster in activity social and discussion regulation play role important in create environment more prison harmonious and productive . With involving inhabitant foster in a way active , no only increase welfare psychological them , but also potentially reduce conflict within prisons . This approach supports principle that effective rehabilitation must done in an atmosphere of appreciation participation and contribution individual , creating a sense of responsibility answer collective in community prison .

There is constraint structural issues faced in implementation inclusion in a way full , as expressed by the officer Subandi . These constraints include limitations protocol tight security and lack of source adequate power For facilitate participation active inhabitant fostered . This condition gives rise to frustration , both among officer and also inhabitant fostered , because opportunity For create a more environment inclusive obstructed . Inmates as Susilo admitted importance involvement in activity social , especially for those who are more senior, but regret lack of support to effort This situation shows that that although inclusion acknowledged as element important in rehabilitation , challenges practical Still need overcome For reach optimal results .

b. Control

Control in context interpersonal relationship between officer institution correctional and citizen inmates at Class IIA Binjai Prison covers implementation rule consistent discipline , but also involving aspect empathy to need individual . Although control generally interpreted as mechanism supervision and enforcement rule For guard order , this approach does not limited to action repressive . On the contrary , control here covers attention to welfare inhabitant fostered , with emphasis on respectful communication dignity them . Through empathetic approach , officers make an effort create balance between enforcement discipline and support towards the rehabilitation process , so that control functioning as instrument For to build constructive and supportive relationships change behavior positive .

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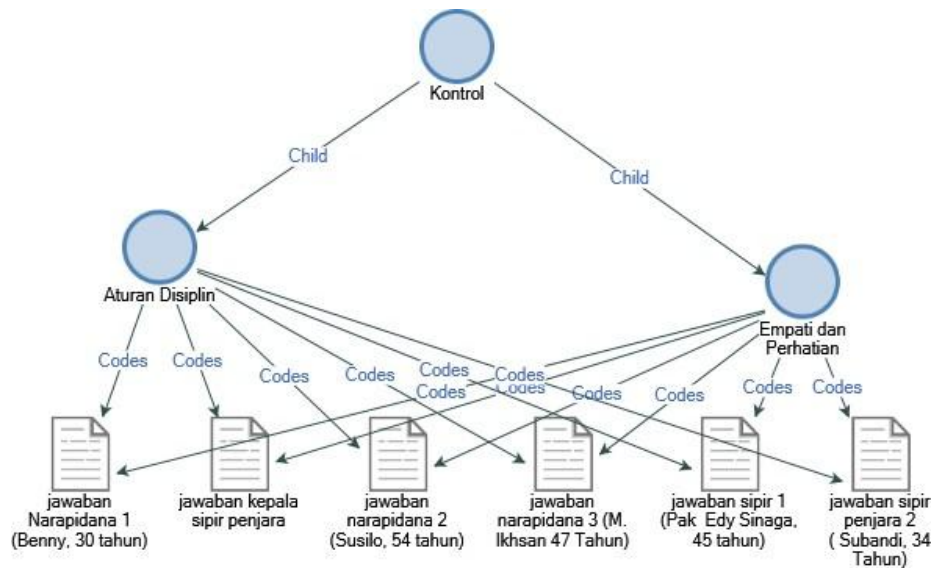


Figure 2. Perspective Control

Challenges faced in implementation control seen from view inhabitant foster like Benny, who felt inconsistency in enforcement rules by some officers . This inconsistency creates dissatisfaction and perception injustice among inhabitant fostered , which can impact negative to trust they to existing system . On the other hand , citizens other foster children such as M. Ikhsan appreciate approach consistent and fair officers , and emphasize that equality in implementation rule provide a strong sense of justice . This shows that success control relies heavily on consistent and transparent implementation .

Senior inmates like Susilo highlighted that implementation consistent and fair rules during term long time is very important in build trust . According to him , the inconsistency in enforcement rule can erodes the sense of justice that has been woke up , especially for inhabitant fostered that has been serve a long sentence . Therefore that , the control applied in a way consistent and with principle justice No only important For guard order , but also for create environment stable , orderly , and supportive correctional facilities for effective rehabilitation processes .

c. Affection

Affection in context interpersonal relationship between officer institution correctional and citizen foster referring to support emotional as well as psychological purpose For build interactions based on empathy , caring , and appreciation to dignity individual . Support This affection plays a role important in lighten up burden psychological problems experienced by residents foster during the detention period , at the same time support the rehabilitation process they . Affection in form positive interpersonal relationships , such as give appreciation , listening complaints , as well as show sincere attention , no only increase mental well-being of citizens foster care , but also strengthen the sense of connectedness between officers and residents

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fostered . With Thus , support This emotional contributes significant to achievement objective more rehabilitation effective .

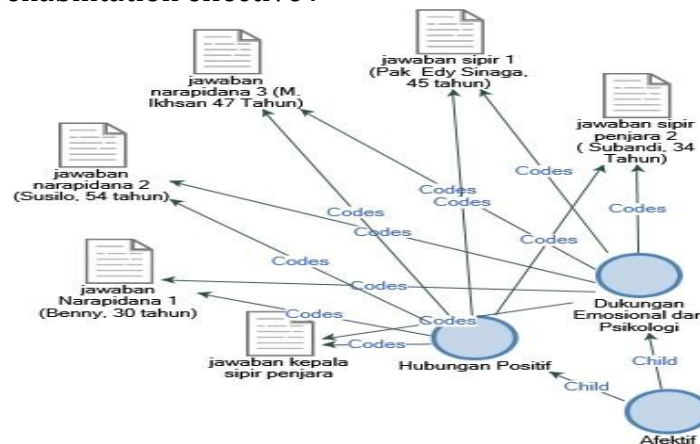


Figure 3. Perspective Affection

Based on interview , head institution correctional emphasize importance support emotional for inhabitant fostered , although acknowledged there is limitations in matter source power and time . Officer as Edy Sinaga shows deep understanding about need psychological inhabitant fostered and strived give support needed For help they overcome pressure faced . these efforts reflect awareness will role important affection in support the rehabilitation process , as well as commitment officer in treat inhabitant foster with empathy and concern .

Officer like Subandi also admitted challenges faced in give support emotional , where the burden high work and pressure in the environment Work often limiting ability For give optimal attention to inhabitant fostered . Although Thus , awareness will importance affection still held by the officer , even though in in practice , limitations source power and condition operational become inhibitor in realize support ideal emotional for inhabitant fostered . This shows that although There is desire strong For give more attention deep , reality environment prison become constraint alone .

Inmates as M. Ikhsan gave view positive to support the emotional impact he received from officer . He feel that empathy and attention given by the officers make it feel supported and understood , which is very helpful in the rehabilitation process . This experience confirms that positive and fulfilling interpersonal relationships empathy from officer can become factor important thing that drives motivation inhabitant foster For do change behavior and living rehabilitation with more Good .

Inmates as Susilo expressed that support emotional received often lacking adequate . He highlight the need improvement in matter empathy and concern from officers , especially for inhabitant foster children facing situation difficult . Susilo emphasized that support more emotional strong can give motivation and hope for inhabitant foster For Keep going make an effort repair self . This view reflects that affection in form support emotional No only important For welfare psychological inhabitant

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fostered , but also plays a role in create a more environment support For rehabilitation and reintegration social they

Humanization Discipline : Impact Communication Empathetic to Rehabilitation of inmates

Approach holistic which includes inclusion , control , and affection in orientation interpersonal relationship between Correctional Officers and Inmates correctional open road For more communication effective , constructive long - lasting discipline , and support the ongoing rehabilitation process . Commitment to strengthening practices This relationship shows potential For No only change individual but also affects in a way positive environment prison in a way overall , promoting a more environment safe , more support , and more productive for everyone involved .



Figure 4. Analysis Wordcloud

Wordcloud shown above show prevalence and significance concepts certain in the investigated data corpus . Prominently , the terms such as " communication ," "Inmates, " correctional ," " Correctional Officer ," and " support " dominate visualization , indicating that they is element central in discourse subject associated with utilise word cloud as tool analysis semiotics , frequency use This terminology can assumed as indicator focus study or intensive discussion on dynamics interaction between manager prison and its inmates .

More next , emergence term such as " empathy ," " relationship ," and " positive " in significant scale give implications that studies or text source Possible explore interpersonal aspects that are oriented towards development constructive and strengthening relationships aspects humanity in context prison . Emphasis on these aspects can reflect a approach in research that acknowledges and evaluates

importance practice rehabilitation involving development social and emotional inmates correctional as part from the recovery process .

Use of personal pronouns such as " I " and "we" in large proportion to mark dimensions possible subjectivity become focus in narrative of collected data . Presence strong from these words can reflect narrative subjective from the respondents , revealed perspective and experience the individuals involved , who give weight on personal testimony in development findings and interpretations study .

The presence of words such as " limitations , " " challenges , " and " roles " shows confession to obstacle operational and dilemma ethics faced in a correctional setting . This highlights existence conflict between need security and needs supporters , who demand in -depth analysis about How Correctional Institution Officer operate authority they as well as how far they are can integrate supportive practices development Positive Inmates socialization . In this case , wordcloud become visual representation of demanding themes exploration critical and reflective in literature related academics with administration justice and system correctional .

Approach Rehabilitation Based on Community of Foster Residents correctional (CBIR) introduces paradigm new in effort rehabilitation in institutions correctional , where the community within prison considered as environment learning and growth dynamic . Through CBIR , Residents correctional given chance For No only become recipient passive rehabilitation program , but also as participants active which contributes to the formation community positive and productive . This marks shift from the rehabilitation model traditional which often focuses on aspects punitive , towards a more approach inclusive and supportive . With focus on development strong community within prison , CBIR seeks For strengthen connection social between inmates socialization , improving trust and collaboration , and facilitate exchange valuable experiences and learning among they . This approach does not only enrich Inmates ' Experience correctional during undergo rehabilitation but also prepare they with more Good For return to public .

Handling Discipline of Inmates Balanced Correctional Institutions (WBP) between approach humanist and firm in system correctional institutions in North Sumatra have runway in Islamic teachings . Islam teaches importance discipline and responsibility answer as part from life everyday , related direct with effort rehabilitation prisoners . The Qur'an emphasizes importance repair yourself and give chance for the guilty person For repent , which is in harmony with objective rehabilitation in correctional .

One of relevant verses of the Quran in context discipline and improvement self is Surah Al-Baqarah [2]: 286:

لَا يَكْلِفُ أَٓءُ , نَفْسًا إِلَّا أُوْسْعَهَا لَهَا مَا كَسَبَتْ وَعَلَيْهَا مَا اكْتَسَبَتْ رَبَّنَا لَا تُؤَاخِذْنَا إِن نَّسِينَا

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أَخْطَأْنَا رَبَّنَا وَلَا تَحْمِلْ عَلَيْنَا God bless you عَلَيْنَا مَا لَا طَاقَةَ لَنَا بِهِ
وَأَعَفْ عَنَّا وَاعْفِرْ لَنَا وَأَرْحَمْنَا أَنْتَ مَوْلَانَا فَانصُرْنَا عَلَى الْقَوْمِ
الْكَافِرِينَ

"God does not burdensome somebody but in accordance with his ability . He got reward (from virtue) that he strives for , and he get torture (from crimes) that they committed . (They pray), 'O our Lord, do not You our law if we forget or we do error '".

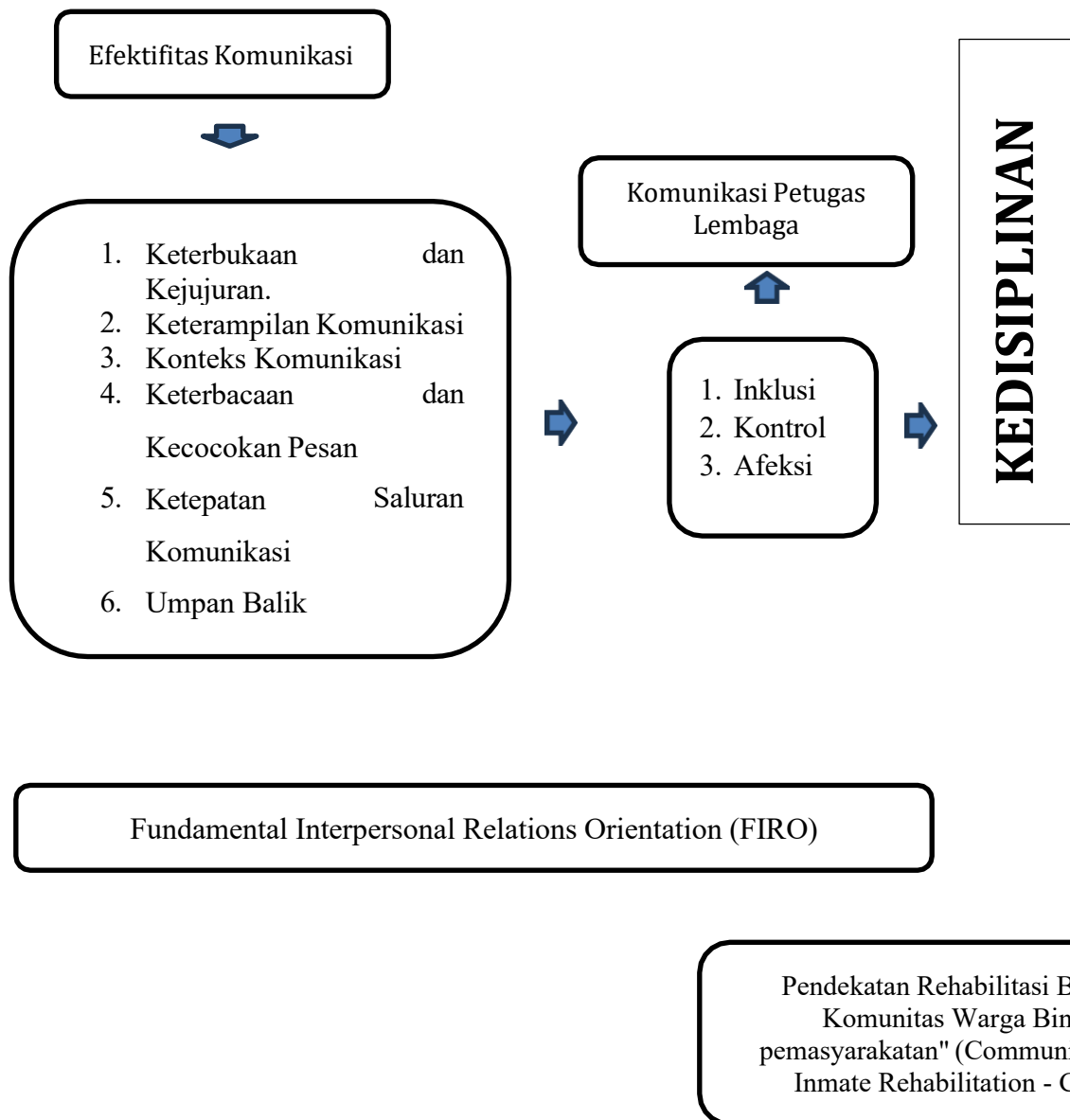


Figure 5. Findings Field

This verse teaches that every individual must responsible answer on his actions , but Allah also gives opportunity for man For repair self . In the context of correctional , WBP must realize error they , however they are also given chance For learn , change , and improve life they through the rehabilitation process .

This concept is also reflected in Surah An-Nur [24]: 31, which emphasizes importance introspection and improvement self :

عَنْكُمْ سَيِّئَاتِكُمْ وَتُدْخِلَكُمْ مُدْخِلَ كَرِيمٍ

"And repent You all to Allah, O you who believe so that You lucky ."

This verse reminds WBP about importance repent and improve mistakes in the past . Coaching program in prison for the purpose of For help convict repent , no only to God, but also to society and self itself . Through this process, discipline No only seen as punishment , but also as road going to repair .

This verse shows that everyone , including WBP, is still own chance For get Allah's forgiveness and mercy throughout they Want to try repair self . This is in harmony with objective rehabilitation in system correctional facilities , where WBP is given chance For changed through education , training and guidance programs spiritual .

More far , CBIR brings implications important to policies and practices in the institution correctional . With emphasize importance formation and maintenance healthy community within prison , this approach demands change in method institution correctional organize rehabilitation activities and programs . This includes design room supportive physical interaction social positive , development of a coaching program that is oriented community , and training staff prison For become facilitator and supporter Community of Residents socialization . In addition , CBIR also challenges institution correctional For think more creative about ways integrate source power and activity external to in community prison , including involvement Family of Inmates community , organization public civil , and institutional education. With Thus , CBIR does not only contribute to improvement effectiveness of rehabilitation programs but also open road for integration Social Inmates more socialization holistic and sustainable

4. Conclusion

Approach communication empathetic in coaching discipline in correctional institutions Class II-A Binjai has proven to be very effective in support the rehabilitation process inhabitant fostered . Through more interpersonal relationships humanist , where the officers understand and respect background back , and need emotional inhabitant fostered , created more atmosphere conducive for change behavior . Communication this empathy is not only play a role in building trust between officers and residents building , but also strengthening the necessary connectivity in effort to build ongoing discipline . In this context , communication empathetic change method officer institution correctional interact with inhabitant fostered , from just authoritative become more collaborative and supportive , which ultimately Motivate inhabitant foster For

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participate active in the rehabilitation program . This approach emphasizes importance treat inhabitant foster No only as offender law , but as individuals who have potential For changed become member productive society .

Conditions and ratios far away officer from the ideal in the institution correctional institutions in Indonesia are one of the obstacle main in guard effectiveness coaching . Binjai Class II-A Prison , such as many other LPs in Indonesia, facing challenge in matter capacity exceeding Power capacity . This condition often causes limited time and attention that can given officer to every inhabitant fostered . However , this study shows that implementation communication empathetic can help reduce impact negative from condition said . Although pressure high work often make interaction become rigid and authoritative , officers who implement communication empathetic capable create more relationship Good with inhabitant fostering , strengthening the sense of involvement , and minimizing conflict . In a dense and crowded environment pressure , communication empathetic allow officer For guard discipline without create excessive tension , making environment more stable and conducive for rehabilitation .

Implementation communication empathetic in context coaching inhabitant This development also plays a role important in Motivate inhabitant foster For involved more active in the process of rehabilitation they themselves . When the citizens foster feel that they heard , understood , and appreciated , they tend more cooperative and willing take part in coaching programs offered by the institution socialization . This approach helps change perception inhabitant foster towards the rehabilitation process — from just undergo punishment become A chance For repair yourself . This is important , especially remember the amount challenges faced inhabitant foster in adapt self with new rules and norms in the environment correctional . With existence empathetic communication , citizens foster more easy accept guidance from officers , and ultimately , the rehabilitation process. walk with more smooth and effective . Communication empathetic allow creation supportive atmosphere development inhabitant foster in a way psychological and emotional , so that they more Ready For return to public after his sentence end .

Findings This study confirms that communication empathetic is very important component in increase quality coaching in institutions socialization. Communication that respects dignity and humanity inhabitant foster capable create more interpersonal relationships strong between officers and residents fostered , which in turn repair dynamics coaching and rehabilitation . With this approach , officers institution correctional can help inhabitant foster develop a sense of responsibility answer personal , as well as change method view they towards the rehabilitation process No as punishment , but as chance For repair yourself and prepare reintegration to in society . This approach is expected can adopted in a way more wide in various institution correctional , so that can help lower number recidivism , increasing the effectiveness of the rehabilitation program , and ensure that inhabitant fostered that has been complete his sentence can return contribute in a way positive in society .

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