



Integrated Service Post (PPT) as a Communicator of Domestic Violence Cases
(Case Study of Chracter and Atribution PPT as a Communicator of Domestic Violence Cases in
surakarta)

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Abstract

This research aims to know how a cadre of Integrated Service Institution (PPT) in conducting the mentoring process for the victims of domestic violence by seeing the characters and the attribution of PPT as the communicator. Domestic violence is an iceberg phenomenon that becomes the concern in the society in which there are still many victims of domestic violence who are afraid to tell their violent experiences or even report it to the authorized legal institution. This research is a qualitative research which employs case studies method with primary and secondary data sources. The data is taken from observation, in-depth interviews, and documentations. The data are analyzed by using data analysis technique by Miles and Huberman.

This research is conducted to know how the character and attribution process of the PPT's cadre as the communicator in conducting their mentoring process for the victims so that the cases can be revealed and reported. The characters of the PPT's cadre are observed by using trait theory and attribution through the stages process of Perception of Action, Judgement of Intention, and Attribution of Disposition.

The result of the study shows that there are some PPT's cadres who are not objective in conducting the mentoring process for the victims of domestic violence. It is because they are empathy to the victims after knowing the real situation. Besides, the existence of the blurred credibility causes the dynamic that are not in line with objectivity whereas objectivity is the element of credibility. On the other hand, the existence of empathy brings positive impacts in which it can help revealing the domestic violence cases experienced by the victims.

Keywords: *Domestic Violence; Chracters; Attribution/Attribution Process; Cadre; Integrated Service Institution(PPT)*

1. Introduction

A case of violence against women in the home domain (KDRT) is a global issue in today's society. This is because the issue of domestic violence can occur to anyone by not looking at the position or social status. Victims of domestic violence are not only limited to low and poor levels of education but also well-educated people and economic status to the top. Note Women's National Commission (2002:65) also shows that women's characteristics that are susceptible to violence are cross-class, cross-ethnic, and cross-religious phenomena. Based on the data reported by Women's National Commission on March 7, 2016 the number of violence against women since 2010 continues to increase from year to year. A very high increase in numbers occurred between 2011 to 2012 which reaches 35%.

While the type of violence against women most prominent in the year 2015 is the same as the previous year of domestic violence (KDRT) that reached the number 11,207 cases (69%). On the realm of domestic violence, the most prominent hardness was the physical hardness of 4,304 cases (38%), followed by the sexual violence of 3,325 cases (30%), psychic 2,607 cases (23%) and economic 971 cases (9%).

Cases of violence against women occurred in the year 2015 not only in major or metropolitan cities but spread in 34 provinces in Indonesia. Data from 232 partner institutions Women's National Commission in Indonesia which shows the number of cases of violence against women who have been documented to reach 16,217 cases. The number of the Central Java (1,310) is the fourth province number of cases after DKI Jakarta (3,320), East Java (1,785), and West Java (1540). Central Java province itself in the last five years, 2011-2015, recorded a fluctuating graph for cases of violence against women. Of this type of violence against women, in Central Java domestic violence in households occupied the first number of 1667 cases on physical cases of 836 and psychic as many as 832 cases. While other types of violence are sexual, exploitation, abandonment, trafficking, and other cases.

In Surakarta city the number of domestic violence (KDRT) cases experienced by women is still common. The following data on household violence against women or men, and the case of commercial sex exploitation of the child as well as the law-dealing child in Surakarta from 2010 to 2015.

Case Data for women and children of Surakarta

No	Year	violence against women	violence against men	violence against children
1	2010	37	-	73
2	2011	25	-	64
3	2012	77	-	96
4	2013	174	8	25
5	2014	36	-	36
6	2015	40	2	56

Source: The field of empowerment of women Bapermas, PP, PA, and KB Surakarta

While according to SPEK-HAM in the middle of 2016 there are 22 complaints with 13 cases of DOMESTIC violence with the majority of cases to make women or wives as victims with physical abuse. On the other hand, the increase in the reporting rate of the KDRT indicates a victim's courage to reveal the violence they experienced.

In Surakarta itself there are also a number of factors that background the occurrence of domestic violence, among others, high poverty, low education, wrong parenting patterns, morality issues, and cultural factors and gender inequality issues. Some residents still consider women to be 'Konco wingking' or just friends in the kitchen and assume women's roles as an inferior role. In addition there is a culture of patriarchy that is still strong so that male domination becomes high and women become subordinate. In this circumstance the tendency to be more arbitrarily to women is getting bigger. Like the study conducted by Supra Wimbari (2006), which shows that Javanese people still hold Javanese cultural values such as *gotong royong*, *Tepo Seliro*, and *Jothakan* which make the level of closed violence quite high. It is not far from Berbdeda with the public condition in Surakarta which the majority of the population still uphold the values of Javanese culture in which reporting the domestic violence is a difficult thing to do. In addition, the disclosure of things that are personal and considered disgrace is not something that is common, especially by women. This is what makes domestic violence an iceberg phenomenon. Generally women in Indonesia consider domestic violence as a family disgrace that must be covered and will not be released to court or public (Wahyuni, 1994). This condition makes women who are experiencing domestic violence not receiving adequate help.

These problems make the disclosure of domestic workers requiring the communication skills of the officer or counsellor as adequate communicators so that the victims are comfortable to express the problem of violence and make them able to Reported issues of domestic violence. This research will see how the integrated Service post Officer (PPT) in the city of Surakarta performs its role as a communicator in the handling of domestic violence cases (KDRT).

Given the above factors, the protection of the victims of domestic violence becomes very important, because the victim needs the restoration of the condition, both physically and mentally to return to the original and it can be handled if The victim reported the violence (Supra Wimbari: 1996). The reporting made by victims was very helpful in suppressing the increasing number of domestic violence cases and protecting victims of the case.

This condition is responded to by law Number 23 of 2004 Article 13 on the elimination of domestic violence in a substantial manner by expanding institutions and institutions to be easily accessible by the victims of domestic workers, namely The family, advocate, social institution, police force, attorney, court or any other party, whether temporary protection or on the basis of court determination. In this case it is apparent that the institution and the institution of the provider is not limited to only law enforcement agencies, but also other social institutions, even mentioned by other individuals. The role is necessary because of the breadth of space and movement of the act of the KDRT, while institutions and institutions that deal with the protection of victims of domestic violence are very limited. The other party is any person who hears, sees, or knows the act of corruption in this case the general public.

Furthermore, in article 14 of Law No. 23 of 2004 mentions that in the implementation of such efforts, governments and local governments can do cooperation with society or other social institutions (Ps 14). Therefore, Komnas women cooperates with many partners in coordinating the reporting of domestic violence cases. The partners are the District Court, religious court, child care Unit in the police, hospital, Women Empowerment Agency, civil society organization, integrated Servant Center for Women and Children Empowerment, and service post Integrated (PPT). Data from Komnas Perempuan showed that PPT became a partner with the highest response of 71% in the year 2015 (Komnas Perempuan: 2016). The government of Surakarta City based on Surakarta City regulation No. 3 Year 2009 on the elimination of commercial sexual exploitation makes complaints in the form of integrated services for women and children of Surakarta (PTPAS) at City and post levels Integrated service (PPT) victims of Gender-based violence at the village level. The government of Surakarta city itself already has

operational standard procedure (SOP) for the implementation of the PPT task. This post aims to provoke and socialize the problem of domestic violence to no longer occur.

2. Literature Review

To explain how the PPT officers as communicators communicate with victims of domestic violence to report, writers use theories regarding the nature of communicators and how they process information and cognition. Em Griffin (2012:6) gives a simple understanding of the definition of communication “*Communication is the relational process of creating and interpreting messages that elicit a response*”. From the sentence above, it can be meaning that communication is a mutually interconnected process in terms of creating a message and interpreting the message that ultimately results in a response. The process has no beginning or end, not static, viewing communication as an interaction process where one person affects another person.

According to Effendi (2003:30), in the essence of interpersonal communication is the communication between communicators and communfishes, this type of communication is considered most effective in the effort to change the attitudes, opinions or behaviors of a person, because of the nature Dialogical conversation. Reverse flows are direct, communicators know the communicative response when it is also.

The effectiveness of interpersonal communication begins with 5 (five) common qualities that are considered : (Devito, 1997:259-264)

a. Openness

Quality of openness refers to at least 3 (three) aspects of interpersonal communication:

- 1) Effective interpersonal communicators must be open to the person he or she is interacting with.
- 2) The willingness of communicators to react honestly to the stimulus that comes.
- 3) Third aspect concerns "ownership" of feelings and thoughts (Bochner dan Kelly, 1974).

b. Empathy

Henry Backrack (1976) defines empathy as a person's ability to ' know ' what others are experiencing at any given moment, from that other person's point of view, through the other person's glasses

c. Supportiveness

An effective interpersonal relationship is a relationship in which there is a support (supportiveness) attitude. A concept that is based on the work of Jack Gibb. Open and emphatic communication can not take place in an unsupportive atmosphere.

d. Positive attitude

We communicate a positive attitude in interpersonal communication with at least 2 (two) ways of expressing a positive attitude and positively encouraging the person who is our friend to interact.

e. Equality

Interpersonal communication will be more effective when the atmosphere is equal. That is, there must be a discreet confession that both parties are equally valuable and valuable, and that each party has something important to donate. In a interpersonal relationship the immissal and conflict is more seen as an attempt to understand the definite difference.

In this study the authors used the Trait Theory and attribution theory to see how a cadre for the communicator as a task is to uncover the case of domestic violence in Surakarta.

Nature can be seen as a marker or a charateristic differentiator of something. Nature is often interpreted as the quality of individuals who are able to influence how to think, feel and behave consistently to certain situations. There are five factors introduced by Digman, namely:

- a. *neuroticism* or tendency to feel negative emotions and sadness.
- b. *extraversion* or tendency to enjoy being in a group, be firm, and think optimistic.
- c. *openness* or tendency to be reflective, have imagination, pay attention to feelings from the heart, and be self-thinkers.
- d. *agreeableness* or tendency to like and be sympathetic to others, wanting to help others, as well as to avoid hostility.
- e. *conscientiousness* atau the tendency to be disciplined, against the motion of conscience, to be orderly and to the completion of tasks.

Integrated Service post officer, which is the case communicator, is required to be a strict person and discipline in providing assistance for the victims to report. Although many traits can be used as a reference to deepen the theory of nature, but the most interesting thing associated with communication science is the nature of argumentativeness and anxiety in communication.

a. *argumentativeness*

The nature of opposition is a tendency to participate in conversations about controversial topics, to support a person's viewpoint and reject different beliefs. Dominic Infante and his colleagues believed that opposition could:

- i. Improving learning,
- ii. Help someone to understand the point of view of others,
- iii. Heightens credibility

Contemporary research finds credibility factors, namely competence, objectivity, belief, coorientation, Dynamication (Whitehead, 1969; Tuppen, 1974).

iv. Build communication skills

b. *Anxiety in communicating and socializing*

Miles Patterson and Vicki Ritts mention some parameters for the degree of anxiety communicating. It says, anxiety in communicating and socializing has physiological aspects, such as heartbeat and red hues on the cheeks for shame, behavioral manifestations such as avoidance and self-protection, as well as cognitive dimensions, such as self-focus and Negative thoughts.

If the theory of nature gives an idea of oneself, as a communication person, and also understands others as an interaction, attribution is the process of identifying the causes of other people's behaviour and then Are known about the qualities of settling and their disposition (Baron and Byrne, 2003:49).

To better understand these matters above the researchers use the attribution theory developed by Fritz Heider. According to Heider attribution theory is a theory that explains about one's behavior. The attribution theory explains the process of how individuals as communication practitioners determine the cause and motive of a person's behavior. This theory refers to how a person explains the cause of the behavior of another person or himself to be determined whether from internal or external (Luthans, 2005). Heider therefore divides the attribution source into two, i.e. Internal attribution or dispositional attribution AND external or environmental attribution.

In the attribution of others there are three phases of the process that must be exceeded, namely:

a. *Perception of Action*

The first time meeting with someone can make us without having to do an assessment against it. This initial assessment will initiate a series of attribution. The first assessment done is usually influenced by the opinions of others, after that, we will strive to match with our own judgment.

b. *Judgment of Intention*

When we trust someone else's judgment of a person, we will strive to seek answers from the truth.

c. *Atribution of Disposition*

Heider defines attribution as an attempt to predict and control the world by establishing a person's behaviour in a disposition that tends to not change.

3. Methodology

The study went into qualitative research. Qualitative research is the problem-solving research using empirical data (Masyhuridan Zainuddin, 2008:15). Qualitative research is usually intended to convey a description and/or understanding of how and why a symptom or reality of communication occurs. (Pawito, 2007:35).

As the question in this study relates to how and why, the researcher uses a case study approach. Case study research is a qualitative approach that studies explore real life, limited contemporary systems (cases) or various limited systems (various cases), through detailed and profound data collection involving

Various sources of information or sources of compound information (for example, observations, interviews, audiovisual materials, and documents and various reports), and reports on case descriptions and case themes (Creswell, 2014:136).

This research took place in Surakarta city which divided into five sub-districts, namely Laweyan, Jebres, Pasarkliwon, Serengan, and Banjarsari. The city of Surakarta was chosen because of the victims of domestic violence from 2014 and 2015. For the period of implementation of the study is held for approximately two months, namely in February to March 2017.

The data collection techniques in this writing are done in two ways, namely in-depth interviews and documentation. The nature of the sampling method of qualitative research used in this study is purposive sampling.

4. Result and Discussion

From the exposure of the research results above related to the problem and research objectives, there are several findings in how the character and attribution and counseling strategy of a PPT cadre on victims of domestic violence as follows:

- a. Not Objective
 - 1) Using Empathy

Dominie Infante and his colleagues believe that opposition can improve learning, help someone to understand other people's perspectives, heighten credibility, and build communication skills. At the credibility points of contemporary research in (Whitehead, 1969; Tuppen, 1974) finds credibility factors, such as competence, objectivity, belief, orientation, and dynamism. Its own objectivity is described as being the ability to see two sides of an issue, to suspend a personal bias; being sensible and impartial; And to be checked for evidence, reason, and value before siding (Whitehead, 1969; Tuppen, 1974). Suspending personal bias becomes one of the most important things in the objectivity of a communicator. Basically, a personal bias is done in order not to arise perception of communicators that do not comply with the truth. The perception arises due to the emotional involvement of communicators to the surrounding circumstances. This can be an obstacle to the company while making a decision to resolve the case of domestic violence that is handled, because the decision is not in accordance with the truth but is affected by the emotion of cadre of PPT to the circumstances surrounding. For this reason, the cadres of PPT should be able to suspend personal bias in order to be objective in the assessment of a case of domestic violence. In addition, suspending personal bias is done in order to minimize personal barriers to communication. However, in this study it was found that suspending personal bias is difficult to do cadre cadres PPT in conducting mentoring on victims of domestic violence. Most cadres are compassionate and empathized against victims of domestic violence cases. Moreover, the gender equality with victims of the cadre can not receive the treatment of domestic violence. From the point of view of the psychology of empathy is necessary when cadres PPT conduct assistance with victims of domestic violence cases. But in practice empathy should not be done excessively, a PPT should be able to control empathy arising during the mentoring. According to Goleman (2000) empathy can help the komunikator in understanding the heart, mind and soul of the komunfishes including their background motives and feelings. The greater empathy towards others is the greater the communicators can appreciate and respect the komunfishes. Kader PPT should be able to position itself while conducting the underboard, do not overdo in giving empathy to the victims of domestic violence. In this study found empathy that emerged when the cadre of

PPT conducting mentoring on victims of domestic violence. Thus found a lack of objectivity in the assessment process of the case of domestic violence, where it affects the credibility of a cadre of PPT to handle a case of domestic violence.

2) Empathy made by the cadre of PPT is positive

This research found that there is a personal bias that is in the form of empathy that arises in the PPT cadres against the state of victims of domestic violence. However, the frequent empathy arises in the cadre of PPT when facing the case of domestic violence has a positive impact on its completion. Empathy arising in the cadre of PPT makes them feel compassion and further seeks to assist in the inclusion of such cases. This study found that there was a tendency to positive action of a cadre of PPT that was done when empathy appeared in him, such actions are as follows:

i. Mentoring done to the complete

At the stage of mentoring that involves empathy, the cadre cadres will strive to promptly resolve the case completely. From the legal side, PTT cadres will accompany the victim to the police or the court if it is so far the completion of the case of domestic violence should be done and even confirm whether the victim is well-served or not. From the medical side, the cadre is going to accompany the victim in conducting a visum at the health center or a mental hospital examination.

ii. More and more disclosing cases of domestic violence

In this research, the cadre is found that it strives to realize that the DOMESTIC violence is a crime that must be promptly and resolved. This is what makes the victims aware and not ashamed or afraid to complain of violence is experienced so that many cases of KDRT revealed. As it is hoped that the empathy of the PPT cadre can reduce the phenomenon of the iceberg.

b. Dynamism can not be in line with objectivity in favor of communicators ' credibility

In this study found that the dynamism that arises within the cadre of PPT is a manifestation of empathy to the victim. This is in contrast to the objectivity of the element that a cadre of PPT must have. In contemporary research it is mentioned that energy, strength, intensity, and encouragement are part of dynamical elements.

i. Energy dan strength

Interesting in this study found that the dynamism that arises within the cadre of PPT is a manifestation of empathy to the victim. This is in contrast to the objectivity element that a cadre should have. In contemporary research it is mentioned that energy, strength, intensity, and encouragement are part of dynamical elements.

ii. Intensity

This mentoring begins with a approach to the victim that is done repeatedly. This condition that allows the cadre cadres to connect more intensively with the victims of domestic violence, so that they can easily dig the information from the victim and find the right solution to the problems faced. In addition, the immediacy that woke up between the cadre of the PPT cadre with victims, actors, and family made a cadre of PPT can gather balanced and complete information from both sides. This condition helps the cadres of the PPT to see the problem of violence thoroughly so that the decision on the solution taken directly targeted to the subject matter.

iii. The encouragement

The encouragement of the PPT cadre to solve a case of domestic violence is a form of empathy that the cadre has to sacrifice. Hope has a harmonious family, helped contribute to the financial problems of the victim, and uphold the Dilan to be the urge of a PPT cadre to help the victim resolve a case of domestic violence.

c. Anxiety

Anxiety-pushing cadre PPT encourages cadres PPT to formulate the right strategy in expressing cases of domestic violence. Startegi the other Antra use a language that is smooth and low intonation in communicating with victims and perpetrators of domestic violence, digging the information secretly (not on the frontal), be calm while doing the mentoring. Moreover anxiety also makes a cadre PPT strengthens its network.

d. Negative thoughts encourage the Cadre PPT to consider all the information signs around it

If in theory of negative thoughts try someone to consider information and signs on the environment, but in this case it is found that the Cadre cadre makes negative thoughts as an encouragement to see the signs Around. The worry of the cadre of PPT on victim actions is reckless to make them more alert about what is happening around. The reckless action may be a threat of threats or the use of sharp weapons. This does not make the cadre of PPT to feel afraid or withdraw from the case assistance, but instead makes the cadre cadres PPT more concerned about the environment to maximize the assistance of domestic violence.

In this study, there was a negative thought of a cadre of PPT to victims of domestic workers. Where is the fear of the cadres of PPT that the victim does not want the case revealed. The reluctant victim reveals his case can be seen from the attitude of closing the Koban in the cadre of PPT during early mentoring. In addition, victims are afraid of the risks that occur if they uncover the case, such as the husband who enters jail, divorce and the emergence of financial problems when they are left husband (backbone). Negative thoughts against this and do not make a cadre PPT afraid to step in assistance and solving cases of domestic violence but to make the cadre Kader more want to solve the case of domestic violence. Cadre of PPT usually takes a step approach to the people closest to the victim such as family and neighbors. In addition, the Cadre PPT also strives to offer solutions to problems that may occur that are feared by victims of domestic violence. The solutions offered such as inclusion victims to the creative economic trainings provided by the service.

Conclusion

In this study not all aspects of the attitude of credibility can be used to determine the credibility of the communicator because it is found an element of empathy opposite to the objectivity and dynamization factor in the credibility built from empathy. The empathy of a regular PPT cadre can maintain its credibility. Empathy can also be used as a way to approach the Kader PPT when discussing the topic KDR to victims or perpetrators. In addition, empathy can also support the viewpoint of the PPT cadre that believes that the domestic violence is a case that must be disclosed. The use of empathy can reject the victim's beliefs regarding the domestic violence that is seen as a family disgrace that must be closed. So in addition to the opposition a communicator can use his empathy to discuss matters about controversial topics, to support a person's viewpoint and reject different beliefs.

Unlike the theories expressed by Miles Patterson and Vicki Ritts mentioning one of the parameters for the level of anxiety communicating is the cognitive dimension, such as the self-focus and negative thoughts. The negative thoughts that arise can disrupt the processing of information normally and can strengthen the behavior such as self-withdrawal from society. However, in this study it was found that when a PPT cadre experiencing anxiety or negative thoughts on a case of domestic violence does not make the cadre PPT withdraw from the community or the case, but rather want to do the mentoring and settlement of such cases.

In this study also discusses how the attribution affects the communication of a cadre of PPT in conducting mentoring. According to Heider (Griffin, 1994:137) There are three phases in the attribution process, in this research a PPT cadre has done three stages, namely perception of Action, Judgment of Intention and Attribution of Disposition. In this study, it was found that the PPT cadre conducted three stages.

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