

# Victim Oriented Humanistic Policing sebagai Model Ideal Pelayanan Kepolisian Terhadap Korban Kejahatan Kekerasan Seksual serta Pencarian Model Aplikatif bagi Indonesia (Komparasi Studi Kasus Kepolisian Indonesia, Jepang dan Selandia Baru) = Victim Oriented Humanistic Policing as the Ideal Model of Police Service to Victims of Sexual Violence Crimes and the Search for an Applicative Model for Indonesia (Comparative Case Study of the Police in Indonesia, Japan, and New Zealand).

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## Abstrak

Penelitian ini bertujuan menemukan model ideal pelayanan victim oriented humanistic policing (VOHP) dan standar operasional prosedur victim impact statement (VIS) untuk korban kejahatan kekerasan seksual di Indonesia. Tujuan tersebut dicapai dengan melakukan studi komparasi implementasi victim oriented policing (VOP) dan VIS pada kepolisian di Indonesia, Jepang, dan Selandia Baru. Metode penelitian menggunakan pendekatan kualitatif deskriptif dan komparasi studi kasus, merujuk pada Neuman (2013). Data dikumpulkan melalui wawancara, observasi, kajian pustaka, dan dokumen dari ketiga negara, berfokus pada pelayanan kepolisian pada korban kekerasan seksual. Perbandingan dilakukan berlandaskan pada berbagai variabel aspek VOP dan VIS. Variabel perbandingan pada VOP meliputi: kultur organisasi, sumber daya organisasi, dan kompetensi khusus petugas. Sedangkan, variabel pada VIS meliputi pendekatan humanis, sikap empati, dan teknik komunikasi persuasi. Victim oriented humanistic policing (VOHP) yang penulis susun terdiri lima pendekatan strategis. Kelima pendekatan itu berupa (1) pendampingan berkelanjutan; (2) keterampilan wawancara praktis; (3) advokasi; (4) penggunaan teknologi; dan (5) kemitraan strategis. Kelima konsep teoretik ini menekankan fokus transformasi bagi penegak hukum untuk mencegah terjadinya viktimisasi primer maupun sekunder ketika menangani korban. Pada kesimpulannya, penelitian ini menawarkan model ideal VOHP dan model aplikatif VIS bagi Kepolisian Republik Indonesia (Polri) yang berlandaskan pada aspek humanis. Menempatkan korban sebagai inti dari pelayanan kepolisian, terutama pada konteks pelayanan bagi korban kejahatan kekerasan di Indonesia.

.....This research aims to find the ideal model of victim-oriented humanistic policing (VOHP) and the standard operating procedure of the victim impact statement (VIS) for victims of sexual violence crimes in Indonesia. This goal is achieved by conducting a comparative study of the implementation of victim-oriented policing (VOP) and VIS in the police forces of Indonesia, Japan, and New Zealand. The research method uses a descriptive qualitative approach and a comparative case study, referring to Neuman (2013). Data were collected through interviews, observations, literature reviews, and documents from the three countries, focusing on police services for victims of sexual violence. Comparisons were made based on various variables of VOP and VIS aspects. Comparison variables in VOP include: organizational culture, organizational resources, and special officer competencies. Meanwhile, variables in VIS include a humanistic approach, empathetic attitudes, and persuasive communication techniques. The victim-oriented humanistic policing (VOHP) that the author has compiled consists of five strategic approaches. These five approaches are (1) ongoing accompaniment; (2) practical interview skills; (3) advocacy; (4) use of

technology; and (5) strategic partnerships. These five theoretical concepts emphasize the focus of transformation for law enforcement to prevent the occurrence of primary and secondary victimization when handling victims. In conclusion, this study offers an ideal model of VOHP and an applicative model of VIS for the Indonesian National Police (Polri) based on humanistic aspects. Placing victims at the core of police services, especially in the context of services for victims of violent crimes in Indonesia.