

Interpersonal communication class II a narcotics prison officers Kasongan Katingan Regency Central Kalimantan in changing the behavior of prisoners

Affan Anwari^{1*}, Muhammad Najih Farihanto², Uspal Jandevi

^{1,2}Communication Studies, Ahmad Dahlan University, 55166, Indonesia

³Nanjing Normal University, 210097, China

Email: affan1900030027@webmail.uad.ac.id, muhammad.farihanto@comm.uad.ac.id, 30185309@stu.njnu.edu.cn

ABSTRACT

Keywords

Interpersonal communication

Prison

Assisted citizens

Narcotic

Katingan County

Kasongan Class II A Narcotics Prison is located on Jalan Cilik Riwt Km. 10 Kasongan, within the jurisdiction of Katingan Regency, Central Kalimantan Province. It was established in 2013 with the nomenclature of Kasongan Class III Narcotics Prison and in 2019 changed to Class II A Narcotics Prison due to Echelon changes. Based on data from residents assisted by Kasongan Class II A Narcotics Prison in the last five years, there has been an increase in the number of cases, and this problem narrowed to the basis of the urgency of research. In this study, the method used was qualitative descriptive. This method focuses on data found based on facts in the field such as objects, social rules, or phenomena outlined in narrative writing. The preparation of qualitative research contains realities raised based on the results of field data that strengthen support for what is attached to the report. Based on the results of this repressive action research carried out well, which was based on changes in the behavior of fostered citizens for the better (positive), and gaining new skills (personality & independence) based on indicators of interpersonal communication effectiveness initiated by DeVito, these changes are useful for competitiveness and usefulness before returning to society.

1. Introduction

In daily life activities, communication cannot be separated, both communicating with family members, friends, neighbors, lecturers, to spouses (Tuncel & Paker, 2018). Communication activities carried out face-to-face or two-way communication can be called interpersonal communication where communication is carried out at the same time or the same place that brings together the messenger or communicator and the recipient of the message or communicant (Syahida & Putri, 2020).

"Communication comes from the Latin *cum* which is the initial word that means together, and *unus* which is a number word which means *communio* which in English becomes communion which means togetherness, unity, fellowship, combination, association, and relationship" (Ridwan et al., 2020).

Discussing interpersonal communication, five elements make communication effective, namely the presence of communicators (messengers), media (means), messages, communicants (receivers), and responses (feedback). Interpersonal communication is also often a choice of strategy in conveying messages or goals carried out by communication actors (communicators) to influence the recipient of the message (communicant) in changing attitudes and views carried out verbally and non-verbally. At present, criminal acts have always been an obstacle for the government in enforcing security and comfort in the community, be it criminal acts in the form of theft, murder, theft, to drug abuse (Loisa & Setyanto, 2014).

"Crime is meaningfully derived from the word *crimen* which means offense, criminal act, or the word crime itself, so it refers to a meaning or negative act" (Sabiq & Apsari, 2021). "When an individual has committed a crime, punishing the offender is not only an act of revenge for the crime that has been committed against the offender. Anyone who has been classified or violated the law, that person will be classified as a prisoner or convict. Determination of prisoners as offenders and have gone through a trial, have been convicted of crimes and put in prison or often known as a prison and become prison-assisted citizens" (Nurfajri & Subroto, 2021).

Kasongan Class II A Narcotics Prison is located on Jalan Cilik Riut Km. 10 Kasongan, within the jurisdiction of Katingan Regency, Central Kalimantan Province. It was established in 2013 with the nomenclature of Kasongan Class III Narcotics Prison and in 2019 changed to Class II A Narcotics Prison due to Echelon changes. General cases/special cases in 2022 as many as 632 assisted residents are drug abusers, and dealers, to large cities in the Central Kalimantan region in particular.

Table 1. Case of Assisted Citizens 2018-2022

No	Year	Total Case
1	2018	320
2	2019	330
3	2020	486
4	2021	606
5	2022	632

Source: Kasongan Class II A Narcotics Prison

The process of interpersonal communication of officers to fostered residents in changing behavior is very influential and is considered the most suitable strategy for certain cases in approaching each fostered citizen with cases, and behaviors that need to be fostered directly. In general, the officer's communication process also uses a type of group communication with one officer fostering dozens of fostered citizens (personality coaching). The success of changing the behavior of fostered residents also returns to each individual with self-awareness and motivation, according to the results of an interview with Aunul Ma'bud who is the Personality Coach of Class II Narcotics Prison Inmates A Kasongan (Thursday, 5 May 2022).

In the process of interpersonal communication carried out by Class II A Kasongan Narcotics Prison officers in changing the behavior of fostered residents, there are two methods, namely personality coaching and independence coaching. Personality development is further divided into three strategies, namely through religious approaches, legal counseling, and correctional rehabilitation activities (Fadillah et al., 2020). While self-reliance development is an activity based on the awareness of fostered residents in changing themselves, through prison activities such as fish farming and gardening training, with this activity it is hoped that after completing their sentence, the assisted residents will already have basic skills in returning to activities in the community.

The purpose of this study was to determine the interpersonal communication process carried out by officers of Class II A Narcotics Prison, Kasongan, Katingan Regency, Central Kalimantan in changing the behavior of fostered residents. With the knowledge of the results of the interpersonal communication process used, this repressive method can be implemented optimally if the level of implementation focuses on the indicators of interpersonal communication effectiveness proposed by DeVito, or vice versa if there is a problem, the problem can be known and can be fixed (fixed).

2. Method

This research is a type of field research with a research place at the Class II A Kasongan Narcotics Correctional Institution, Katingan Regency, Central Kalimantan. "Qualitative research is suitable for use if conditions are natural and discovery (Fajri, 2021). In this method, the emphasis of research results depends on researchers as a key instrument, because therefore researchers must have a broad theoretical basis and knowledge to be able to ask questions, explore problems, and make the framework of the object under study more real." (Ardiyanto, 2019).

"According to Denzin and Lincoln gave the opinion that qualitative research is research that uses a natural basis to explain the phenomena that occur and is carried out by involving several existing methods" (Setiawan Johan &, 2018).

This research focuses on qualitative descriptive methods in qualitative research data found based on facts in the field such as objects, social rules, or phenomena outlined in narrative writing (Fazhari & Rudianto, 2021). The results of this study are data and facts arranged in the form of words or in the form of pictures and not in the form of numbers or counts. In the preparation of qualitative research reports contain data quotations (reality) raised based on the results of field data that strengthen support for what is attached to the report (Hediana & Winduwati, 2020).

3. Result and Discussion

The aspect studied in interpersonal communication focuses on "indicators of the effectiveness of interpersonal communication according to DeVito, which include openness, empathy, supportiveness, positivity, and equality" (Solomon & Theiss, 2020). The approach in collecting research data through qualitative descriptive methods with the object of research is the Kasongan Class II A Narcotics Prison which is a place for the rehabilitation and development of narcotics prisoners located on Jalan Cilik Riut Km. 10 Kasongan, the jurisdiction of Katingan Regency, Central Kalimantan Province. It was established in 2013 with the nomenclature of Kasongan Class III Narcotics Prison and in 2019 changed to Class II A Narcotics Prison due to Echelon changes.

4.1. Results

a. Openness

Openness is the willingness to respond to information received in an interpersonal communication process, openness is also influential in presenting effective interpersonal communication. At the openness stage, correctional officers use a topical approach and adjust the communication needs of correctional-assisted citizens, this is so that correctional-assisted citizens can be open and faster to receive guidance or learning materials while being fostered at the Class II A Kasongan Narcotics Correctional Institution.

On other occasions, the use of interpersonal communication is special which makes this type of communication more focused on solving a self-obstacle or problem of fostered residents. The approach taken conditions the situation in achieving aspects of openness in communication that occur in Class II A Kasongan Narcotics Prison, in practice the approach can be done through activities involving officers and prisoners, for example in sports.

In addition to involving in joint activities, the process of openness that is carried out is also carried out every day, where the coaching process can always be inserted on every occasion the coaching process is also carried out through group communication which the goal is to strengthen relationships between prisoners and officers, such as major religious events, or training carried out together with instructors. It also encourages new skills for fostered citizens in particular.

Based on the data found by the researchers, it was found that the aspect of openness in the interpersonal communication process (coaching process) at the Class II A Kasongan Narcotics Prison, Katingan Regency, Central Kalimantan, runs well with the intensity of interpersonal communication that always runs in the daily activities of officers and fostered residents. This also refers to the effectiveness of interpersonal communication proposed by DeVito in the first aspect, namely openness which is well implemented in the process of changing the behavior of Class II A Kasongan Narcotics Prison. Another indicator that researchers found was that communication activities that run freely are structured (open) based on prison rules that apply to the opening cell hours (prison activities) or just daily routine activities such as religion.

b. Empathy

Empathy in interpersonal communication is the feeling that the recipient gets (feelings) in the process of communication upon receiving information and then responding with a sensitivity that shows that the recipient of this message understands the feelings of the messenger. As for its implementation, the interpersonal communication process carried out by officers to foster residents is a daily activity that still complies with applicable rules and protocols, the purpose of this activity is to

foster empathy itself indirectly for officers and prisoners. When the formal process (coaching) then the sense of sensitivity in receiving information from officers, fostered citizens or vice versa has been aware of that aspect consciously.

In the interpersonal communication stage, the aspect of empathy has been felt to have been present, which indicator is based on responses from fostered residents who understand the coaching activities that take place and are interested in the communication process that occurs. Coaching activities are also through the process of self-reliance training (fish seed farming) in which related officers provide understanding to fostered residents through interpersonal communication, while the enthusiasm of fostered residents is present when the momentum and communication methods chosen by officers directly involve fostered residents in supporting stronger understanding.

The coaching process through interpersonal communication is also considered more effective than other types of communication, this is evidenced by the information of fostered residents, where they are happy in the coaching process through direct communication such as interpersonal communication. The main obstacle in the development process in the Narcotics Prison is the limited number of officers who are small in contrast to the number of assisted citizens, this is also a limitation of equal distribution of services in the implementation of interpersonal communication that takes place. In overcoming this problem, the Kasongan Class II A Narcotics Prison formulates the type of group and organizational communication in which coaching activities continue according to targets and work achievements but also suppresses the efficiency of the number of officers while the remaining total in fostering fostered citizens in the process of behavior change that gets better every progress.

In other coaching activities, training activities such as making handicrafts of fostered residents such as signboards or the like (self-reliance training) where communication implementers (officers) come from outside (coaching adjustments), this is also an example of breaking the obstacle to the lack of prison officers in fostering fostered residents. The purpose of this method is an effort to improve the skills of fostered residents so that they are better prepared to return to the community environment in a positive perspective and can provide one of the job options that have the potential to have selling value.

The aspect of empathy that occurs in Kasongan Class II A Narcotics Prison has been present since the coaching process was carried out even since the assisted residents were present in the prison environment where the ultimate goal of fulfilling the final obligation of prisoners in Kasongan Class II A Narcotics Prison is to change for the better (behavior change) which in this case is a positive thing that comes from the process of personality coaching or independence. As for other things, indicators of the presence of aspects of empathy in fostered residents can be known from the enthusiasm, understanding, and response of fostered residents in participating in coaching activities, be it individually (interpersonal), in groups, or organizations.

c. Supportiveness

The support stage is an open situation in supporting the ongoing communication process well, in the process this support is useful in fighting a sense of closure in the communication process between communication actors. In the implementation of coaching, officers continue to prioritize humanist (persuasive) coaching where coaching activities are carried out based on needs by conditioning mixed types of communication.

The coaching process through interpersonal communication is also through other strategies such as assessment, this activity is one of the coaching activities (assessment) through interpersonal communication, where purpose of this activity is to find out the progress of coaching correctional assisted citizens in Class II A Kasongan Narcotics Prison to what extent, and is useful for knowing the obstacles in fostered residents. The time in this activity adjusts based on a predetermined schedule. This special coaching activity (assessment) is also useful to free what the fostered residents feel when they feel embarrassed or hesitant when communicating in groups or with many people (other fostered residents).

In other findings, the support aspect that took place in Class II A Kasongan Narcotics Prison was also well implemented, as evidenced by the availability of interpersonal communication tools for assisted residents in making contact outside the prison, namely wartelpas or Lapas telephone stalls.

Wartelpas is considered very important in maintaining communication between fostered residents and relatives or family as a release from homesickness or other things that cannot visit. The freedom of use of wartelpas also remains controlled by officers on duty based on applicable protocols and adjusts the portion of the schedule (time) of assisted residents (which is not at any time / free) in using wartelpas if there is no urgency or urgent need outside of free use hours according to the personal schedule of fostered residents.

The support process in the coaching process carried out by officers in serving fostered residents is like fostering parents to their children or can be categorized as familial (humanist) and through a persuasive approach which is considered more effective in providing understanding as well as providing support without forcing fostered residents in the process of becoming better every progress. Based on the process, a persuasive communication approach obtained from family values can create a sense of comfort for fostered residents in the process without feeling pressured or the impact of other bad things.

d. Positiveness

A sense of positivity comes from oneself, this habit can encourage others to actively participate, the habit of creating good communication conditions and presenting effective interactions. The coaching process is also carried out periodically such as weekly activities, namely joint gymnastics, in the implementation of a sense of positivity in the aspect of the effectiveness of interpersonal communication presented by communication actors in providing a sense of comfort and good interaction in presenting an active sense of others (recipients) in participating both in physical and verbal activities (communication).

In its implementation, the awareness of officers in presenting this positive feeling directly or indirectly can be felt in previous aspects of effectiveness, because effective coaching activities have attachments between one another. Other indicators of positive feelings are also present in other activities such as verbal support which in terms of positive feelings has a good impact in providing a sense of comfort and understanding prisoners faster without any feeling of pressure or force with the activities carried out.

Based on the aspect of positive feelings presented by officers of Class II Narcotics Correctional Institution A Kasongan in the process of coaching and training, this activity targets the improvement of new skills and expertise that are useful and have positive selling points in the community. Such as the results of coaching activities as well as training undertaken by fostered residents, as for the process of coaching officers, they have an external target, namely empowering the abilities of fostered citizens based on their potential, for example, expertise in the field of sculpture is directed at activities that do have self-potential in the field of art. In other cases, positive support activities within the Class II A Kasongan Narcotics Prison can be in the form of religious activities for each prisoner according to their beliefs. All of these activities refer to the ultimate value of coaching, namely behavior change for the better at every opportunity.

A sense of positivity in the coaching process carried out by officers in dealing with fostered residents is presented in every process and progress of coaching and training activities to fostered residents through actions (training) or oral counseling as a form of prisoners empowerment by Class II A Kasongan Narcotics Prison in changing the behavior of fostered residents for the better.

e. Equality

A sense of commonality is present between the two parties who are communicating, this is also useful to encourage communication to be effective by giving mutual recognition (reciprocity). In the process of daily activities, there is no truly equal relationship, there are always influential and less influential, there is a good quality communication skills and some are lacking, Which makes the similarity aspect always a point of attention that must be kept close or close the gap between relationships, this is where interpersonal communication is used as a relationship glue to be better with the presence of indicators of the effectiveness of previous interpersonal communication.

In the process of implementation, the process of cultivating a sense of similarity is present by itself due to previous processes, the presence of a sense of similarity is also thanks to a sense of openness and awareness of the coaching process, both carried out by officers and felt by correctional assisted residents. Communication barriers that sometimes occur, for example, obstacles in prisoners who have

not opened up with new people (prisoners) related to their health or personal obstacles. This is formulated into an equal approach which is based on a persuasive coaching and communication approach carried out by officers of the Class II A Kasongan Narcotics Prison.

A sense of equality is present when communication in the formation and process of prison activities together (officers and prisoners), especially in religious activities. This feeling is also an opening curtain for a sense of closing yourself to become more aware of the coaching process properly. Similarities are also presented in other forms of activities, be it by officers or outside practitioners who are called to help foster related targeted needs. This also refers to persuasive communication by officers to provide a sense of comfort to fostered residents. The purpose of this activity is none other than to provide a more effective understanding of coaching without any sense of force.

4.2. Discussion

a. Openness

"According to Liliweri, interpersonal communication is the process of conveying messages face-to-face between two or more people (communicators and communicants)" (Kusumastuti et al., 2021). "According to Everet M. Rogers states that communication is a process in which the transfer of an idea or idea from the communication actor (communicator) to one or more recipients of communication (communicant) to change their behavior. In another statement, according to West & Lyn H. Turner, communication is a social process in which a person gives symbols to present and interpret meaning in his environment" (Blaweni & Hidayat, 2022).

The process of openness is one aspect of assessing whether interpersonal communication runs effectively in every aspect of it. The process of openness carried out between communicators and communicants to each person or every organization that implements this process has its strategy or way, as well as in the process of coaching by officers of the Kasongan Class II A Narcotics Correctional Institution to foster residents through this interpersonal communication.

"According to Ritonga & Hasibuan, communication always occurs in every process of human activity, both in the organizational environment and outside the organizational environment" (Wello et al., 2017). "Openness is the willingness to respond consciously to information received in the face of interpersonal relationships. This openness consists of three aspects, namely: the communicator is open to the person with whom the person is communicating; the communicator's readiness to respond honestly to incoming stimuli; The feelings and thoughts sent to begin with oneself and are responsible for it." (Young, 2016).

A sense of openness is also present due to the mutual openness of communication actors where officers and fostered citizens realize that a sense of openness to each other is also due to one institution that oversees their processes (fostered citizens), in other cases fostered residents feel that those who can listen and share time or devote a sense at least in releasing the burden of their minds so that they can feel better are officers and their colleagues. The coaching process is also carried out through group communication which aims to strengthen relationships between fostered residents and officers so that mutual trust arises which refers to aspects of openness.

b. Empathy

Empathy can be interpreted as a person's ability to feel what others feel, or in another sense in the perspective of communication, empathy is a feeling obtained by the recipient (feeling) in the communication process of receiving information and then responding with a sensitivity that shows that the recipient of this message understands the feelings of the messenger.

"According to DeVito, empathy is the ability to analyze what others feel and to be able to do something tangible in presenting one individual's sense of sensitivity to what another individual or others feel. Harmonious thinking is also stated by Henry Backrack (1976) interpreting empathy as an individual's ability to feel what another individual is experiencing in a particular situation, from the perspective of the individual (others)" (Sutherland & Feltey, 2017).

Empathy was presently shown by Kasongan Class II A Narcotics Prison officers in responding to the problems being faced by fostered residents as students and families. In the process, officers feel what fostered residents feel or vice versa, like harmonizing feelings like people who experience it

(communicators). The empathy that arises also comes from the concern and humanity shown by officers who try to put themselves in the position of fostered citizens when expressing their thoughts.

The direct coaching process is also through an assessment where from the beginning of the discussion (the topic of coaching/consultation) officers such as family or health problems are also not spared from the discussion of assessments carried out where officers provide advice and emotional support to fostered residents or necessary assistance actions.

The obstacle that occurred during the coaching process at the Kasongan Class II A Narcotics Prison was the lack of officers in fostering special assisted citizens, which indirectly indicated the excess number of assisted citizens who were not comparable to officers. This also causes obstacles to equitable distribution of personal coaching services between officers and fostered citizens, in the implementation of interpersonal communication.

In optimizing services to assisted residents, Class II Narcotics Prison A Kasongan formulated this obstacle through a group communication process and invited experts (external Lapas) on several occasions in assisting officers in fostering fostered residents.

c. Supportiveness

In the third indicator or support can be interpreted as a relationship with an attitude of openness and empathy. "According to Humpherys, support is a process of cognitive or verbal recognition but only about the individual, not about action. Suciati illustrates support as an expression of feelings whose presence will give awareness and emptiness will bring discomfort, and foster a tough attitude." (Floreddu & Cabiddu, 2016).

The form of support carried out by officers in providing services to fostered residents is all forms of emotional support and action. Support along with the implementation of empathy indicators, which are when officers understand the condition of fostered residents or vice versa fostered residents with officers who act on the presence of empathy between the two. In general, support arises when this indicator is present can be in the form of motivation or advice given by officers to foster residents to bring a sense of calm, comfort, and other positive things to get a better feeling.

Communication obstacles that fostered residents usually feel hesitant or embarrassed when communicating in crowded places related to themselves, this is the formulation of obstacles to be a breakthrough from Class II A Kasongan Narcotics Prison officers in providing support through interpersonal communication by presenting a special place so that prisoners are free and comfortable to express his thoughts, in the process support indicators are carried out by both parties which strengthen the coaching process becomes more effective.

This special coaching activity (interpersonal communication) is also useful to free what the fostered residents feel when they feel embarrassed or hesitant when communicating in groups or with many people (other fostered residents) which can be concluded that there is a support aspect in every process by Class II A Kasongan Narcotics Prison officers.

In other cases, when fellow fostered residents are sick or there are problems, assisted residents are also always present to support both morally and materially as much as they can others who are also assisted by officers, which makes the coaching process that takes place at Class II A Kasongan Narcotics Prison present a sense of comfort and a sense of family.

The implementation of interpersonal communication is also facilitated by the Penitentiary to assist residents in making contact out of prisons to communicate with relatives through prison telephone stalls (wartelpas), the existence of this facility is also very important in measuring the level of communication that takes place in prison. The rules for the use of wartelpas also remain controlled by officers on duty based on applicable protocols and adjust the portion of the schedule (time) of assisted residents (which is not at any time / free) in using wartelpas if there is no urgency or urgent need outside of free use hours according to the personal schedule of fostered residents.

d. Positiveness

"According to Suciati, a positive feeling is the presence of a tendency to act on the messenger or communicator to provide a positive perspective on the recipient of the message or communicant" (Hikmawati et al., 2021). Positive feelings have a meaning that leads a person to be able to act on

good sources without being affected by guilt, be self-aware as an individual who is beneficial to others, have confidence in his expertise to solve challenges, and be responsive to the needs of others.

The relationship between officers and fostered residents takes place positively, where this positive sense is present when they support each other or can be understood officers and fostered residents respect each other, the purpose of positive feelings is also as a way to avoid bad things (obstacles) for fostered residents and at the same time maintain good relations between the two, even better. In the process of coaching officers always present a positive atmosphere, as evidenced by the enthusiasm of fostered residents in activities, where that activity also takes place in the communication process.

“According to DeVito, a sense of positivity in interpersonal communication will be valuable when the messenger (communicator) shows a positive attitude and feels the presence of others like important individuals” (Ivanka, 2021). In the process, positive feelings can be known when there is a form of attitude and behavior that is connected between officers and fostered residents, this positive attitude can also be interpreted by various awards given by officers to fostered residents when there are joint activities such as competitions in general such as sports or in the religious field. In a special dose, a positive attitude also presents a positive mindset towards others (officers and prisoners) so that there is no suspicious or bad prejudice between the two in every communication relationship (coaching).

“According to Cangara, the function of interpersonal communication aims to improve humanist relationships, avoid and solve self-problems, suppress uncertainty, and provide knowledge and experience to others” (Sharma, 2021).

Based on the activeness of fostered residents in the coaching process, it can be stated that there is a sense of comfort that officers do them. This also shows that fostered residents do not close and separate themselves to process (learn) together to become better. Another benefit of a positive attitude is that it can have a good impact in providing a sense of comfort and understanding of prisoners faster without any feeling of pressure or force with the activities carried out.

In reality, a positive attitude is manifested in daily activities at Class II A Kasongan Narcotics Prison, where coaching (training) activities can be in the form of independence and personality. This positive feeling is also based on mutual support between the two which has an impact on the effectiveness of the coaching process carried out, this is evidenced by the self-understanding of fostered citizens, for example in the fields of religion, science, or other skills such as art and household furniture. Positive feelings also overcome laziness in fostered residents that can interfere with coaching activities, with interpersonal communication used by prison officers presenting breakthrough solutions to this problem.

e. Equality

Similarity can be interpreted as recognition that both parties involved in interaction (communication) are recognized as valuable and valuable (equal), this is also useful to encourage communication to be effective by giving mutual recognition (reciprocity). “According to DeVito, the similarity is a recognition of the value of equality and must be recognized that every individual is valuable and has useful aspects and can provide benefits to others” (Ridwan et al., 2020).

In daily activities there are never two or more absolute people in contact, there will always be more and less, some influential and some less influential, as well as in activities at Kasongan Class II A Narcotics Prison. Apart from this inequality, interpersonal communication exists as a bridge to this relationship, which if communication is established well and effectively will present a sense of positivity and other indicators of interpersonal communication effectiveness, namely openness, empathy, and support. This will provide an equal situation or can be understood as a container for equality.

“Based on Bandura's theory, the coaching process (learning), occurs in three elements, namely the behavior of the model (illustrator), the influence of model behavior, and the internal process of students. It can be drawn that students undergo coaching activities through the process of recognizing model behavior (behavior to be followed), then assessing and taking action to imitate it so that it becomes their habit. The behavior model also has a recognized understanding of behavior in her environment. When experiencing conformity with one's situation (desires, experiences, expectations, goals, etc.) then the habit will be imitated” (Fazhari & Rudianto, 2021).

The approach to achieving equality is also formulated by Class II A Kasongan Narcotics Prison officers through coaching related to the needs needed based on prison targets for assisted residents, where in the implementation of coaching is also assisted by invited outside practitioners related to prison needs and training materials. This also refers to persuasive communication by officers to provide a sense of comfort to fostered residents by presenting experts in every activity carried out, the purpose of this is none other than to provide understanding effectively without any discomfort for fostered residents. The purpose of using persuasive communication is also a concern in formulating obstacles that often occur in fostered residents, for example, they have not been able to open up with new people (fellow prisoners) related to their medical history.

4. Conclusion

Based on the results of research on the coaching process through interpersonal communication carried out by officers of Class II A Narcotics Prison, Kasongan, Katingan Regency, Central Kalimantan, effective conclusions can be drawn in changing the behavior of fostered residents. It also refers to aspects of the effectiveness of interpersonal communication according to DeVito from openness, empathy, support, positivity, and commonality. So that this repressive action is carried out properly and properly based on changes in the behavior of fostered citizens for the better (positive), and gaining new skills (personality & independence) that are useful for competitiveness and usefulness before returning to society.

5. Acknowledgement

In the preparation of this research, the author was assisted and supported by various parties and agencies who have guided and provided material, moral, and motivational support in the writing process to the author to completion. Therefore the author would like to thank you:

1. Allah SWT for the abundance of His blessings and grace so that this research can run properly.
2. Mr. Dr. Muchlas, M.T., as Rector of Universitas Ahmad Dahlan.
3. Mr. Wajiran, S.S., M.A., Ph.D., as Dean of the Faculty of Letters, Culture, and Communication Universitas Ahmad Dahlan.
4. Mr. Muhammad Najih Farihanto, S.I.Kom., M.A., as Head of the Communication Science Study Program, Universitas Ahmad Dahlan, and as thesis supervisor.
5. Mr. / Mrs. Lecturer at the Communication Science Study Program, Universitas Ahmad Dahlan.
6. Mr. / Mrs. all employees at the Faculty of Letters, Culture, and Communication Universitas Ahmad Dahlan.
7. Mr. Dr. Hendra Ekaputra, A.Md.I.P., S.H., M.H., as Head of the Regional Office of the Ministry of Law and Human Rights of Central Kalimantan.
8. Mr. Ahmad Hardi, Bc.I.P., S.H., M.M., as the Head of Class II A Narcotics Prison, Kasongan, Katingan Regency, Central Kalimantan.
9. The author's parents and the entire family always provide encouragement, support, and sincere prayers to the author so that this thesis can be completed.
10. All parties who cannot be mentioned one by one who has provided input and suggestions from the beginning to the end of this research are complete.

6. References

- Ardiyanto, Y. (2019). Memahami Metode Penelitian Kualitatif. *Djkn*, 2.
- Blaweni, A., & Hidayat, O. (2022). Komunikasi Interpersonal Guru Dan Siswa Tunanetra di Sekolah Luar Biasa Negeri 1 Sumbawa dalam Pembentukan Konsep Diri. *Al-I'lam: Jurnal Komunikasi Dan Penyiaran Islam*, 5(2), 20–31.
- Fadillah, D., Nuryana, Z., & -, S. (2020). Public Opinion of the facial recognition policy in China by

- Indonesian Student in Nanjing City. *International Journal of Psychosocial Rehabilitation*, 24(04), 1645–1652. <https://doi.org/10.37200/IJPR/V24I4/PR201272>
- Fajri, C. (2021). *The analysis of implementation in public relations to establish the effort of the brand image coworking (a study at coworking space ETOS of Yogyakarta)*. September, 117–123. <https://doi.org/10.12928/commicast.v>
- Fazhari, S., & Rudianto, R. (2021). Influence of interpersonal communication of chairman and employees on employee performance Inna Parapat Hotel and Resort. *COMMICAST*, 3(1), 158–163. <https://doi.org/10.12928/commicast.v3i1.3510>
- Floreddu, P. B., & Cabiddu, F. (2016). Social media communication strategies. *Journal of Services Marketing*. <https://doi.org/10.1108/JSM-01-2015-0036>
- Hediana, D. F., & Winduwati, S. (2020). Self Disclosure Individu Queer Melalui Media Sosial Instagram (Studi Deskriptif Kualitatif pada Akun @kaimatamusic). *Koneksi*, 3(2). <https://doi.org/10.24912/kn.v3i2.6489>
- Hikmawati, H., Sari, K. I. W., & ... (2021). Pengembangan literasi digital guru dan siswa melalui program kampus mengajar di SMPN 19 Mataram. In ... *Journal of ...* download.garuda.kemdikbud.go.id.
[http://download.garuda.kemdikbud.go.id/article.php?article=2424426&val=23169&title=Pen
gembangan Literasi Digital Guru dan Siswa Melalui Program Kampus Mengajar di SMPN 19
Mataram](http://download.garuda.kemdikbud.go.id/article.php?article=2424426&val=23169&title=Pen%20gembangan%20Literasi%20Digital%20Guru%20dan%20Siswa%20Melalui%20Program%20Kampus%20Mengajar%20di%20SMPN%2019%20Mataram)
- Ivanka, C. (2021). Komunikasi Interpersonal Pimpinan dalam Meningkatkan Kinerja Kerja Pegawai PT PLN (Persero). *JSPUI*. <http://repository.umsu.ac.id/handle/123456789/15221>
- Kusumastuti, F., Astuti, S. I., Astuti, Y. D., Birowo, M. A., Esti, L., Hartanti, P., Made, N., Amanda, R., & Kurnia, N. (2021). *Modul Etis bermedia digital*.
- Loisa, R., & Setyanto, Y. (2014). Penyingkapan Diri Melalui Internet Di Kalangan Remaja (Studi Komunikasi Antar Pribadi). *Jurnal Komunikasi Untar*, 6(3).
- Nurfajri, A., & Subroto, M. (2021). Hubungan komunikasi interpersonal antar narapidana perempuan dalam merestorasi mental di dalam lapas perempuan kelas ii b *Jurnal Pendidikan ...*
- Ridwan, M. M., Muhammad Aminullah, A., Jamaluddin, N., Elihami, E., & Perpustakaan, P. (2020). Analisis Penerapan Komunikasi Interpersonal Dalam Melayani Pemustaka Di Perpustakaan UIN Alauddin Makassar. *Journal of Education, Psychology and Counseling*, 3(1).
- Sabiq, R. M., & Apsari, N. C. (2021). Dampak gangguan terhadap tindakan kriminal ditinjau dari perspektif konflik. *Jurnal Kolaborasi Resolusi Konflik*, 3(1). <https://doi.org/10.24198/jkrk.v3i1.31973>
- Setiawan Johan &, A. A. (2018). *Metodologi Penelitian Kualitatif*. CV Jejak.
- Sharma, D. (2021). A Business Communication Assessment Tool Based on Workplace Assessment Processes and Service-Learning. *Business and Professional Communication Quarterly*, 84(2). <https://doi.org/10.1177/2329490621997902>
- Solomon, D., & Theiss, J. (2020). Culture and Interpersonal Communication. In *Interpersonal Communication*. <https://doi.org/10.4324/9780203147832-10>
- Sutherland, J. A., & Feltey, K. M. (2017). Here's looking at her: an intersectional analysis of women, power and feminism in film. *Journal of Gender Studies*, 26(6). <https://doi.org/10.1080/09589236.2016.1152956>
- Syahida, L. I., & Putri, K. Y. S. (2020). *Menjalin persahabatan antar mahasiswa berbeda suku dalam komunikasi antarpribadi (Studi Kasus Mahasiswa Ilmu Komunikasi UNJ)*.

17(September).

- Tuncel, İ., & Paker, T. (2018). Effects of an intercultural communication course in developing intercultural sensitivity. *International Journal of Higher Education*, 7(6). <https://doi.org/10.5430/ijhe.v7n6p198>
- Wello, M. B., Nur, S., & Azis, A. (2017). Intercultural communication at higher education context: Portraits and practices. *International Journal of Language Education*, 1(2). <https://doi.org/10.26858/ijole.v1i2.4310>
- Young, R. (2016). Persuasive Communication. In *Persuasive Communication*. <https://doi.org/10.4324/9781315687117>