

VOLUNTEER COMMUNICATION MANAGEMENT IN HANDLING CHILDREN OF SEXUAL VIOLENCE VICTIM IN BANDUNG- INDONESIA

GESTÃO VOLUNTÁRIA DE COMUNICAÇÃO NO TRATAMENTO DE CRIANÇAS VÍTIMAS DE VIOLÊNCIA SEXUAL EM BANDUNG- INDONÉSIA

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O atendimento presencial diário, a escuta direta e até mesmo um pilar no fortalecimento de crianças vítimas de violência sexual fazem com que as voluntárias se sintam como se tivessem vivenciado elas mesmas o evento traumático. O crescente sentimento de empatia faz com que os voluntários enfrentem situações que exigem uma força mental extraordinária. Nesta situação estressante, os voluntários

Abstract: Everyday face-to-face, direct listening and even being a pillar of strengthening children who are victims of sexual violence make volunteers feel as if they have experienced the traumatic event themselves. The growing sense of empathy causes volunteers to face situations that require extraordinary mental strength. In this stressful situation, volunteers are required to formulate ways to manage communication. This study aims to examine how volunteers at the Centre for Women and Children Protection in Bandung manage communication in dealing with children who have experienced sexual violence. The researcher conducted an in-depth analysis of self-management, interpersonal management, social system management and competence management of volunteers when working with the victims. This research was conducted using a qualitative approach and case study method to analyse data from 12 informant who are the volunteers involved in the organization. This research concluded that volunteers who received trauma from their clients at any time did self-management in the form of interpersonal communication to manage stress. Volunteers doing the interpersonal communication with children as their clients as well as simultaneously establish communication with other volunteers. Volunteers interact and build interpersonal relationships with people in the institution and constantly improve their competence in managing communication.

Keywords : Communication Management. Sexual Violence. Traumatic. Volunteers.

Resumo: O atendimento presencial diário, a escuta direta e até mesmo um pilar no fortalecimento de crianças vítimas de violência sexual fazem com que as voluntárias se sintam como se tivessem vivenciado elas mesmas o evento traumático. O crescente sentimento de empatia faz com que os voluntários enfrentem situações que exigem uma força mental extraordinária. Nesta situação estressante, os voluntários

são obrigados a formular maneiras de gerenciar a comunicação. Este estudo tem como objetivo examinar como os voluntários do Centro de Proteção a Mulheres e Crianças em Bandung gerenciam a comunicação ao lidar com crianças que sofreram violência sexual. A pesquisadora realizou uma análise aprofundada da autogestão, gestão interpessoal, gestão do sistema social e gestão de competências dos voluntários ao trabalhar com as vítimas. Esta pesquisa foi realizada com abordagem qualitativa e método de estudo de caso para analisar dados de 12 informantes que são os voluntários envolvidos na organização. Esta pesquisa concluiu que os voluntários que receberam traumas de seus clientes a qualquer momento fizeram autogestão na forma de comunicação interpessoal para controlar o estresse. Os voluntários fazem a comunicação interpessoal com as crianças como seus clientes, bem como estabelecem simultaneamente a comunicação com outros voluntários. Os voluntários interagem e constroem relações interpessoais com as pessoas da instituição e aprimoram constantemente sua competência na gestão da comunicação.

Palavras-chave: Gestão da Comunicação. Violência Sexual. Traumática. Voluntários.

1. Introduction

Children who should be protected and cared for by their families as their closest environment have recently made headlines in various mass media. Unfortunately, it is not the achievement that has been reported or other positive things, what has been highlighted is the rampant violence against children, especially sexual violence. The World Health Organization stated that millions of children around the world experience violence, either directly or indirectly, and one of the most common types of violence experienced by children is sexual violence (Trindade, et al. 2014).

According to article 1 paragraph (5) of Law Number 39 of 1999 concerning Human Rights (HAM), a child is every human being under the age of 18 years and is not married, including children who are still in the womb. It is emphasized again in Article 1 paragraph (1) of Law Number 23 Year 2002 concerning Child Protection, that a child is someone who is not yet 18 (eighteen) years old, including children who are still in the womb. Children have the right to be protected and their needs met by their parents. In accordance with the Convention on the Rights of the Child which was initiated by the United Nations (Convention of The Rights of The Child), as ratified by Presidential Decree No. 36 of 1990 which states that because of the physical and mental immaturity of children, they need attention and protection. An important point that needs to be underlined is the addition of more severe punishments for perpetrators of sexual violence against children to create a deterrent effect and prevent the increasing incidence of sexual violence against children (Salami, Jannah and Innayatillah. 2020).

Child Protection activist, Arist Merdeka Sirait stated that "Indonesia is an Emergency for Sexual Violence against Children". The high number of reports and cases of these crimes in a period of 5 (five) years has increased. According to data from the Indonesian Child Protection Commission (KPAI), there are more than 21.6 million cases of sexual violence occurring in Indonesia. Data taken from 33 child protection agencies in each province shows that in the time span between 2010 and 2014 alone there were 1,725 cases of pedophilia in Indonesia and 237 among the perpetrators were under 14 (fourteen) years of age. So, it is time for sexual crimes to be categorized as "extraordinary crimes".

The Provincial Governments to the City Governments form the Provincial and City Level Integrated Services for Women and Children Empowerment (P2TP2A) as the vanguard of services for women and children, one of whose duties are to provide assistance to child victims of violence. This institution coordinates with the Ministry of Health, the Ministry of Social Affairs as well as the National Family Planning Coordinating Board (BKKBN), as well as other related institutions.

Head of Women and Children Protection Unit in Bandung City, Dra. Mytha Rofiyanti, MM, on the occasion of an interview with researchers, revealed that every year the number of reports about violence against children increases, sadly, the type of sexual violence ranks the highest of the types of violence experienced by children. The data below is data regarding the number of clients, as victims are usually referred to in this UPT. It should be underlined, the data for 2020 is based on reports submitted from January 1, 2020 to July 25, 2020. The number of clients has exceeded the number of previous years in the same month.

Table 1: Clients Data of Centre of Women and Children Protection Bandung year 2020 until 25 July 2020.

NO.	CASES	YEAR	
		2019	2020
1	Violence against Wife	113	77
2	Violence against Children	191	72
3	Violence against Woman	23	10
4	Violence against Man	9	5
5	Violence against Husband	1	1
6	Violence in Relationship	5	1
7	Violence in Family	11	10
8	Other	9	8
Total		362	184

Source: UPT P2TP2A Kota Bandung

However, what should not be forgotten is the handling of post-sexual violence against children. Sexual violence against children will have an impact on health problems and prolonged trauma. "Childhood trauma has strong effects and leaves multiple fingerprints on the mind and the body, usually for a lifetime," stated Monica N. Starkman, MD in the journal *Psychological Today* (Starkman 2017).

Traumatic events not only have physical consequences, such as disorders of the reproductive organs (infection, damage to the hymen, and bleeding due to tearing of the vaginal wall or rectum) and injuries to parts of the body due to resistance or physical abuse. From a psychological point of view, victims usually feel very angry, irritated, feel guilty, embarrassed, and humiliated. This emotional disorder usually causes difficulty sleeping (insomnia), loss of appetite, depression, stress, and fear.

Children who experience sexual violence in the short term will experience nightmares, excessive fear of other people, decreased concentration which has an impact on health. Children will feel guilt, bad memories, insomnia, fear of things related to violent events such as smells, faces, or certain places. Child victims of sexual violence will tend to close themselves and find it difficult to communicate, let alone have interactions with other people. Parents or volunteers may not recognize the symptoms of the trauma, so they often tend to ignore the symptoms. Feeling neglected or neglected complements the child's negative feelings with trauma. The image of shame adds to a child's burden to the point of feeling haunted and threatened. Traumatic events, especially sexual violence against children, are major crimes that need special handling. It is also necessary to apply special treatment to children as victims that can help children overcome their trauma so that they can return to socialization so that they do not have to lose their future.

Communication has an important role in the healing process of children. In essence, communication is a social process that takes place between humans (Effendy 2007). Communication is a gate that bridges post-traumatic children with their future. Trauma recovery does not mean complete liberation from the symptoms of psychological trauma they have, but children are able to live well in the present without any disturbing influence from past feelings. A good trauma recovery process is one that is done gradually and periodically. In this case, communication plays an important role. In preventing prolonged trauma to child victims of sexual abuse, social support is needed. This is where the consular role plays a role in providing resistance to stress. Self-esteem support where children feel that they are valued by others and assessment support where they feel they

receive advice when facing difficulties are important things that should be prioritized when dealing with children who are experiencing trauma due to sexual violence (Ozbay, et al. 2007).

Through this research, researchers hope that they will get data and access to be able to get down directly and be involved in handling cases of sexual violence against children, thus enabling researchers to get the broadest picture possible and to be able to study more deeply according to the research needs. So far, various theories, research, and efforts to develop effective intervention techniques, methods and processes have focused more on victims and the general public outside of the volunteers or humanitarian workers themselves. Even though those who are involved in these jobs need to get attention in improving their own mental health. Excessive workloads related to the assistance task performed, meetings with traumatized victims, and the large number of cases that must be handled can have a negative effect on the volunteers. Whether we realize it or not, handling traumatized victims can have a significant emotional impact on the volunteers who accompany them.

Based on several studies, it is reported that individuals who are classified as experiencing trauma are not only victims of trauma themselves (victims) but also include those who have been indirectly traumatized (Pickett 1998) or in other words, the individual can experience trauma without having to physically face the traumatic event or face direct harm. In addition, just hearing about the traumatic event can potentially lead to traumatic conditions. One of the possible effects is a disruption in a cognitive scheme called vicarious trauma, in which an individual's experience is transformed negatively through empathy for the victim's trauma material (Saakvitne, Tennen and Affleck 1998). Volunteers in charge of handling child victims of sexual violence are often forgotten that they also need trauma healing or post-traumatic recovery. Every day face to face, listening directly to even become a pillar of reinforcement for child victims of sexual violence, as if they had experienced the traumatic event themselves. The growing sense of empathy causes volunteers to face situations that require extraordinary mental strength.

Volunteers are ordinary people, they have a very big risk of the psychological impact of the humanitarian tasks they are carrying, therefore they are entitled to self-protection not only physically, but there is something more latent, namely the psychosocial impact. Researchers hope this research can add a little clearer picture of the importance and weight of volunteer work. As ordinary people, volunteers also need supplies and weapons

to handle distress in their duties. So, when they return to their normal world, they can readjust themselves and accept a reality that is far different from the place of assignment. Volunteers need special attention and treatment in order to manage themselves. Apart from competence as volunteers, they are of course required to have the ability to control emotions and stress caused by being exposed to stories of children who are victims of sexual violence. Facing victims of abuse is a challenge in itself, especially children who experience violence. Volunteers need to think of specific ways to intervene so that children want to open up. On the other hand, volunteers need a way to realize the traumatic feeling they have experienced. How is it possible that volunteers can build good communication with child victims of sexual violence if they themselves have difficulty managing the distress they experience. This research is expected to reveal the self-management process of volunteers in order to overcome the trauma caused by handling cases of sexual violence against children.

Studies on volunteers in the field of communication management or other social fields are still very minimal, especially in Indonesia. In fact, volunteer communication management as part of social services is one of the knowledge that social workers need to master academically, by looking at various theoretical points of view and certain assumptions regarding this volunteerism, especially in handling cases of sexual violence against children. Thus, the study of this field is urgent to be carried out, especially in communication science and other related social sciences. The thing that underlies academically the need for this study is to enrich the study of volunteerism and in particular to gain an in-depth understanding of volunteer communication management in handling child victims of sexual violence cases.

In the context of communication, the authors are interested in exploring what happens to child victims of sexual violence after the incident. How do volunteers in this case consultants or the Police of the Women and Children Protection Unit design and implement communication management in handling cases of sexual violence against children so that they can make children communicate, open themselves up to finally be able to interact and socialize with conciliarists, parents, family, friends' peers and others. The author seeks to be able to reveal the management of communication in the handling of child victims of sexual violence. By understanding communication management in the handling of child victims of sexual abuse, it is hoped that it can open up insights and

knowledge of trauma healing activists in children so that they can reformulate forms, activities and therapeutic efforts in handling cases of sexual violence against children.

This research will comprehensively examine the importance of managing communication when volunteers or consular officers are assigned to assist child victims of sexual violence. Kaye revealed that 4 stages of communication management are needed in order to communicate effectively, in this case, volunteers and conciliarists can communicate effectively with child victims of sexual violence (Kaye 1994). Researchers will examine self-management, interpersonal management, social system management and competence management of volunteers when working with child victims of sexual violence.

2. Literature Review

Communication Management according to Kaye is how people manage the communication process in relation to other people in a communication setting or context. Communication management should be organized and carried out strategically (Raupp and Hoffjann 2012). Communication management is how people manage their communication processes through constructing meanings about their relationships with others in various settings. They are managing their communication and actions in a large of relationship - some personal some professional (Sjafrizal 2020). Communication management is synonymous with social interaction. There are times when we have to be able to position ourselves appropriately in certain situations, we also have to be able to face and cooperate with other people without mixing it with personal matters. This is partly the reason for the need for a professional attitude in each of you. Communication management exists within and between social systems.

Kaye describes communication management in The Adult Communication Management Model with the approach of Russian Matouschka Dolls which is layered starting from the smallest doll to the largest size but in one unit (Kaye 1994). This model concludes that self-management is at the level of intrapersonal communication which must be properly organized and evaluated. If self understands itself then this is a good first step for self-management which is manifested in self-awareness (Self-analysis and self-examination). Humans are communication creatures who always create meaning in relationships with other humans, with their environment and how humans maintain good

relationships with all of these components. The second puppet depicts self-relate to the others, how self affects others and conversely the formation of self-meaning depends on people's judgment and how the environment shapes humans.

The third level of this model is that the human system or organization will have an influence on its activities. Humans at the level of people in this system have power in the system so that human behavior can form the organization in which they are located. The biggest doll from Motouscha Dolls is the last doll that wraps all the previous dolls. It is described as competence which can actually be seen at all levels of this model. Humans with good competence at the first level will be able to interact well at a wider level. Communication Management Theory in this study examines how volunteers manage themselves, manage communication with others, manage their social systems and communication competencies in order to manage communication with child victims of sexual violence. However, in their activities, volunteers meet and consult with children who have various backgrounds and problems. It is appropriate for children as clients to face a complicated negotiation process in themselves between privacy and openness. Deciding what to reveal, what to keep secret is not something that is easily done. This often happens even under his conscious mind.

Communication has an important role in reducing uncertainty in order to act effectively to protect or maintain the ego concerned in interacting individually or in groups (Rochim and Bajari 2020). Sandra Petronio examines the problem of communication privacy in the theory that she created, namely Co. Privacy is important for humans as the rightful owners of information about ourselves. Opening oneself on the one hand can improve social control, validate human perspectives and make relationships even closer. But on the other hand, opening up to the wrong people at the wrong time, revealing too much about oneself or making compromises with others carries a high risk.

This theory studies that humans make choices and organize themselves about what to say and what to keep in themselves based on criteria of culture, gender and context (Petronio 2002). Volunteers are required to place their clients, who in this case are still children, in a comfortable situation and focus special attention on the clients. Supportive communication is needed so that this atmosphere is created. The study of supportive communication revolves around verbal and nonverbal behavior with the main aim of improving the psychological state of others. Supportive communication is based on a broader tradition of interdisciplinary research on social support. The difference between

the study of social support and supportive communication is that the second party is directly concerned with the study of these prosocial interactions in which people express supportive intentions (Jones and Bodie 2014, 317)

Supportive communication reflects a range of theoretical approaches and has a strong presence in research on interpersonal relationships, online support groups, intercultural processes, social policy and psychotherapy. In supportive communication, making someone comfortable and entertained is behavior that is deliberately carried out with the concrete purpose of eliminating someone's difficult emotional experiences. The research focuses on acquiring care handling or helper competencies, which are organized into four processes: message production, message reception, interaction coordinates and social perception. Research focuses on the production of messages and social perceptions with continued interest in the form and content of supporting messages that are less useful.

Message benefits have been assumed in two ways: First, participants evaluate supporting messages regarding a range of message qualities, such as judgment, effectiveness, usefulness, sensitivity and / or support. Second, the results are assessed to the extent that the supporting messages actually produce cognitive, affective, psychological and behavioral changes. The purpose of supportive messages is to relieve difficult emotions, the form and content of supportive messages are emotional rather than problem-focused. Emotional-focused messages of support serve to express care and affection and help with negative emotions. This function is best suited to people centered theory. The main theoretical criterion of person-centered supportive communication is to further expand the message facilities so as to achieve "awareness and adaptation to the affective, subjective and relational communication aspects of the communication context" (Jones and Bodie 2014).

The helper or volunteer embodies the PC approach to emotional support by encouraging the target to tell their story about a problem or distress (What happened here? Can you tell me what happened?). This being asked repeatedly creates an expanding conversation space, a detailed version of which the story can be told and retold. Once the depressed target starts telling their story, the PC helper or volunteer can do a number of things to make this process easier.

First, the helper or volunteer can help by encouraging continuation and explanation, asking questions about the situation and reactions to it. The helper or volunteer can ask about other people's thoughts and feelings about the situation. Helpers

or volunteers are also trained to get someone to speak freely. The helper or volunteer can learn to use statements that explicitly explain and legitimize the expression of feelings and can reinforce this by stating that if he has certain feelings about what he is experiencing it is understandable.

Supportive communication with the Person Centered has evolved from just a message on paper to a skill that is practiced by a helper or volunteer by classifying specific behaviors or rather a repertoire of behavioral strategies and tactics. Person Centered is no longer just a message function but a behavioral characteristic and property of social interactions. Supportive conversation provides a unique context for learning to "listen" (Nelson 2011) and scientists, practitioners and people who suffer alike claim that listening is the primary activity of the supportive process. Although a role in helping situations has been recognized for decades, it is difficult to articulate just listening or listening to the listener. Good listening and person-centeredness are often seen synonymously.

3. Methodology

This study used a qualitative method with a case study approach to analyse self-management, interpersonal management, social system management and volunteer competence in handling child victims of sexual violence.

The case study is used in this research with the hope that it can examine the reflection of human experience, in this case, the experience of volunteers in communicating with children who have experienced sexual violence. This research goes through a process that formulates ways of sharing in the context of interpersonal communication between volunteers and child victims of sexual violence with various perspectives.

Researchers choose to research or study a case. Researchers can study in various ways. Researchers examined how a volunteer communicated with children who had experienced trauma due to sexual violence. The symptoms of this communication act are of a qualitative character. The researcher recorded the results of his observations, interviews and research which confirmed the qualitative characteristics.

Case studies as a form of research are determined by interest in individual cases, not by the research methods used (Denzin and Lincoln 2018). Case is a limited system or a bounded system (Denzin and Lincoln 2018). Social research, especially research on humanitarian services, as researchers do, has operational parts, aims and has a soul because

case study research is carried out in depth and thoroughly on the cases studied. The results of case study research are able to raise and explain the substance of the case under study fundamentally and thoroughly.

3.1. Research Informant

The selection of informants who are research subjects is determined by their experience as a volunteer handling child victim of sexual violence who directly has experience handling cases of sexual violence committed by close people or strangers against children. Informants are selected based on the following criteria:

1. Adult, male and / or female
2. Live in the city of Bandung.
3. Have handled cases of sexual violence against children.
4. Serving at the Centre for the Protection of Women and Children in the City of Bandung.

Based on these criteria, 11 research informants were selected consisting of the Head of the Centre for the Protection of Women and Children, the Manager of the Centre for the Protection of Women and Children and counsellors covering general consular, spiritual consular, psychologist, legal consular and social consular.

Table 2: Informants

No.	Name	Field of Competence
1.	Dewi	Psychology
2.	Taofik	Advocate/Lawyer
3.	Mega	Administration Manager
4.	Nuraini	Social Psychology
5.	Vina	Psychology
6.	Fika	Law
7.	Desi	Social Worker
8.	Dais	Spiritual Psychotherapy
9.	Listya	Psychology
10	Nursyifa	Social Worker
11	Ratnafuri	Psychology

Source: Research data, 2022

3.2 Research Data Sources

Lofland & Lofland stated that the main data sources in qualitative research are words and actions, the rest are additional data such as documents and others (Moleong 2007).

1. The words and actions of volunteers handling child victims of sexual violence are related to communication management.

2. Literature and documents

3. In addition to the words and actions, the researchers also used books, records, documents and photographs about handling children as victims of sexual violence at the Centre for Women and Children Protection as additional data sources for the purposes of this study.

3.3 Data Collection Techniques

1. Participatory Observation in which researchers directly observe volunteers handling children who experience traumatic events, namely sexual abuse. Researchers lived and spent as much time as possible involved in the communicative events of these volunteers so that researchers could obtain the necessary data in capturing each of their communicative acts.

2. In-depth interviews are conducted by researchers in a subtle, flexible manner and do not burden the informant with heavy questions but are adjusted to the informant's psychological situation. The interviews in this study were conducted informally and used a conversational style.

3. Documentation is carried out by studying and recording important parts found in the Centre for the Protection of Women and Children in Bandung City or in other places related to research such as the Criminal Investigation Unit of The Republic of Indonesia National Police in Bandung City or in Kampung Bambu, an out-bond facilities during observations of victims throughout bond activities. Review the literature used as a reference source in this study, among others; dissertations, theses, scientific papers or research results, articles in reputable journals, reference books, seminars that discuss topics relevant to this research problem.

4. Focus Group Discussion conducted by researchers with informants which aims to review the results of research on communication management volunteers who served at the Centre for the Protection of Women and Children in Bandung City.

3.4 Data Analysis Technique

Researchers classified the initial data obtained in the form of interviews and direct observations with child victims of sexual violence. Then the researchers tested the data through a process of reduction and elimination in order to obtain the invariant constitutes, after which each group of invariant constitutes left from this elimination process was grouped and given a theme.

The next thing the researcher does is to identify the final data obtained through the initial data validity process by examining the data and the themes attached to it, constructing textural descriptions of each informant, including verbal statements from informants that are useful for research. After that, the researcher will explore the meaning and essence of the research problem. The result should be a representation of the theme as a whole.

4 Results

4.1 Volunteer's Self-Management

Volunteers are always present in difficult situations such as natural disasters or traumatic events that befell someone in certain conditions, such as in this case a child who experiences sexual violence. The act of wanting to help and provide assistance to the needy strengthens the characteristics of a volunteer. This is also the basis for several consular officers serving in institutions such as the Centre for the Protection of Women and Children, as conveyed by informants. They with full awareness without expecting any reward work wholeheartedly to serve people who need help.

Thomas Wolf in his book said that volunteer action is proactive which demands a greater commitment of time and effort. Volunteering is not something that is spontaneous and momentary, therefore volunteering requires high motivation. Several reasons someone wants to volunteer, among others; to get self-satisfaction, have altruism as a basis for wanting to help others, like to hang out with other people, want to learn something, want to create or manage an organization, desire to develop professional abilities, want to gain a leadership position, enrich experiences, enter certain organizations and to get certain social satisfaction (Wolf 1990).

Volunteers generally have prepared themselves to face whatever happens, but sometimes they feel heavy with what their clients are experiencing, as conveyed by the following informant 4 that she felt so hard to deal with her client. It takes times to manage

herself during the consultation. Her 4 years old client who had sexually harassed by his 60 years old neighbor really made her emotion that she had to leave the room to compose herself by crying and vomiting that cannot be detained. The fact that she had thought only existed in television stories was happening in front of her. (Interview with Informant 4 on July, 4th 2020).

Another informant revealed that it was very hard when she started working in this organization. Restless, unable to eat, unable to sleep, nausea and vomiting during the first 6 months of duty because they are not ready for problems that must be handled. Some have regretted and experienced demotivation, but over time they are finally able to adjust, adapt and then survive because of the desire to help others overcome all these feelings.

At this level, volunteers carry out self-management as revealed by communication management theory. Volunteers carry out interpersonal communication, where volunteers actively carry out the communication process both as communicators as well as communicants as well as providing feedback for themselves. Volunteers form an internalization process in which they digest what is in their minds, then they carry out a dialogue with themselves. It is important that volunteers do this intrapersonal communication process so that they are able to get to know themselves so that in the end they will be able to get to know clients who need their help. Rakhmat (Rakhmat 2013) stated this as an information processing process which includes the stages of sensation, perception, memory and thinking.

The results showed that volunteers who received and helped clients experienced trauma symptoms that unconsciously affected them. Shock, nausea, vomiting, dizziness, sleep disturbances, eating disorders, nightmares, dizziness, paranoia and being overprotective to their immediate family are some of the symptoms of trauma experienced by the volunteers.

Volunteers overcome these disturbing things by doing self-management, including:

1. Crying, releasing emotions. Volunteers try to control their emotions, but when they feel it is unbearable, they usually leave the consultation for a while, then cry until they finally calm down, then return to the client. As much as possible, volunteers do not shed tears or excessive emotions in front of the client, but if it can't be stopped, volunteers go out for a moment to do self-management.

2. Awareness that this is a recognized occupational risk helps volunteers survive. This awareness is continuously maintained by managing self-awareness. Motivate yourself that this is a way to help others, benefit society.

3. Control yourself. Volunteers must be skilled at self-control and understanding of self-positioning. Volunteers simultaneously carry out interpersonal communication where every message, both verbal and nonverbal, is always an object for the volunteers' own interpretation. Volunteers digest every message while continuously doing intrapersonal communication as a means of controlling overwhelming emotion.

4. Volunteers convince themselves that everything has a solution. Sometimes the problems faced by clients are too heavy to make volunteers pessimistic and sometimes they don't imagine what solutions should be suggested. Volunteers organize themselves while making observations and convince themselves that every problem is always accompanied by a solution.

5. Volunteers get into the habit of removing "poison". The negative things that volunteer heard from their clients had a significant impact. Without realizing it, volunteers have to learn and try to get rid of these toxic things so that they don't affect the volunteers' personalities and daily lives.

6. Everything the client hears is put in the box, close the box before going home, leave it at the office. This analogy can help volunteers not to bring home the problems they face at the office, so that the volunteers' lives at home are not affected by these problems.

Intrapersonal communication is a communication process that occurs within a person (Blake and Haroldsen 2005). All communication is to some extent intrapersonal. Every message has a meaning and is always used as an object for someone's interpretation. When observed, every message sent by clients is mostly negative things, especially cases of sexual abuse on children. Whether or not these negative things are realized or not used as objects in the minds of the volunteers, self-management is an important thing that must be done by volunteers in order to open good communication with clients and with fellow volunteers and people around them for support activities to help others.

4.2 Volunteer's Interpersonal Management

Kaye describes the second level after self-management is self-relates to others which reveals how self affects and is influenced by others (Kaye 1994). Volunteers

communicate and create meaning when dealing with clients and the people around them. Intrapersonal communication that is always established in self-volunteers becomes the basis for volunteers to build interpersonal relationships with other humans. Self-volunteering which is the result of communicating with oneself also depends on how other people assess and shape themselves. Conversely, volunteers are also required to pay more attention to how to communicate with other people, especially with their clients, because the messages conveyed by volunteers both verbally and non-verbally can influence or bring change to the client.

This study examines how volunteers communicate interpersonal with children who experience sexual violence as well as with those around them, including other volunteers. Researchers observed the communication process that occurred when volunteers intervened with victims.

Children who come as victims of sexual abuse usually come with trauma, they tend to shut down and find it difficult to express their feelings. Of course, this is a challenge for volunteers on how to make children want to communicate about the traumatic events they have experienced. Volunteers carry out the principles of interpersonal communication according to DeVito's (DeVito 2013), including:

1. Openness. Volunteers open up to their clients who are children. Openness is the main asset in communicating. Volunteers must work hard so that children are open to what they are experiencing.
2. Empathy. Volunteers understand and also feel what their clients are experiencing. Volunteers position themselves as clients in order to be able to explore the client's feelings and avoid judgment so that clients feel not judged and feel volunteers are friends.
3. Supportiveness. Children who have been sexually abused come with a very big wound in their self. Children feel afraid and traumatized by others. Volunteers understand this and so that their clients don't feel shunned, they provide support and reassure clients that they are not alone. Volunteers are always ready to accompany and listen to them while pour out their feelings.
4. Positiveness. Volunteers always have a positive attitude and create a positive atmosphere in communicating with children who have experienced sexual violence. Even in problems that are laden with negative things, volunteers try to make positive things arise in their environment.

5. Equality. The clients who are children under age make volunteers have to adjust themselves so that clients do not feel distant. This is done in various ways, for example when speaking, volunteers sit down and equalize the eye level to eliminate distance and so that children do not feel far away so that it is comfortable to communicate.

On the other hand, in their daily lives, volunteers continue to receive trauma from their clients, which, without realizing it, gradually accumulates in the volunteers. What volunteers do to get rid of the trauma little by little is to build interpersonal communication with other volunteers.

Volunteers carry out interpersonal communication by talking with other volunteers in an effort to maintain mental health. Conversations about problems that occur or about emotional conditions during dealing with clients. The head of the Women and Children Protection Unit of Bandung City revealed that the management realized the need for volunteers who were tasked with channeling their emotions so that they provided a special time and place, every day for the opportunity to have lunch together or during briefings before leaving where volunteers were free to tell what they felt. Volunteers can also seek information and knowledge from other volunteers on how to solve the problem. Volunteers can also share experiences with other volunteers besides being able to shed complaints and feelings so that they do not accumulate into toxins and interfere with mental health. Given that what they are facing is cases of sexual violence against children, volunteers are very limited in being able to share with other people, especially outsiders who are not related to their duties. Volunteers in this case are bound by a moral obligation not to open up problems in any form. You can imagine feelings of stress and stress are increasingly difficult to control. In situations like this, usually volunteer psychologists do psychology tests on volunteers who are experiencing stress so that they can solve what they are experiencing and what the volunteers need.

4.3 Volunteer's Social System Management

People in system with the meaning contained in it is how humans make an organizational system work or function. At this level, Kaye states that a human system or organization will have an impact on human activities, although there is an expression that says it is not the organization that shapes human behavior but it is behavior that shapes the organization because humans have authority in the system (Kaye 1994) Social support is

described as “support that can be obtained by a person through social ties with others in the group, and the larger community (Ozbay, et al. 2007).

Volunteers, in accordance with their meaning, always help unconditionally, although in this organization volunteers are given incentives, but not as big as professional salaries, not in accordance with their responsibilities. Not all of the needs for volunteers to carry out their duties can be fulfilled, but the Institution Leader makes every effort to support volunteers with available resources. Volunteer organization managers need to adopt reward and recognition practices to meet volunteer satisfaction. When volunteers are recognized and appreciated for their efforts, volunteers will not only feel satisfied but also motivated to continue volunteering (Cho, Wong and Chiu 2020). Understanding and optimizing the experience of volunteers is critical due to their increased importance in contributing to the betterment of society (Bauer and Lim 2019).

As the Women and Children Protection Unit serving clients from Bandung City and surrounding areas, this institution does not have trauma healing facilities for volunteers who incidentally serve a large number of clients every day. The Head of Unit once proposed the trauma healing program to the top management in, but for reasons of the budget, so far it has not been fulfilled. This study found that in response to limited resources, the unit leader created a comfortable situation for volunteers to work. On several occasions, the unit leader invited volunteers to outing, take a walk to see the natural scenery to just unwind. Have lunch together and also have a casual after office chat to release the tension and stress-free feeling that is felt due to a day of trauma. Unit leaders also lead briefings and annual meetings to evaluate things that need to be improved and receive and provide input to each volunteer. Ironically, in addition to the tough task, volunteers also have to look after each other to avoid unwanted things, such as harassment of volunteers, this is due to the unavailability of surveillance facilities such as CCTV to oversee the course of consultations.

Researchers found several things related to volunteer social management systems, including:

1. Facilities for consultation that do not meet standards to make children comfortable communicating with volunteers. Management provides a playroom with facilities that are far from perfect. Sometimes volunteers bring their own simple props such as dolls to be used as tools to approach children. This unit also provides a swing where children are usually comfortable communicating. Volunteers enter the child's world

through casual conversations on the swing, making it easier for children to open up to volunteers. The unavailability of a special room for volunteers for trauma healing or just to vent for a moment is also a separate note. Volunteers need space, when emotions are unstoppable. The increasing number of clients also requires more private space so that volunteers can freely provide counselling.

2. The amount of private space available for volunteers to carry out their duties does not necessarily reduce their professionalism. Trauma-healing efforts were carried out by the Unit Leaders in a number of ways, including initiating “Big Table Chats” every 15.00 hours after the counselling was over. At this table, volunteers are free to express their emotions by screaming, joking, laughing, teasing each other just to release the stress. In addition, the habit of having lunch together is also a medium for information exchange and knowledge transfer. The Unit Leader also routinely invites the volunteers to get out for a moment from the complexity of the problems they are facing by taking a walk just for refreshing to unwind and indirectly also strengthening team building. In fact, in an informal opportunity like this, volunteers get the opportunity to express their various feelings, so that they are lighter and ready to face the client again.

3. Volunteers need supporting facilities so that their activities run conducive. CCTV so that volunteers feel safe and also needed when the client is a child. The police need evidence and a statement of the child as a victim, but this is difficult to fulfil considering that UPT does not yet have CCTV. In addition, volunteers need teaching aids and psychological tests to facilitate the counselling process and open communication with clients.

4. Interpersonal closeness also strengthens professional and informal ties among volunteers. They take care of each other so that in the end this improves service to all clients.

Volunteers are very vulnerable to experiencing vicarious trauma, a trauma that occurs because volunteers feel excessive empathy because they are constantly exposed to psychological problems that befall their clients. Volunteers feel obliged to help reduce the suffering of their clients. When he cannot fulfil this commitment, the volunteer will feel hopeless, overwhelmed and suffer even more from his client.

The organization, in this case the Centre for the Protection of Women and Children, is very aware of its important role in preventing volunteers from experiencing

vicarious trauma so that the Head of the Unit does several things, as expressed by Pearlman and McKay (Pearlman 2008) as follows:

1. Institutions can encourage attachment, morale and relationships between volunteers through several things, among others;
 - a. Working in a team, not working alone so that volunteers can indirectly share the burden.
 - b. Designing activities outside formal activities such as outing, having lunch together and others.
2. Building a volunteer support network by creating interactive communication patterns that allow volunteers to actively participate in providing opinions, suggestions and feedback for the institution as well as increasing volunteers' understanding of procedures, rules, workload and how policies are created and how to respond to them.
3. The institution looks for ways to build diversity and enrich the work of volunteers on duty.
4. Understand the importance of rest and arrange so that volunteers do not bear too heavy a burden. The agency actively monitors the workload of volunteers so that they have time to manage themselves.

Volunteers interact and build interpersonal relationships with people who are involved together in the institutions that shelter them. Some of the things above were done and fulfilled in an effort to support volunteer work in managing communication with all clients.

4.4 Volunteer's Competence Management

This research comprehensively examines the importance of managing communication when volunteers or consular officers are assigned to assist child victims of sexual violence. Kaye revealed that 4 stages of communication management are needed in order to communicate effectively, in this case, volunteers can communicate effectively with children who have experienced sexual violence (Kaye, 1994).

The fourth level wraps up all the previous levels of competence: at any other level of the model. The concept contained in competence is not only visible from the outside. Communication competence can occur at another level of the model, so that a person who is competent in intrapersonal management if he has a positive self-concept and understands it well will show competence when interacting with others. They will be able

to build, coordinate and clarify the meaning of interpersonal interactions. In addition, people can also be considered competent when they can change the system that other people are working on with the existing or owned system.

Essentially, volunteers in carrying out their duties always improve their competence in managing communication. Volunteers are very aware that the main asset to be able to complete the task of dealing with cases with children who have experienced sexual violence is communication. Often volunteers have to rack their brains in order to communicate with children, for example by inviting them to play first or other ways.

Volunteers understand very well that they need to improve their communication competence. The components of volunteer communication competence possessed by volunteers include knowledge, motivation and abilities, as conveyed by Spitzberg in Green & Burleson (Spitzberg 2003)

1. Volunteers whose tasks include dealing with children who experience sexual violence need to increase their knowledge from all perspectives, especially how to communicate with children. The focus is on how the communication process carried out by volunteers, without compromising the basic knowledge of the message to be conveyed. Volunteers need to deepen knowledge about how to best approach children, what kind of language is easily understood by children, choice of words, how to speak, behavior and volunteer readiness to receive feedback from children in all situations without forgetting knowledge about the content of the message to be conveyed both verbal and nonverbal. As experience and knowledge increase, volunteers understand better how to communicate in various situations with different clients. Researchers found that volunteers need to improve their communication competence by providing training or workshops on how to communicate effectively.

2. Handling children who have experienced sexual violence is different from communicating with normal children. Need to be careful and deepening about the trauma experienced by these children. Although the motivation of volunteers to work to help children is unquestionable, when faced with certain situations, volunteers need to increase motivation to communicate with their clients. The difficulty in penetrating children's defenses due to the trauma they experienced made volunteers sometimes feel frustrated. In cases like this, volunteers need to find ways to get the desire to communicate further than the desire to avoid. It is understandable if volunteers experience demotivation where they want to avoid communication because they feel it is too heavy a burden, but on the other

hand they also realize that volunteering is a hope for children so they can get rid of their trauma and be able to return to activities as before. Researchers found that volunteers need to get positive encouragement and opportunities for releasing the stress in order to create effective communication with child victims of sexual violence.

3. Another competency that volunteers absolutely must fulfil is the ability to manage behavior in order to communicate effectively. This study found that volunteers were able to hear, see and feel what the children conveyed both verbally and nonverbally. Volunteers position themselves as clients so that they are able to understand and give full attention to clients. Volunteers are able to overcome the anxiety that arises from their client's problems. He shows a calm and confident attitude in communicating even though they actually need time to release their emotions and get ready to handle clients again. Volunteers are also able to show expressions of concern that are not excessive, expressions of support according to their portion, expressions of enthusiasm to always be positive, and are able to adjust tone, vocals, intensity and variety of gestures and behaviors in communication. Volunteers have the ability to manage the rhythm of interactions in communicating, when to listen, when to react, when to provide feedback and most importantly how to provoke children to communicate.

Volunteers need to master communication competences which Kaye believes is the main thing that exists at every level of communication management (Kaye 1994). When volunteers master competency management, they will have the ability to create effective communication.

5. Conclusion

Volunteers who at any time receive trauma from their clients perform self-management in the form of intrapersonal communication as an effort to manage stress and trauma to support their activities of helping others. They communicate interpersonal with children who experience sexual violence and simultaneously establish interpersonal communication with other volunteers. Volunteers interact and build interpersonal relationships with people who are involved together in the institutions that overshadow them. Several things were done and fulfilled in an effort to support volunteer work in managing communication with all clients. In carrying out their duties, they always improve their competence in managing communication. Volunteers are very aware that the main

asset to be able to complete their task of communicating with children who have experienced sexual violence is communication. The components of communication competence possessed by volunteers include knowledge, motivation and abilities.

The findings of this study can have an impact on positive social change by increasing the skills of volunteers in managing communications that are fully supported through involvement in the community and society. Implications for positive social change include the potential for volunteers to increase their understanding of the art of listening, controlled engagement, supportive communication and Internal Communication Strategies which mutually agreed and implemented. The results of this study can provide volunteers with knowledge about communication management that is used to increase the effectiveness of communication and minimize the level of stress and trauma experienced by volunteers as a result of dealing with children with trauma of sexual violence.

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