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COUNSELING SERVICE ASSISTANCE IN PSYCHOLOGICAL RECOVERY OF DOMESTIC VIOLENCE VICTIMS IN UPTD PPA SAMARINDA CITY

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Abstract: Domestic violence cases are still rampant among the community, especially women and children, which causes disruption to the psychological condition of victims. UPTD PPA Samarinda City as a forum for handling victims of violence provides counseling assistance to restore the psychological condition of victims of domestic violence. This study aims to determine the implementation of counseling services in the psychological recovery of victims of domestic violence at UPTD PPA Samarinda City. This research uses a qualitative approach with data collection through interviews and observations. The results showed that forms of domestic violence affect the psychological condition of victims so that counseling services play an important role in the psychological recovery of victims. There are several types of counseling services provided for handling victims of domestic violence, including individual counseling, family counseling, and marriage counseling.

Keywords: counseling, psychology, victims, domestic violence

Abstrak: Kasus KDRT yang masih marak terjadi dikalangan masyarakat terkhususnya perempuan dan anak-anak yang menyebabkan terganggunya kondisi psikologis korban. UPTD PPA Kota Samarinda sebagai wadah penanganan korban kekerasan memberikan bantuan konseling untuk memulihkan kondisi psikologis korban KDRT. Penelitian ini bertujuan untuk mengetahui implementasi layanan konseling dalam pemulihan psikologis korban KDRT di UPTD PPA Kota Samarinda. Penelitian ini menggunakan pendekatan kualitatif dengan pengumpulan data melalui dokumentasi, wawancara dan observasi. Hasil penelitian menunjukkan bahwa bentuk-bentuk KDRT mempengaruhi kondisi psikologis korban sehingga, layanan konseling sangat berperan

penting dalam pemulihan psikologis korban. Terdapat beberapa jenis layanan konseling yang diberikan untuk penanganan korban KDRT baik konseling individu, konseling keluarga, dan konseling pernikahan.

Kata Kunci: Konseling, Psikologis, korban, kekerasan, KDRT.

A. Introduction

Marriage is the union of two different people, namely a man and a woman, by establishing a bond of agreement or contract.¹ The function of marriage itself is as a place for someone to shelter, a place to find love, affection and sincere attention. A person's goal in marriage is to create a feeling of affection and become a place where peace (sakinah) can be fulfilled in the household. Usually this concept is known as sakinah, mawaddah, warahmah.² However, marriages do not always run smoothly. There are various trinkets of life in living and building a solid household foundation. Disputes in the household sometimes have a big impact and even lead to violence. Acts of violence can be considered a form of Domestic Violence (KDRT), if they occur after marriage.³

Violence against women and children requires protection in Human Rights (HAM). Therefore, women and children have equal rights with other human beings, namely various rights that have been inherent to them naturally since birth. Equality and eliminating discrimination against women and children is a joint commitment to implement it.⁴ Regarding this matter, the Regulation of the Minister of Women's Empowerment and Child Protection of the Republic of Indonesia Number 4 of 2018 concerning Guidelines for the Establishment of Regional Technical Implementation Units for the Protection of Women and Children in part Chapter I general provisions article 1 number 1 explains that:

"Regional Technical Implementation Unit for the Protection of Women and Children, hereinafter abbreviated as UPTD PPA, is a regional technical implementation unit established by the regional government to provide services for women and children who experience violence, discrimination, special protection and other problems."⁵

UPTD PPA is a service implementation unit that is based on awareness of incidents regarding unfair treatment of women and children which have not yet been handled satisfactorily and can still be accepted by women victims of violence. This is due to the lack of protection for the rights of women and children and the absence of institutions that specifically accept them. Considering the increasing number of cases of violence experienced by women and children, based on the Regulation of the Minister of Women's Empowerment and Child Protection of the Republic of Indonesia No. 4 of 2018 concerning Guidelines for the Establishment of a Technical Implementation Unit for the Women and Children

¹ Muhammad Yunus Samad, *Jurnal Hukum Pernikahan dalam Islam* , " *Jurnal Pendidikan Dan Pemikiran Islam* 5, no. 1 (2017): h.75, <http://jurnal.umpar.ac.id/index.php/istiqra/article/view/487>.

² Muhammad Zainuddin Sunarto, Minnatul Ummah, and Zahrotul Ula, *Kekerasan Dalam Rumah Tangga* (Probolinggo: Pustaka Nurja, 2020), h.5.

³ Achmad Mubarok, *Psikologi Keluarga* (Malang: Madani, 2016), h.140.

⁴ Arbaiyah Prantiasih, "Hak Asasi Manusia Bagi Perempuan," *Jurnal Ilmiah Pendidikan Pancasila dan Kewarganegaraan* 25, no. 1 (June 27, 2016): h.14, <https://doi.org/10.17977/JPPKN.V25I1.5501>.

⁵ Kementerian Pemberdayaan Perempuan dan Perlindungan Anak, *Pedoman Standar Pusat Pembelajaran* (Jakarta: KEMENTERIAN PEMBERDAYAAN PEREMPUAN DAN PERLINDUNGAN ANAK, 2021), h.4.

Protection Unit (UPTD PPA) of Samarinda City on 7 February 2020 based on Samarinda Mayor Regulation No. 58 of 2019 concerning the Formation and Organizational Structure and Work Procedures of Regional Implementation Units at the Empowerment and Protection Service Child.⁶

Based on this, women and children who are victims of violence have the right to receive necessary services to recover cases or resolve their problems and one of the government institutions that serves as the forum is UPTD PPA. The problems experienced by society are very complex. Likewise with domestic violence which is part of the problem in society. According to Ayu Setyaningrum and Ridwan Arifin, domestic violence is a form of criminal action that can result in imprisonment or imprisonment for the impact it has on the victim.⁷ Domestic violence is a problem that is considered serious for a family.

There are several types of services provided to UPTD PPA clients in the city of Samarinda, namely counseling services, safe houses and spiritual guidance. Apart from that, there are several functional positions in the UPTD PPA, one of which is a psychologist as a third party to handle and provide psychological counseling assistance to victims. However, the research conducted focused more on counseling services at the UPTD PPA in Samarinda city to treat victims of domestic violence.

Guidance and counseling are not only needed by students, but people outside of school need guidance and counseling services. The existence of guidance and counseling in society today is increasingly needed. This is because guidance and counseling have a role to help people find solutions to problems faced and develop the potential they have. Mental health is something that needs to be considered for community needs, especially in cases of domestic violence. This is because domestic violence cases not only have an impact on the physical condition but also on the psychological condition of the victim. Based on this, counseling services play an important role in efforts to treat and recover victims of domestic violence.

B. Method

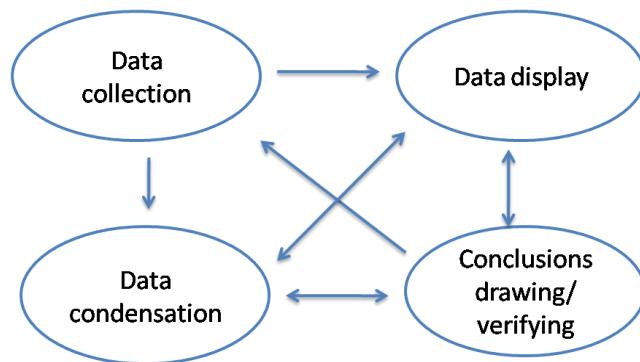
This research is qualitative research with a case study approach. The data sources for this research are the head of the Samarinda City PPA UPTD, case handling staff, 1 child psychologist, and 1 adult adolescent psychologist. Data collection techniques use observation, interviews and documentation. The interactive model data analysis proposed by Miles, Huberman, and Saldana has components, namely:

⁶ Data dokumentasi Profil UPTD PPA Kota Samarinda, 2020.

⁷ Ayu Setyaningrum and Ridwan Arifin, "Analisis Upaya Perlindungan dan Pemulihan Terhadap Korban Kekerasan dalam Rumah Tangga (KDRT) Khususnya Anak-Anak dan Perempuan," *Jurnal Ilmiah Muqoddimah* 3, no. 1 (2019): h.9, <http://jurnal.um-tapsel.ac.id/index.php/muqoddimah/article/view/677>.



Figure I.



1. Data collection (data collection), is an activity to search for data needed to achieve social research objectives. Data collection is through a process of interviews, observation and documentation.
2. Data condensation, This is done to make the data stronger. When data collection takes place, the next episode of data condensation occurs, namely: concise writing, coding, developing themes, creating categories, and writing this analytical condensation process. continues after field work is completed, until the final report is completed.
3. Pdata presentation (data display), Data presentation is a group of information that gives researchers the possibility to draw conclusions and take action.
4. verification or drawing conclusions (conclusions: drawing / verifying), pSkills from the start of data collection, flow, cause and effect and other proportions. Qualitative research conclusions may be able to answer the problem formulation from the start, but maybe not, because as stated, the problems and problem formulations in qualitative research are still temporary and will develop after the research is in the field. However, it is hoped that conclusions in qualitative research will give rise to new findings (novelty) that have not previously existed.⁸

This data analysis model has begun to be implemented when the data collection process takes place in the field. Data analysis is carried out continuously until the researcher reaches a final conclusion from the results of his research.

C. Results and Discussion

1. The Role of UPTD PPA towards victims of Domestic Violence (KDRT) in Samarinda City

UPTD PPA is a service implementation unit that is based on awareness of incidents regarding unfair treatment of women and children which have not yet been handled satisfactorily and can still be accepted by women victims of violence. This is due to the lack of protection for the rights of women and children and the absence of institutions that specifically accept them.

⁸ Matthew B. Miles, A. Michael Huberman, and Johnny Saldana, Qualitative Data Analysis (United States of America: SAGE Publications, Inc, 2014), pp. 12-14.

Considering the increasing number of cases of violence experienced by women and children, based on the Regulation of the Minister of Women's Empowerment and Child Protection of the Republic of Indonesia No. 4 of 2018 concerning Guidelines for the Establishment of a Technical Implementation Unit for the Women and Children Protection Unit (UPTD PPA) of Samarinda City on 7 February 2020 based on Samarinda Mayor Regulation No. 58 of 2019 concerning the Formation and Organizational Structure and Work Procedures of Regional Implementation Units at the Empowerment and Protection Service Child.⁹ The duties of the UPTD PPA in carrying out some service operational technical activities based on Samarinda Mayor Regulation No. 58 of 2019 are:public complaints,client outreach,case management,temporary shelter,mediation, assisting clients who experience violence, and carrying out administrative management activities of the UPTD office.

UPTD PPA handles various types of violence, including domestic violence cases. Based on information from the head of the Samarinda City UPTD PPA and case handling staff, domestic violence is still widespread in the community, especially Samarinda City. The majority of victims who experience domestic violence are women and children. The following is data on domestic violence cases against female and child victims based on gender and age in Samarinda City in 2022:

Table 1. Data On Domestic Violence Cases Against Women And Child Victims Based On Gender And Age In Samarinda City Year 2022

No.	TYPES OF VIOLENCE	AGE CLASSIFICATION						AMOUNT	
		CHILD			MATURE				
		L		P		P			
		0-5	6-12	13-18	0-5	6-12	13-18	>18	
1	Physical abuse	1	3	0	0	0	4	8	16
2	Psychological Violence	0	2	3	0	0	0	5	10
3	Sexual Violence	0	0	0	0	0	2	0	2
4	Domestic Neglect	0	0	1	0	0	0	0	1
Grand Total		1	5	4	0	0	6	13	29

The data report on domestic violence cases at the UPTD PPA Samarinda City in 2022 was 29 cases. Based on this report in 2022, according to the age classification, there are 1 boys aged 0-5, 5 people aged 6-12, 4 people aged 13-18. There were 0 girls aged 0-5 years, 0 people aged 6-12 years, 6 people aged 13-18. Meanwhile, there were 13 adult women. If we look at the type of

⁹Samarinda City PPA UPTD Profile, 2020.



violence, there were 8 cases of physical violence, 5 cases of psychological violence, 0 cases of sexual violence, and 0 cases of domestic neglect. So, the total number of domestic violence cases was 29 cases. Before that, in 2019 there were 43 cases of domestic violence, in 2020 there were 52 cases, in 2021 there were 60 cases. Based on this, we can see that from 2019-2021, domestic violence cases have increased rapidly. However, in the 2022 domestic violence report there was a decrease in cases. The rapidly increasing number of domestic violence cases indicates that many people no longer hesitate to report the cases they experience. Then, the decrease indicates that many domestic violence cases have been handled by the Samarinda City PPA UPTD. The domestic violence cases handled by UPTD PPA Samarinda City are very complex. Women and children are vulnerable to becoming victims of domestic violence. Based on domestic violence case reports, forms of domestic violence at UPTD PPA Samarinda City include physical violence, psychological violence, sexual violence and domestic neglect.

This is in accordance with the Law of the Republic of Indonesia Number 23 of 2004 concerning the Elimination of Domestic Violence Chapter III prohibiting domestic violence article 5: "Everyone is prohibited from committing domestic violence against people within their household, by: a) physical violence, b) psychological violence, c) sexual violence, d) domestic neglect". Based on this, several explanations regarding each point are contained in articles 6-8, namely: "Physical violence as referred to in article 5 letter a is an act that results in pain, falling ill or serious injury." (Article 6) "Psychological violence as referred to in article 5 letter b is an act that causes fear, loss of self-confidence, loss of ability to act, a feeling of helplessness, and/or severe psychological suffering in a person." (Article 7)

Sexual violence as referred to in article 5 letter c includes: (a) Forced sexual relations carried out against people who live within the household. (b) Forced sexual relations with someone within the household for commercial purposes and/or certain purposes". (Article 8) "Every person is prohibited from abandoning someone within the scope of his household, even though according to the law that applies to him or because of an agreement or agreement he is obliged to provide life, care or maintenance to that person. (paragraph 1) Neglect as referred to in paragraph (1) also applies to every person who causes economic dependence by limiting and/or prohibiting proper work inside or outside the home so that the victim is under that person's control." (Article 9)¹⁰

According to psychologists, no particular form has a minimal impact on other forms, all forms of domestic violence can disrupt the psychological condition of the victim. This is due to the following explanation:

¹⁰ Pemerintah Pusat, "Undang-Undang Republik Indonesia Nomor 23 Tahun 2004 Tentang Penghapusan Kekerasan Dalam Rumah Tangga," JDIH BPK RI, 2004, h.5-6, <https://peraturan.bpk.go.id/Home/Details/40597/uu-no-23-tahun-2004>.

"Yes, in theory it is not stated that certain forms have minimal impact on other forms. However, all research says that any form of domestic violence can cause all kinds of psychological impacts. And in our practice that always happens. There are always impacts that occur, even when we have dealt with them, the risks are still there. But we try to minimize it. Moreover, those that are not minimized, especially those that do not go to the UPTD PPA, will definitely have an impact. At least it's impossible if someone gets slapped and the next day they immediately start laughing, right? Minimal pain. Even physically there are scars, let alone psychological ones. So, the impact is always there, but the PPA UPTD here plays a role in minimizing and preventing the severity of the symptoms so that the impact is not too big. So, we are here to handle it and try to avoid more serious disturbances."¹¹

Then, according to a psychologist from the Samarinda City UPTD PPA, treatment through psychological assistance is very necessary to help psychological recovery for victims of domestic violence. The following is a psychologist's explanation regarding the criteria for clients who receive psychological assistance:

"...victims receive psychological help when they have problems with trauma, depression, stress, cannot solve their own problems and really need psychological help."¹²

Every behavior carried out by an individual can have an impact on themselves, other individuals and even groups. Likewise with domestic violence which has a complex impact on victims of domestic violence. As previously explained, there are several forms of violence, both physical, sexual, psychological and economic. These various acts of violence produce psychological impacts on the victims, for example feelings of anxiety, depression, fear, always being alert, constantly imagining seeing the same case, moody, daydreaming, crying, difficulty sleeping, nightmares, lack of self-confidence, feeling low and not believe in your abilities and so on. So based on this, UPTD PPA tries as hard as possible to provide the best service in handling domestic violence victims.¹³ Based on this, it is very important for all forms of domestic violence experienced by victims to be provided with psychological assistance through counseling services so that more serious disorders do not occur.

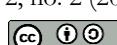
Counseling services for victims of domestic violence at UPTD PPA Samarinda City

According to Jones, counseling is clearing up problems through a discussion process with several people. But usually not always, because it can be

¹¹ Psikolog dewasa UPTD PPA Kota Samarinda, Wawancara, 22 September 2022.

¹² Psikolog anak UPTD PPA Kota Samarinda, Wawancara, 22 September 2022.

¹³ Rosma Alimi and Nunung Nurwati, Rosma Alimi and Nunung Nurwati, "Faktor Penyebab Terjadinya Kekerasan Dalam Rumah Tangga Terhadap Perempuan," *Jurnal Penelitian Dan Pengabdian Kepada Masyarakat (JPPM)* 2, no. 2 (2021): h.25, <https://doi.org/10.24198/jppm.v2i2.34543>.



done individually or in groups. If counseling is carried out individually then the problem will be very confidential and the problem group will be general.¹⁴ Meanwhile Prayitno and Amti states that counseling is a process of providing assistance carried out by an expert called counselor. Providing assistance through an interview process to individuals who have a problem (called clients) so that all problems faced by clients are resolved.¹⁵ Thus, providing counseling services to victims of domestic violence is a treatment to restore the victim's psychological condition regarding feelings of trauma, depression, stress, being unable to resolve the problems they are experiencing and clients really need psychological assistance provided by an expert in their field.

Prayitno and Amti explained that the development of the guidance and counseling profession needs to go through several things, including: standardization of counselors' professional work, standardization of counselor preparation, accreditation, certification and licensing, as well as development of professional organizations.¹⁶ Based on this, UPTD PPA psychologists are professional experts who have taken professional education and have received stratification and licensing from the ministry.

Psychologists must take undergraduate education majoring in psychology with a degree (S.Psi), then continue their master's education with a master's level psychology professional education program. In this professional program they will get a master's degree in psychology and the designation psychologist.¹⁷ A psychologist in his practice can use a counseling approach for clients with normal problems and a psychotherapy approach for clients by identifying psychological symptoms that are pathological or disordered. This is different from the profession of a counselor who is studying for a bachelor's degree majoring in guidance and counseling. Then, to get a counselor profession, you need to take professional education for 1 year, you don't have to be required to take a master's degree. Apart from that, in practice counselors handle clients individually and in groups, and counselors are not yet equipped with in-depth competence in dealing with clients who have disorders, so that counselor treatment takes the form of counseling for normal individuals who have problems in their daily lives.¹⁸ Based on this, the UPTD PPA Samarinda City provides experts who are competent in their field to handle victims of domestic violence in providing psychological assistance.

¹⁴ Sutirna, *Bimbingan dan Konseling Pendidikan Formal, NonFormal, dan Informal* (Yogyakarta: CV. Andi Offset, 2013), h.14..

¹⁵ Prayitno and Emran Amti, Prayitno dan Emran Amti, *Dasar-Dasar Bimbingan dan Konseling* (Jakarta: PT Rineka Cipta, 2015), h.105.

¹⁶Ibid, h.341.

¹⁷ Dewan Perwakilan Rakyat Republik Indonesia, RUU Profesi Psikologi, 2020, h.9, <https://www.ptonline.com/articles/how-to-get-better-mfi-results> .

¹⁸ Nurussakinah Daulay, "Peran Psikolog dan Konselor," *Al-Mursyid* 1, no. 1 (2019): h.7-8, <http://jurnaltarbiyah.uinsu.ac.id/index.php/almursyid/article/view/493>.



The stage of providing counseling services carried out by UPTD PPA Samarinda City is that before conducting counseling, an assessment needs to be carried out first. The purpose of this assessment is to diagnose the problems of clients who are victims of domestic violence. Assessment is one of the measuring activities of a counseling process that counselors must carry out before, during and after the counseling is carried out or is in progress. Assessment is very necessary and the most important part of all activities in counseling, both group counseling and individual counseling. Assessment is used to identify and assess clients in depth from various aspects.¹⁹

According to Hackney and Cormier, the assessment aspect in counseling is divided into two, namely intake interview, life history and problem definition. First, the life history intake interview is an interview with the client or someone close to the client before the counseling process is carried out. Intake interviews include: identification data, personal history, the client's current living arrangements, family history, and the client's presentation of problems.²⁰ Based on the research results, the client prepared several administrative requirements for the assessment form from the UPTD PPA consisting of the identity of the victim, the identity of the perpetrator, and the identity of the reporter. The files include family cards, ID cards, marriage books, and evidence of violence, including wounds, video recordings, or other evidence. Case handling staff conduct interviews by listening to the victim's complaints about everything that happened and asking for comprehensive information about the problem.

Assessment has multifunctions in the counseling process, namely being able to carry out a systematic approach in order to obtain and organize relevant information about the counselee and being able to identify various events that contribute to the emergence of the counselee's problems.²¹ So, after the intake interview is carried out, the next step is to look at the definition of the client's problem. Defining this problem is the problem exploration stage. The definition of the problem is not what the intake interview conveys but the various problems expressed by the client after exploration. According to Hackney and Cormier, several things that need to be considered in exploring client problems are the elements of the client's problem, the pattern of events, the duration of the problem, and the client's skills in handling the problem. Apart from that, it is also necessary to use psychological testing tools and self-ratings or self-assessments.²²

¹⁹ Nurul Wahidah, Cucu Cuntini, and Siti Fatimah, "Peran dan Aplikasi Assessment dalam Bimbingan dan Konseling," *Fokus: Kajian Bimbingan & Konseling dalam Pendidikan* 2, no. 2 (2019): h.46, <https://journal.ikipsiliwangi.ac.id/index.php/fokus/article/view/3021>.

²⁰ MS DR. Namora Lumongga, *Memahami Dasar-Dasar Konseling dalam Teori dan Praktik* (Jakarta: Kencana Prenada Media Group, 2014), h.106-108, <https://books.google.co.id/books?id=XdxDDwAAQBAJ>.

²¹ Wahidah, Cuntini, and Fatimah, "Peran dan Aplikasi Assessment dalam Bimbingan dan Konseling," h.46.

²² DR. Namora Lumongga, *Memahami Dasar-Dasar Konseling dalam Teori dan Praktik...*, h.111.



Based on this, the client will make a choice of further assistance in legal cases or psychological assistance. If a client needs psychological assistance, they will be directed to a psychologist for counseling. Finally, the case handling staff provides the assessment results report and victim biodata form to the psychologist and head of the UPTD PPA for further case surgery. From here the psychologist will explore the client's problems in more depth and then continue the counseling process. Clients who consult with a psychologist will have their data collected first, then analyzed and interpreted. Furthermore, if the problems experienced by the client have led to a disorder, the psychologist will provide further treatment in the form of therapy, and carry out various kinds of psychological tests such as IQ tests, talent interest tests, and personality tests. This is done so that the client's treatment is appropriate according to the disorder the client is experiencing²³

According to Sofyan S. Willis' theory, the stages of counseling are divided into three stages, namely the initial stage of counseling, the middle or working stage, and the final stage.²⁴ The initial stage of counseling, at this stage the counselor creates rapport, has a contract established, and finds a problem or issue experienced by the client.²⁵ At this initial stage there are also contract negotiations, namely a time contract: the meeting time for the client and counselor. Task contact: counselor's duties, and for clients regarding cooperation contracts in the counseling process.²⁶ The first stage of counseling carried out by the UPTD PPA Samarinda City psychologist was to first carry out a rapport which had been created during the previous assessment, then psychological habituation, and then focus on counseling. After rapport and building relationships with clients, then enter the second stage.

Middle stage or working stage. At this stage the counselor will bring the client to further increase the client's participation and openness in the counseling process, so that the problems that have been discovered will be more developed and directed towards the goals of counseling based on the client's expectations.²⁷ In the second stage, the Samarinda City UPTD PPA psychologist held a more in-depth discussion regarding the focus regarding recovery from the causes of fear, reducing the source of fear, finding joint solutions to reduce fear, daily activities or helping clients to solve their problems.

The final stage of counseling or action stage. At this stage there will be changes in the client's behavior towards a more positive direction, the client can make life plans, the stress experienced decreases, the client evaluates the

²³Daulay, "Peran Psikolog dan Konselor," h.7.

²⁴Willis, *Konseling Individual Teori dan Praktek...*, h.50-53.

²⁵ Siti Haolah, Atus Atus, dan Rima Irmayanti, "Pentingnya Kualitas Pribadi Konselor dalam Pelaksanaan Konseling Individual," *FOKUS (Kajian Bimbingan & Konseling dalam Pendidikan)* 1, no. 6 (November 1, 2018): h.223, <https://doi.org/10.22460/FOKUS.V1I6.2962>.

²⁶Willis, *Konseling Individual Teori dan Praktek*, h.50-54.

²⁷Haolah, Atus, and Irmayanti, "Pentingnya Kualitas Pribadi Konselor dalam Pelaksanaan Konseling Individual," h.223.



counseling process, and the session closes. When ending a counseling relationship, clients have several tasks such as: making conclusions regarding the results of the counseling process, evaluating the progress of counseling, and making an appointment for the next meeting.²⁸ In the last final stage, the condition of clients who are victims of domestic violence at UPTD PPA Samarinda City will show changes in a better direction and discuss the client's future plans in the future. Samarinda City UPTD PPA psychologists continue to monitor the progress of domestic violence victims after being given treatment through counseling services.

Based on the research results, clients who are victims of domestic violence at UPTD PPA Samarinda City are given psychological assistance through counseling services. Counseling services provided to victims of domestic violence at UPTD PPA Samarinda City include:

Individual counseling services

Individual or personal counseling is a form of counseling service provided by a counselor to a client in order to alleviate the client's personal problems.²⁹ The implementation of individual counseling at UPTD PPA Samarinda City focuses on individual clients to alleviate all personal problems to overcome various feelings of fear, trauma, helplessness, and others. In individual counseling services, clients who are victims of domestic violence are given personal treatment by a psychologist without any other party. Individual counseling is carried out to alleviate personal problems for victims, including anxiety, trauma, fear and others experienced by victims. Apart from that, from individual counseling psychologists can find several parties who can add more in-depth information about the client or parties related to the client, whether from their partner or family. So, after that we can proceed to the family counseling stage.

Family counseling service

In family and marriage counseling, the counselor's position is as a facilitator, that is, the counselor can be an active director and collaborative partner for family members and married couples in the family and marriage counseling process.³⁰ Family counseling is an effort to help individuals and family members actualize their potential or anticipate problems experienced, through the family life system, and strive to create more positive behavior in the individual and other family members.³¹ In family counseling services there is more than 1 participant because they combine the family members concerned.

In the implementation of family counseling at UPTD PPA Samarinda City, psychologists in the family counseling process as facilitators are tasked with

²⁸Willis, *Konseling Individual Teori dan Praktek*, h.53-54.

²⁹ Prayitno, *Konseling Profesional yang Berhasil* (Depok: Rajawali Pers, 2018), h.107.

³⁰ Kustiah Sunarty dan Alimuddin Mahmud, *Konseling Perkawinan dan Keluarga* (Makassar: Badan Penerbit Universitas Negeri Makassar, 2016), h.63.

³¹ Sofyan S. Willis, *Konseling Keluarga (Family Counseling)* (Bandung: Alfabeta, CV, 2009), h.88.



directing the progress of family counseling both conveying the findings, things that can be done, what fathers should be like to children, what children should be like to fathers., and others. The psychologist will confirm one by one that the data is valid. So, after the psychologist submits the findings for data examination or cross check, the psychologist will direct the client to cross-communicate. Cross-communication means that each family member expresses everything they feel or have opinions about. The results of group counseling can sometimes give rise to new dynamics or data and changes in behavior towards a better direction.

According to Noffiyanti, family counseling seeks to build closer bonds, individuals who are able to control emotions and families who always have good communication in creating family harmony.³² So, it is hoped that family counseling will be able to provide changes for the better in family relationships.

Couples/marriage counseling services

Marriage counseling is assistance provided by professional counselors to married couples who are having problems or are less harmonious to help couples who are experiencing difficulties in communicating due to problems between them so that their communication can be harmonious.³³ The implementation of marriage counseling at UPTD PPA Samarinda City is also provided to married couples who have cases of domestic violence. Marriage counseling is provided because not all domestic violence cases end in law or divorce. So, marriage counseling can be used to improve household relationships. Just like family counseling, psychologists are also facilitators in marriage counseling.

This is in accordance with Nur Ahmad's opinion that the marriage counseling strategy developed will help maintain harmonious family relationships that are As-Sakinnah, Mawaddah, Warahmah and are required to modify various transaction patterns to meet the needs of families who are experiencing desired changes.³⁴ So, by carrying out marriage counseling for victims of domestic violence at the UPTD PPA in Samarinda City, it is hoped that the household relationship will return to a better state and form a transaction pattern based on what the couple expects.

D. Conclusion

Counseling services are needed to help recover the psychological condition of domestic violence victims. Handling domestic violence victims in psychological recovery does not only require counseling assistance but rather adapts to the client's needs, consisting of individual counseling, family counseling and marriage counseling. There are differences between

³² Noffi Yanti, "Mewujudkan Keharmonisan Rumah Tangga dengan Menggunakan Konseling Keluarga," *Al-Ittizaan: Jurnal Bimbingan Konseling Islam* 3, no. 1 (2020): h.8, <https://doi.org/10.24014/0.8710152>.

³³ Sunarty and Mahmud, *Konseling Perkawinan Dan Keluarga*, h.54.

³⁴ Nur Ahmad, "Konseling Pernikahan Berbasis Asmara (As-Sakinah, Mawaddah, Wa Rahmah)," *KONSELING RELIGI Jurnal Bimbingan Konseling Islam* 7, no. 2 (2016): h.195, <https://doi.org/10.21043/kr.v7i2.1876..>

individual counseling, family counseling and marriage counseling, namely related to the focus of attention, where individual counseling focuses on individual clients, family counseling focuses on family members (father, mother and children), marriage counseling focuses on husband and wife couples. Counseling services are needed to help recover the psychological condition of domestic violence victims. Handling domestic violence victims in psychological recovery does not only require counseling assistance but rather adapts to the client's needs, consisting of individual counseling, family counseling and marriage counseling. There are differences between individual counseling, family counseling and marriage counseling, namely related to the focus of attention, where individual counseling focuses on individual clients, family counseling focuses on family members (father, mother and children), marriage counseling focuses on husband and wife couples.

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