

## INTERPERSONAL COMMUNICATION STRATEGY FOR PRISON OFFICERS IN DEVELOPING PRISONERS IN CLASS IIA COMMUNITY INSTITUTIONS SERANG

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### Abstract

Prisoners are also social creatures who will need others to interact continuously. The interaction will involve communication, and the importance of communication in the application of interpersonal communication strategies to carry out coaching aimed at improving the behavior of prisoners in Serang Class IIA Prison. The problems examined in this study include observing the interpersonal communication strategies of prison officers in fostering prisoners and the obstacles that exist during its implementation. This research was conducted to find out the application of interpersonal communication strategies of Correctional Institution officers in fostering prisoners and to find out the obstacles to the application of interpersonal communication strategies at Class IIA Serang Correctional Institution. The method used is a qualitative method, which examines in depth with data collection techniques such as observation and interviews. This research uses the theory of interpersonal communication strategy which is a process of relationship with others. The results of his research apply strategies from the dimensions of positive attitudes, supportive attitudes, empathy, openness, and equality and their implementation is almost running well because the coaching carried out has followed existing procedures, although there are still things that happen in prisons such as inmate indiscipline, it can be resolved wisely with communication. In carrying out the coaching program, of course, Serang Class IIA Prison has inhibiting factors, namely barriers in the delivery process, psychosocial barriers, lack of transparency, and different language styles.

**Keywords:** Interpersonal communication, prison officers, prisoners, guidance

### Abstrak

*Narapidana merupakan makhluk sosial yang akan membutuhkan sesamanya untuk melakukan interaksi secara terus menerus. Interaksi tersebut akan melibatkan komunikasi, pentingnya komunikasi dalam penerapan strategi komunikasi interpersonal agar dapat melaksanakan pembinaan yang bertujuan untuk memperbaiki perilaku narapidana di Lapas Kelas IIA Serang. Adapun permasalahan yang diteliti dalam penelitian ini antara lain mengamati strategi komunikasi interpersonal petugas Lapas dalam membina narapidana dan hambatan yang ada selama pelaksanaannya. Penelitian ini dilakukan untuk mengetahui penerapan strategi komunikasi interpersonal petugas Lembaga Pemasarakatan dalam membina narapidana, dan untuk mengetahui hambatan dari penerapan strategi komunikasi interpersonal di Lapas Kelas IIA Serang. Metode*

*yang digunakan adalah metode kualitatif, yaitu meneliti secara mendalam dengan teknik pengumpulan data seperti observasi dan wawancara. Penelitian ini menggunakan teori strategi komunikasi interpersonal yang merupakan suatu proses hubungan dengan orang lain. Hasil penelitiannya yang menerapkan strategi dari dimensi sikap positif, sikap mendukung, empati, keterbukaan, dan kesetaraan serta pelaksanaannya hampir berjalan dengan baik karena pembinaan yang dilakukan sudah mengikuti prosedur yang ada, meskipun masih ada hal-hal yang terjadi di dalam Lapas seperti ketidakdisiplinan narapidana maka hal itu dapat diselesaikan secara bijak dengan komunikasi. Dalam menjalankan program pembinaan tentunya Lapas Kelas IIA Serang memiliki faktor penghambat yaitu adanya hambatan dalam proses penyampaian, hambatan psikososial, kurangnya transparansi, dan gaya bahasa yang berbeda.*

**Kata kunci:** Komunikasi interpersonal, petugas lapas, narapidana, pembinaan

## INTRODUCTION

Before the term penitentiary was introduced, the Indonesian state was more familiar with the prison system, where at that time convicts were employed while serving their sentences by force. The Indonesian people tried to gain independence until August 17 1945 and declared themselves free from the colonial nation. The independence achieved by this nation influenced the prison system that was then in effect in Indonesia until on July 5, 1963, Corrections was first presented by Sahardjo. The correctional system has been in place since 1964 and its existence is so significant that it must be supported by a legal umbrella (Ardy & Yuska, 2022). This can only be realized until the enactment of Law Number 22 of 2022 concerning Corrections which strengthens the position of Corrections as a neutral position in the criminal justice system. The Correctional System is a coaching process that plays a role in encouraging prisoners to adhere to the principles of Pancasila and consider prisoners as creatures of God, and humans in society as equals (Ramadhana, 2024). Sahardjo's point of view above opens up views regarding the treatment of correctional inmates who are the goal of imprisonment.

The correctional concept was further refined in Lembang on April 27, 1964, so that the system was implemented in Indonesia. The criminal sanctions given in correctional institutions that have been deprived of their independence in law are differentiated in type, consisting of imprisonment, confinement, and imprisonment which are regulated in Law Number 20 of 1946 where placement is integrated into correctional institutions (Sari & Saragih, 2022). According to Thohir & Hadi Hm, (2020), the prison sentence in question is a sentence imposed on someone who has committed a criminal act that is considered serious or serious. Imprisonment is the most common form of punishment throughout the world. Prison sentences may vary in duration depending on the legal policies in force in a country or region. Prison sentences aim to maintain public security and provide a deterrent to perpetrators of crimes so that they do not repeat their crimes in the future. During the criminal period, the convict will be guarded and supervised by prison officers, and usually, there is a coaching program that aims to help the convict prepare himself to return to society after serving his sentence.

Coaching in prisons aims to carry out coaching as a function to develop and make prisoners act as complete humans and to make prisoners aware that they are valuable

human beings who can still return to society in the right way (Kriswandaru & Lubis, 2024). In correctional institutions, prisoners are given guidance and positive activities. Prisoner guidance is a process that is given to help improve themselves through several activities that prisoners participate in to prepare for life in society again after being declared free from their prison sentence. However, the lack of awareness and motivation of prisoners to follow, Correctional Institutions provide guidance is the aim of the behavior change part of improving the character and attitude of prisoners while serving their prison term. The guidance and guidance received by prison officers must be guided by the Government Regulation of the Republic of Indonesia Number 31 of 1999 concerning the Guidance and Guidance of Correctional Inmates (Susilawati et al., 2023).

It is important to know that prisoners are also social creatures who will need each other to interact continuously with living creatures, basically by the nature of humans, namely social creatures who generally cannot stand on their own feet but still need the help of other people in their lives, therefore humans in society cannot be separated from interactions between people. Interaction is an action that refers to the process of receiving and delivering messages (Saputro, 2015). Destiana et al., (2020) explain that communication can be interpreted as an important activity in building relationships with fellow humans. An individual will be close to his environment if he can fulfill his communication needs by communicating or conveying information or messages from one person to another. Communication that has been built can create a feeling of not being lonely when carrying out daily activities, communication is the process of developing information, and knowledge and exchanging ideas and feelings between two or more people. Each form of communication that is applied is by the desired goals and has its role, namely group communication, mass communication, and interpersonal communication, these forms of communication can be used based on needs.

Mass communication is the delivery of information carried out by many people using newspapers, television, and radio broadcasts which are delivered to the public if communication is carried out with a large number of people in a place or area it is called group communication and interpersonal communication is the delivery of information. or messages carried out by one or two people face to face. Interpersonal communication is defined as the process of exchanging information between two or more individuals who interact personally and influence each other. In interpersonal communication, both parties can talk to each other, listen, understand, and provide responses. There are several important components in interpersonal communication, including sending messages and receiving messages or information (Holillah, 2022).

Thus, planning for interpersonal communication strategies must be carried out carefully to ensure that the important goals of prison officers are carried out according to the goals to be achieved. The increase in prisoners in correctional institutions is a big challenge for correctional officers in implementing positive guidance or activities for prisoners while they are serving their prison terms. The increase in the number of prisoners has a big impact on the quality of communication. If someone conveys a message to the communicator and that person responds, then the communication process that is taking place is considered effective (Mariska & Setiawan, 2023). In the process of achieving

this, the Serang Class IIA Penitentiary requires an effective and efficient interpersonal communication strategy as well as appropriate methods so that ongoing behavioral change coaching can be implemented and accepted so that prisoners who are declared to have completed their criminal term can return to society and be accepted in the environment and the most important thing is not to repeat criminal acts that have been committed. Based on the World Prison Brief, the number in Indonesia has increased in recent years as in the graph below:

Figure 1  
Growth in the Number of Prisoners in Indonesia



Source: Katadata. co. id (September 2022)

In 2020 it has reached 249 thousand people, while the capacity of correctional institutions nationally is only around 132 thousand. By 2022, the criticality level of correctional institutions in Indonesia has reached 208% and is ranked 21st out of 207 countries throughout the world. According to data in a report from the Directorate General of Corrections, Ministry of Law and Human Rights, the majority of inmates in prisons across Indonesia are convicts with drug cases, reaching 145,413 as of August 2021. To be able to develop inmates through communication by Class IIA Serang Penitentiary officers, a communication strategy is needed. interpersonal to carry out coaching aimed at changing behavior in prisoners, strategies carried out so that the information and persuasion provided by officers can be well received by prisoners. Social relationships built through interaction with society create various treatments that are inappropriate before the law so that crime rates increase. The applicable legal regulations still cannot provide a sense of submission to the law so criminals still dare to commit their crimes again. The importance of interpersonal communication strategies in prisons also applies to one of the Technical Implementation Units at the Banten Regional Office, specifically the Class IIA Serang Penitentiary, bearing in mind that in 2020 there was an increase in the growth of prisoners amounting to 101%, one of which was an excess in the Banten region so that the number of prisoners increased so that Communication carried out by correctional officers to inmates can start from providing socialization or providing direction during roll call at the residence. The author intends to make improvements for inmates so that they can take part in various coaching programs in prison and good behavior is realized in the coaching process.

## METHOD

The research was conducted using qualitative methods in conducting research. So, to use qualitative research which often involves small and non-representative samples, because the focus is on gaining a deeper understanding of the experiences of certain individuals or groups, rather than producing broad generalizations. Winarni's qualitative research, (2021) is a research method that aims to understand a phenomenon regarding what is experienced by research subjects such as behavior, motivation, and actions using descriptions in the form of the use of words and language, in a specific context by utilizing scientific methods. The book *Qualitative Research Methods* places great emphasis on describing the situation, circumstances, and place of research (Purwanza, 2022)

Qualitative data is data that is expressed in forms, sentences, and images and cannot be measured on a numerical scale, for example, information obtained from interviews with responses and information received from informants received from other parties related to the problem being discussed. So that this research can be considered valid, the data can be scientifically justified, this research was carried out by exploring information through interviews with people concerned with the phenomenon that the researchers have raised, namely the interpersonal communication strategies of prison officers in developing prisoners at the Class IIA Serang Penitentiary, if obtained from the right source the truth can be measured. In-depth and meaningful data is the goal of implementing this qualitative method by researchers, therefore qualitative research emphasizes meaning rather than generalizing data. Based on the understanding above, the researcher used qualitative methods because he wanted to clarify and also explore problems according to facts that occurred in the field and develop information related to officer communication in developing prisoners at the Class IIA Serang Penitentiary. Data collection is used by researchers to obtain data in a study. Researchers choose qualitative research techniques so that the data obtained must be specific, clear, and in-depth. In qualitative research, there are two types of data used, namely data from primary data sources and secondary data. Based on this type of data, the researcher intends to use both data.

1. Researchers will obtain primary data at the research location. To obtain the desired results, informants are needed who understand or understand and are related to the problem to be studied. In this research, researchers used a purposive sampling technique, which is a data collection technique by selecting sources or informants who are considered appropriate for fulfilling the data. As for the sources in this research, Correctional Institution Development Officers, Correctional Guardians, and prisoners who took part in training, whether in independence or personality programs. So the primary data that researchers obtained from interviews was aimed at:
  - a. Head of the Prisoner and Student Guidance Section
  - b. Head of Work Activities Section
  - c. Head of Community Guidance and Care Sub-Section
  - d. Community Guidance and Care Staff

- e. Correctional Guardian
  - f. 5 prison inmates from each development program
2. Secondary data will be obtained by researchers from the Monthly Report of Bimaswat Class IIA Serang Penitentiary, Correctional Guardian Data and Prisoner Development Schedule

Data collection techniques used include observation, interviews, and document study. This research uses data collection techniques using observation, interviews, and documentation. This research uses inductive data analysis, where the data that has been obtained is then analyzed into an assumption. Then these assumptions can be described into a theory if the data is obtained repeatedly using triangulation techniques so that the assumptions can be accepted.

## **RESULTS AND DISCUSSION**

To implement policies or plans regarding activities, a strategy is needed. So this is necessary to achieve the goals planned by an institution or company. Likewise, in coaching prisoners at the Class IIA Serang Penitentiary, it is important to know that coaching is closely related to the communication process. At the Serang Class II A Penitentiary, there are two forms of training, namely personality development which includes various programs and activities aimed at helping inmates develop more positive personal qualities and prepare them to return to society.

Based on the results of researchers' observations regarding the religious formation program in the Class IIA Serang Penitentiary, it is an initiative that allows prisoners to carry out their religious beliefs and integrate religious values into their lives during their sentences. This program aims to provide spiritual support, ethics, and a sense of positive leadership to prisoners. To achieve good and effective communication, a strategy is needed to carry it out, so the strategy requires several stages in the implementation process. These stages include introducing the audience to the officers, knowing who will be the coaching audience, preparing the message, namely how the message is packaged by prison officers, and determining the methods used to deliver the message (Pratiwi, 2013).

### **1. Audience Introduction**

Before carrying out coaching which will then be applied to prisoners, it is necessary to formulate a communication strategy so that the coaching is expected to run smoothly and effectively, before carrying out coaching in the field of Correctional Guidance and Care, first know the personality of the prisoner, know the life of the prisoner before entering prison, know the potential they have. each prisoner to create trust with the officers. The function of the Penitentiary is to develop prisoners in a correctional system. Prisons are a place to complete their sentence and to make a better person. In carrying out their criminal term, every prisoner has rights protected by law, so officers work by the law. The law stipulates that there are 3 (three) processes when a prisoner enters prison, one is the introduction of environmental observation to understand the life of a prisoner. Recognition of the



audience is very necessary in formulating communication strategies, because each prisoner has different emotions, characteristics, and attitudes, so by knowing the audience or getting to know the prisoner, officers can easily determine what kind of coaching is appropriate for the prisoner to use, and officers can also find out their abilities. that the prisoner has so that officers can place him in the work section if the prisoner can work. Introduction to the audience can be done from five perspectives Nugraha & Maharani, (2017), namely:

- a. Psychodynamic perspective, which emphasizes that subconscious processes build personality, and the importance of sexual drives, while the most determining factors in behavior are childhood experiences and subconscious conflicts.
- b. Learning perspective, which emphasizes the process of how personality is learned. The most determining thing in shaping behavior is the conditioning process.
- c. Humanist perspective, which emphasizes natural changes in psychological growth. The determining factor in forming behavior is the tendency for actualization.
- d. Cognitive perspective, which emphasizes how a person processes information about himself and his world. The determining factor in shaping behavior is cognitive processes.
- e. Biological perspective, which emphasizes the anatomy and physiology of the nervous system, including genetic and evolutionary influences. The determining factor in forming behavior is brain activity, other activities in the nervous system

Based on the perspective above, you can analyze a prisoner's personality through the MBTI or Myers-Briggs Type Indicator, which is a test designed to find out a general picture of a person's personality, strengths, and preferences which relies on four main dimensions that are opposite to each other (dichotomous). The MBTI cannot be used as a benchmark to assess a person's propensity to commit a crime.

The MBTI tendency scale consists of:

- a. Extrovert (E) versus Introvert (I)

The EI dimension looks at our energy orientation inward or outward. Extrovert means the type of person who likes the outside world. They like to socialize, enjoy social interactions, activities with other people, and focus on the outside world and are action-oriented. On the other hand, introverted types are those who like the world within (themselves). They like to be alone, reflect, read, write, and don't like hanging out with lots of people. They can work alone, full of concentration and focus.

- b. Sensing (S) versus Intuition (N)

The SN dimension looks at how individuals process data. Sensing processes data by relying on concrete, practical, realistic facts and seeing the data as it

is. While intuition types process data by looking at patterns and relationships, abstract, conceptual thinkers see various possibilities that could occur. They are guided by imagination, choose unique ways, and focus on the future (what might be achieved in the future).

c. Thinking (T) versus Feeling (F)

The third dimension looks at how people make decisions. Thinkers are those who always use logic and the power of analysis to make decisions. Meanwhile, feelings involve feelings, empathy, and believed values when making a decision. They are relationship-oriented and subjective.

d. Judging (J) versus Perceiving (P)

The last dimension looks at a person's degree of flexibility. Judging here does not mean judgmental. Judging is defined as the type of person who always relies on a systematic plan, and always thinks and acts regularly (doesn't jump around). Meanwhile, perceiving types are those who are flexible, spontaneous, adaptive, and act randomly to see various opportunities that arise. Sudden changes are not a problem and uncertainty makes them excited (Refaldi & Suherman, 2022).

Based on the division of personality type categories above, can help officers at Serang Prison to map out appropriate programs or activities for prisoners so that harmony is achieved that suits the personality, nature, and emotions of prisoners at Class IIA Serang Prison, although MBTI personality types can provide insight into preference, but it should be noted again that the MBTI is not based on solid scientific evidence because it does not have sufficient empirical basis and in reality humans are very complex and grouping them, especially prisoners, into sixteen types can be too simple. Individuals tend to have uniqueness and variations that MBTI types cannot always represent. Given these shortcomings, it is important to use it critically and combine it with a deeper understanding of individual uniqueness, one of which is the Big Five Personality Model also known as the Big Five Model, which is a psychological framework used to describe and measure a person's personality, this model includes five main dimensions that can influence a person's behavior and personality.

The Myers-Briggs Index and the Big Five Personality Model described above are two approaches that use data in the audience recognition stage before entering the message preparation stage. These two approaches are quite different in understanding human personality, especially prisoners whose status is the perpetrator of a crime. Although both have their respective uses and advantages, here are some comparisons that can help officers in mapping prisoners' personalities which can then direct prisoners to the right development program for them. The choice between the MBTI and the Big Five Personalities depends on the specific needs and purposes for which they are used. The MBTI may be more suited to the personal development and needs of inmates while the Big Five can provide a more detailed and contextual analysis of the individual personality traits of inmates at the Serang Class IIA Prison.



1. Message preparation: After determining the audience to formulate a strategy, the next step is to formulate a message for the audience, a message that is always conveyed by officers to prisoners during the implementation of coaching. Some of the messages conveyed are messages that are motivating and remind you to always be obedient in worship because in coaching you cannot walk only physically but spiritually so that a person will accept himself more, and in the future will not repeat it if the fear has been embedded within him that what he committed acts prohibited by religion.
2. Determine the method: Teaching methods can be seen from two aspects, namely the type of implementation and the form of content. It is also determined that the first thing is to look at the communication itself from the point of view of its implementation, diverting your attention from the content of the communication. Meanwhile, others can be seen from the communication according to the form of the message it contains.
3. Choice and Use of Media: Mass media can achieve a large amount of communication, in addition to its function as a means of distribution, it must also take into account the fact of communication and its relationship to socio-psychological conditions, which must be taken into account because each one has its characteristics. weakness
4. Barriers to Communication: When conveying information, communicators and informants often fail to achieve the desired understanding and misunderstandings will arise due to differences in language between what is used and what is received.

So basically interpersonal communication strategies are one way to achieve goals. Interpersonal communication strategies are created to determine good stages in solving a problem that is being experienced. A strategy that is developed is of course applied in problem-solving, in the end, the benchmark for the strategy can be measured after it is applied in life. The strategy must be able to develop to respond to existing strategies in the environment where the strategy must respond to the problem choices that will be taken. Therefore, a strategy must have a systematic way to achieve the target or focus of what will be aimed at so that a strategy is a tool that has the function of achieving goals.

#### **The implementation of interpersonal communication strategies in Class IIA Serang Prison is adjusted to several dimensions**

1. Dimensions of Positive Attitude: A positive attitude between officers and prisoners that is built through communication is important in the criminal justice system. A positive attitude can create a more supportive environment for the personal development of prisoners at the Class IIA Serang Prison. The positive attitude of some officers at the Serang Class IIA Prison can motivate inmates to participate in the coaching programs available at the Serang Class IIA Prison. The positive attitude of officers at the Serang Class IIA Prison is very important in building effective interpersonal communication with prisoners. A positive attitude has an important role, including being able to help prisoners at the Serang Class IIA Prison feel more comfortable and

confident so they can talk openly about their financial needs and problems, when the officers In the Serang Class IIA Prison, prisoners are more likely to comply with the rules and procedures in the Serang Class IIA Prison. In the coaching process, every prison officer always gives positive messages to the prisoners, in this way, the mindset of every prisoner will change. If the prisoner's mindset changes to a more positive one, of course, further coaching will run smoothly.

Based on the dimensions of positive attitudes as above, several methods or methods are obtained, for example, informative methods, persuasive methods, educational methods

a. Informative Method: In the context of prisoner development, informative methods are used to convey relevant and meaningful information to prisoners. This method helps prisoners gain new knowledge, understand rules and procedures, and provides insight into various topics relevant to rehabilitation and reintegration into society. Various informative methods used by prison officers in developing prisoners include:

- 1) Lecture: Prison officers give lectures to prisoners to convey important information. This may include topics such as law, prisoners' rights and responsibilities, rehabilitation, life skills, life abuse, drug abuse, mental health, or topics related to programs and activities in prison.
- 2) Counseling and Training: Counseling is used to provide specific information to prisoners about certain topics. For example, prison officers can hold counseling sessions about HIV/AIDS, emotional management, or financial communication.
- 3) Written Materials: Prison officers can provide written materials such as books, brochures, or guides to provide information to prisoners. These materials may contain explanations of prison procedures, internal regulations, prisoners' rights and obligations, available resources, and additional sources of information.
- 4) Audiovisual Media: Prison officers can use media to convey information interestingly and interactively. Prisoners are given to watch inspiring programs (Hermansyah et al., 2022).

This informative method plays an important role in providing knowledge and understanding to prisoners, however, it is also important to combine this method with interactive methods and experience in the field with prisoners to achieve better results.

b. Persuasive Method: The process of coaching prisoners benefits from the various coaching they receive, officers build very good closeness, officers receive complaints from prisoners and prisoners can also tell stories (complain/confide) to express the sadness felt by each prisoner, so officers can urge prisoners not to do the wrong way. The messages

that the officers gave to the prisoners were well received, the officers gave positive messages that encouraged prisoners to be more enthusiastic in completing their sentence, with training like this correctional facility there is no violence in it, and the prisoners are given their rights to be able to obtain entertainment while serving punishment at the Serang Class IIA Prison, prison officers use an empathetic approach to create good relationships with prisoners (Yustia, 2022).

- c. Educational Method: Correctional institution officers in providing guidance using educational methods to prisoners are given work path education packages A B, and C with facilities at the correctional institution in the form of educational rooms such as classrooms and a library. Educational methods are used to increase prisoners' knowledge, skills, and awareness in various aspects of life which focus on developing prisoners' knowledge and skills, preparing prisoners to face challenges in post-release life, and facilitating better reintegration of prisoners into society (Sarah, 2022).
2. Dimensions of Openness: The openness of Class IIA Serang prison officers in communicating refers to the ability of officers and prisoners to communicate honestly. Open communication between officers and prisoners is an important factor in running the criminal justice system effectively. Prison officers can provide clear information to prisoners regarding the rules, policies, and procedures that apply in the prison so that this helps prisoners understand what is expected of them. Open communication between prison officers and inmates at the Serang Class IIA Penitentiary can provide educational guidance to inmates and help to improve the behavior and skills needed (Rosidah et al., 2019).
3. Dimension of Empathy: Empathy between officers and inmates at the Class IIA Serang Prison is an important element in maintaining positive and productive communication relationships within the prison environment. This involves officers' ability to understand and relate to prisoners' feelings and experiences without judgment or insult (Darmayatra, 2024).
4. Dimensions of Supportive Attitude: A supportive attitude from officers is very important in facilitating coaching programs, especially in personality development programs, officers who try to take an individual approach with prisoners understand that prisoners need different needs and backgrounds and try to provide the treatment they should receive. The attitude of support from a communicator so that the recipient of the message from the communicant participates in the communication process, officers at the Class IIA Serang Penitentiary their guidance provide support to prisoners by appreciating the officers at the Class IIA Serang Penitentiary (Nakka, 2023).
5. Dimensions of Equality: Equality is a concept that refers to equal treatment, rights, and opportunities given to all individuals regardless of background and without discrimination or injustice based on factors such as race, religion, gender, or sexual orientation. This is the basis of the principles of human

rights and social justice, equality which is fundamental in society and aims to create a just and conducive environment. This involves efforts to address existing inequalities and ensure that the rights and needs of all people are respected regardless of the background or characteristics of inmates at the Serang Class IIA prison.

Analysis of interpersonal communication theory which describes several dimensions which include positive attitudes, supportive attitudes, empathy, openness, and equality. And involves understanding the various approaches and concepts used to explain how communication between officers and individuals runs effectively. The approach used to see how Class IIA Serang prison officers can maintain the quality of communication can be studied by looking at several aspects of interpersonal communication, namely openness, supportive attitude, positive attitude, empathy, and equality. Interpersonal communication is considered best in activities to change the attitudes or behavior, beliefs, and opinions of prisoners.

### **Obstacles in Implementing Interpersonal Communication Strategies for Prison Officers in Coaching Prisoners at the Class IIA Serang Penitentiary**

The following are things that become obstacles in interpersonal communication:

1. Obstacles in conveying the message: Based on observations made by the author at the Class IIA Serang Penitentiary, some prisoners find it difficult to communicate with prison officers because of the limitations of prisoners who cannot communicate using good and correct Indonesian. Apart from that, there are also obstacles in conveying where there are conflicts between prisoners, so this disrupts communication with officers and makes inmates at the Serang Class IIA Prison more closed.  
There is an imbalance between officers and prisoners which is likely to become a major obstacle in the future. Prisoners are afraid to start a conversation or speak openly for fear of repressive action.
2. Psychosocial Barriers: Psychosocial barriers are the most influential barriers in interpersonal communication where a person's emotional condition can determine whether the message conveyed by the communicator or officer to the prisoner can be received correctly as intended. Unstable emotional states greatly affect communication, the quality of communication can decrease, causing people to become irritable and angry
3. Lack of transparency: Shutting down communication is the beginning of distrust, when officers withhold information that inmates need, officers create unnecessary hardship for them. Being open and honest is the best way to build trust and empower others to make good decisions.
4. Different communication styles: Every individual, both prison officers and inmates at the Serang Class IIA Prison, has a unique communication style. Some people are outwardly expressive while others maintain a more neutral tone. Some people use hand gestures when speaking. Sometimes these differences can become communication barriers (Bintarawati, 2024).

## CONCLUSION

Based on the study and findings above, it can be concluded that the interpersonal communication strategies of prison officers in developing prisoners at the Class II A Serang prison apply the dimensions of positive attitudes, openness, empathy, supportive attitudes, and equality.

- a. Positive attitude means an attitude or mental or emotional attitude that is characterized by optimistic thoughts and actions between officers and prisoners.
- b. Openness also means having no secrets to hide and being willing to share information honestly and transparently, this is an important aspect of healthy communication and building strong relationships.
- c. Empathy involves the ability to put oneself in another person's shoes and respond with understanding and sympathy.
- d. A supportive attitude can mean providing emotional, and physical support and other forms of assistance. This attitude reflects concern and kindness to advance the coaching program.
- e. Equality means that officers and prisoners have an equal sense of basic rights, legal protection, and socio-economic welfare. Equality in prisons is a basic thing that must be fulfilled, especially for prisoners, which is fair and inclusive
- f. Barriers to implementing interpersonal communication strategies:
- g. Obstacles in conveying messages: Everyone has different abilities in interpreting a message. Some people interpret someone's shouting as firmness. However, some people interpret the shouting as cruelty and an act of violence. Inappropriate message delivery is the reason why two parties are involved in conflict.
- h. Psychosocial Barriers: Psychosocial barriers are the most influential barriers in interpersonal communication where an officer's emotional condition can determine whether the message sent by the sender of the message can be received correctly by the recipient of the message by the intention to be conveyed.
- i. Lack of transparency: When providing training programs to prisoners, prison officers are required to always meet the needs and protect the interests of prisoners. The form of guidance provided by prison officers must be what is within their authority.
- j. Different communication styles: Everyone has their communication style, some people expressively convey information, while others may have a passive communication style. Some people use hand gestures when speaking, sometimes this difference can become a communication barrier.

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