



**Interpersonal communication patterns of facilitators for child victims of sexual violence in Aceh Province**

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**ABSTRACT**

*Cases of sexual violence against children in Aceh are increasingly worrying. The data collected from SIMFONI-PPA of the Ministry of Women's Empowerment and Child Protection recorded that in 2021 there were 5,463 cases of violence against children nationally. The impacts felt by the victims of sexual violence who needed psychological assistance included hatred, revenge, rebellion, and trauma. This study, therefore, aimed to investigate the communication patterns used by the facilitators at the Protection of Women and Children of Aceh Province in handling child victims of sexual violence and the obstacles faced in the assistance process. By using a qualitative and phenomenological approach, the study collected the data through in-depth interviews and documentation. The researcher interviewed two lawyers, two counsellors, and one psychologist. At the same time, documentation data was acquired from records and relevant documents in the UPTD PPA Aceh Office. The results of the study revealed that there were two patterns of communication used by the facilitators of UPTD. Psychologists and counsellors used primary communication patterns through verbal and non-verbal communication simultaneously. On the other hand, lawyers used a circular communication pattern by having more communication with the victims' families. Moreover, the obstacles experienced by the facilitators included requiring extra approaches and assistance for child victims with special needs. Other obstacles include frequent threats and terror, the dysfunction of the safe house for victims who needed temporary shelter, and the unavailability of a special treatment section or room in the hospital for victims of sexual violence.*

**Keywords:** Interpersonal communication; facilitators; child victims of sexual violence.

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## ABSTRAK

*Kasus kekerasan seksual terhadap anak di Aceh semakin mengkhawatirkan. Data yang dihimpun dari SIMFONI-PPA Kementerian Pemberdayaan Perempuan dan Perlindungan Anak mencatat pada tahun 2021 saja terdapat 5.463 kasus kekerasan terhadap anak secara nasional. Dampak yang dirasakan korban kekerasan seksual yang membutuhkan pendampingan psikologis antara lain kebencian, dendam, pemberontakan, dan trauma. Oleh karena itu, penelitian ini bertujuan untuk mengetahui pola komunikasi yang digunakan para fasilitator yang bekerja di Unit Pelaksana Teknis Daerah (UPTD) Perlindungan Perempuan dan Anak Provinsi Aceh dalam menangani anak korban kekerasan seksual dan kendala yang mereka hadapi dalam proses pendampingan. Dengan menggunakan metode kualitatif dan pendekatan fenomenologi, penelitian ini mengumpulkan data melalui wawancara mendalam dan teknik dokumentasi. Peneliti mewawancarai dua orang pengacara, dua orang konselor dan satu orang psikolog. Sementara data dokumentasi diperoleh dari catatan-catatan serta dokumen terkait yang ada pada kantor UPTD PPA Aceh. Hasil penelitian mengungkapkan bahwa ada dua pola komunikasi yang digunakan oleh pendamping di UPTD Perlindungan Perempuan dan Anak dalam menangani anak korban kekerasan seksual. Psikolog dan konselor menggunakan pola komunikasi primer melalui komunikasi verbal dan non-verbal secara bersamaan. Di sisi lain, pengacara menggunakan pola komunikasi sirkular dengan lebih banyak berkomunikasi dengan keluarga korban. Selain itu, kendala yang dihadapi oleh fasilitator antara lain membutuhkan pendekatan dan pendampingan ekstra bagi anak korban berkebutuhan khusus. Hambatan lain yang sering terjadi adalah ancaman dan teror, serta tidak berfungsinya rumah aman bagi korban yang membutuhkan tempat tinggal sementara, dan tidak tersedianya bagian/ruang perawatan khusus di rumah sakit bagi korban kekerasan seksual.*

**Kata Kunci:** Komunikasi interpersonal; fasilitator; anak korban kekerasan seksual.

## 1. INTRODUCTION

The existence of children is the most important hope and asset for the future of the country, as well as the nation's successor, which is very valuable. The sustainability of the positive or negative characteristics of the state is highly dependent on the role of the younger generation. The better the quality of the younger generation is, the better the future of the nation will be. However, recently, sexual crimes against children have become a very common phenomenon in the community (Salami, Fadhilah, Jannah & Inayatillah, 2020). The phenomenon of sexual violence against children continues until now, and the number of cases continues to increase very significantly every year (National Commission on Violence Against Women, 2021). The increasing cases of sexual violence experienced by children in Indonesia do not only occur in urban areas but have also spread to remote villages (Suhairu, Nurdin & Sahara, 2019).

One of the causes of increased sexual violence against children is the rising use of information technology and mobile phones, where pornography is easily accessible on social media and there is low social control in the community and among parents (Putra, 2022).

Cases of violence probably occurred due to population density, a lower educational level, income below the MRW, and dichotomized roles in a family (Handayani, Widodo, Maulia, 2022).

Cases of sexual violence against children have been recorded annually by the Ministry of Women's Empowerment and Child Protection (Kemen PPPA) through an online information system (Symphony-PPA). According to Kompas monitoring, nationally in 2021, there will be 5,463 victims of cases of violence experienced by children. Moreover, according to the data obtained from the online information system for the protection of women and children of the Ministry of PPPA, the majority of these cases of child abuse occurred in the household (Saptoyo, 2021).

Meanwhile, in Aceh province, from January to early June 2021, according to the records from the Aceh Province Women's Empowerment and Child Protection Office, acts of violence against children reached 202 cases. In Aceh, violence against children can be categorized into three categories: first, sexual harassment (46 cases); second, psychological violence (45 cases); and third, physical violence (34 cases). All of these victims require professional psychological care (Asmulyadi, 2022).

Based on this background, this paper aims to obtain data on the communication patterns carried out by facilitators at the Regional Technical Implementation Unit for the Protection of Women and Children (UPTD PPA) in Aceh when assisting child victims of sexual violence, as well as the communication barriers they encountered during the victim assistance process. The responsibility to protect children's futures is our collective duty. Not only children, but every human being on this earth, including women and men, possesses the same rights in terms of protection, which are known as basic rights acquired since birth, namely, human rights (HAM). Human rights include the right to an adequate standard of living; legal rights, both justice and protection; the right to an education; and the right to freedom of expression (Fitriani, 2016). With regard to children's human rights, violence against children is a serious problem for which the government and other parties share responsibility.

From a psychological perspective, the violence that is often experienced by a child will have a negative impact on the child. This negative impact is a manifestation of the child's reaction to the violence he receives. The psychological impacts are in the form of hatred, revenge, rebellion, and trauma (Huraerah, 2018).

The communication problem that often occurs between the companion and the child has a psychological impact in the form of a refusal to be questioned. This is because children's trust in the people around them decreases, making communication with those just starting to know them quite challenging. To create harmonious communication with child victims of sexual violence, the facilitator must first understand the victim's psychology. Try to enter the child's world, speak the child's language, and even play with him. Obviously, this requires time and a lengthier strategy.

Since communication is an important thing for humans, the quality of the accompanying communication activities has a huge impact on the victims in the process of restoring all their psychological effects. This requires effective communication patterns to reduce the excess trauma suffered by the victims so as not to interfere with their growth and development. The party who is the companion to the child experiencing the case must

understand how to communicate well so that it can heal the trauma experienced and restore the child's confidence. One of the forms that can determine the harmony of communication between the companion and child victims of sexual violence is interpersonal communication (Alfi & Saputro, 2018). The role of mentors or counsellors is very important in dealing with sexual violence. They basically make interventions to solve the negative impacts on account of sexual violence against children (Karim & Lessy, 2022).

In addition to being companions for children who are victims of sexual violence, parents' interpersonal communication patterns in interacting with children with special needs also have a positive impact on the child (Haryati & Fadhli, 2019).

The term communication comes from the Latin word 'communicatio', which comes from the word 'communis', which means the same. Same here means the same meaning between the sender of the message and the recipient of the message. So when two people are involved in communication, for example, in a conversation, communication will happen or continue as long as there is a similar meaning to what they are saying (Mulyana, 2005).

For effective and efficient communication to occur, it's not as easy as it is imagined. It takes being delivered to another person for a message or a statement to be understood and understandable. Communication is effective when both parties, the sender and the receiver, understand each other (Supraktinya, 2001).

## **2. LITERATURE REVIEW**

Ngalimun (2020) in the *Interpersonal Communications* book mentioned four types of communication, namely:

### *2.1. Primary Communication Pattern*

Primary communication is the process of conveying thoughts from the communicator to the communicant by using a symbol as a medium or channel. This pattern is divided into two types of symbols, namely verbal and nonverbal. A verbal symbol, namely language, is the most widely used and most frequently used symbol because language can express the thoughts of communicators and communicants. Nonverbal symbols are symbols used in communicating using gestures or body languages, such as facial expressions and eye contact. The use of object symbols as well as ways of speaking such as intonation, emphasis, emotional style, and speech style will make the communication process more effective because this is a beginner model developed by Aristotle.

### *2.2. Secondary Communication Pattern*

The secondary communication pattern is the process of delivering messages by the communicator to the communicant by using a tool or other means as a second medium (Ngalimun, 2020). Communicators use this second medium because the target of communication is far away or there are many communicants at the same time. This secondary communication process will now be more effective and efficient because it is supported by increasingly sophisticated communication technology.

### *2.3. Linear Communication Pattern*

This linear communication pattern contains a straight meaning, which means the message conveyed by the communicator to the communicant is a terminal point. So this

communication process occurs in face-to-face communication, but sometimes it also uses the media. In this mediated communication process, the message will be more effective if it starts with planning before carrying out communication (Hidayat, 2012).

#### 2.4. Circular Communication Pattern

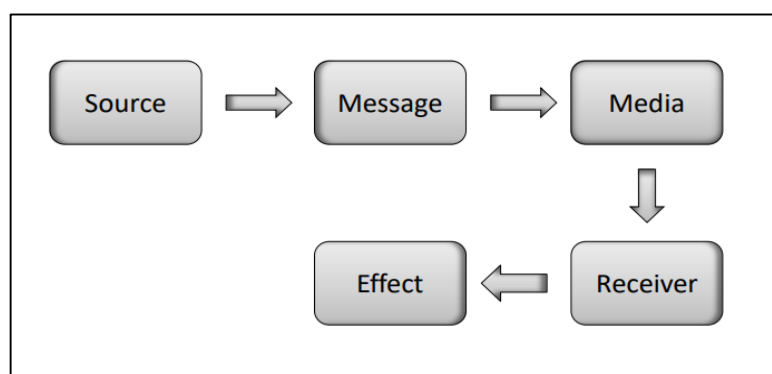
Circular means round or around the circumference. In this circular process, the occurrence of feedback, namely feedback from the communicant to the communicator, is the main determinant of the success of communication. In a communication pattern like this, the communication process continues, namely through the existence of feedback between the communicator and the communicant.

Interpersonal communication is communication that occurs between two people and is usually not formally regulated. Interpersonal communication, also called face-to-face communication, is communication that takes place in a face-to-face situation between two or more people, either in an organized manner or in a crowd of people (Wiryanto, 2004). In essence, interpersonal communication is communication between the communicator and the communicant. This communication is most effective in changing a person's attitude, opinion, or behaviour. Interpersonal communication is dialogic, meaning that feedback occurs directly.

For an effective interpersonal communication, five characters are needed, namely:

- 1) The need for openness; this requires the ability to respond with pleasure to information received in dealing with interpersonal relationships.
- 2) The presence of Empathy; the ability to understand the feelings of other people.
- 3) Support; an open situation to support effective communication.
- 4) Positive feelings; a person must have positive feelings towards himself, encourage others to be more active in participating, and create a communication situation conducive to effective interaction.
- 5) Equality; is a tacit acknowledgment that both parties value, are useful, and have something important to connect.

Harold Lasswell (as cited in Effendi, 1993) stated that there are elements or components of interpersonal communication that if drawn in a picture, the relationship between one element and another can be seen as follows:



**Figure 1.** Elements of Interpersonal Communication (Adapted from Harold Lasswell in Effendy, 1993).

All elements of interpersonal communication must be owned by a companion at UPTD PPA, both psychologists, legal experts, counsellors, and social workers.

### 3. METHOD

The research method used in this study is a qualitative approach. Qualitative research aims to explain the phenomenon in depth. This research does not prioritize population size or sampling. If the data collected can explain the phenomenon under study, the sampling is sufficient (Kriyantono, 2014). Qualitative research is an effort to provide social perspectives from a conceptual, behavioural, and human-related point of view (Moleong, 2002).

Informants were taken using a purposive sampling technique. According to Sugiyono (2014), purposive sampling is a sample taken based on certain considerations so that the data obtained is more representative. The selection of informants was carried out according to the needs and benefits of researchers in collecting data and information. Thus, this qualitative research does not require a certain number of samples but depends on the needs of the study. The criteria for the sample are the people who were involved in accompanying the victim based on their duty at UPTD.

In this study, researchers selected informants using a purposive sampling technique consisting of counsellors, psychologists, and lawyers at the UPTD for the Protection of Women and Children. The three informants are companions for child victims of sexual violence handled by UPTD PPA. These assistants are directly involved with victims in the process of handling cases, both at the recovery stage and/or before the law.

**Table 1**  
The Research Informants Selected to be Interviewed.

No	Companion Name	Task Section	Work Experience	Age
1	ER	Counsellor	6 years	35 years
2	SM	Lawyer	1 year	29 years
3	IR	Counsellor	4 years	39 years
4	SR	Psychologist	3 years	32 years
5	RN	Lawyer	9 years	50 years

The primary data in this study are the results of interviews with UPTD PPA Aceh employees who are involved in assisting victims of sexual violence against children, consisting of psychologists, counsellors, and lawyers, while secondary data are supporting data, in terms of those obtained through literature study as a base in the implementation of research. By using these two types of data, the discussion and research in this paper will be directed toward the objectives to be achieved.

Primary data were collected through in-depth interviews with research subjects, while secondary data collection techniques were carried out through library documentation. The researcher uses reference books and supporting data for the Aceh Province UPTD PPA, such as data on the number of victims and the number of companions.

Data analysis is done by organizing the data, describing it, choosing which data are important, less important, and unimportant, and drawing conclusions that can be told to others (Sugiyono, 2014). Therefore, in this qualitative research, the data obtained will be analysed according to the steps taken by the researcher in analysing the data, according to what Miles and Huberman (2009) mentioned as follows:

### *3.1. Data reduction*

Reducing data means summarizing, choosing the main things, focusing on the important things, and looking for themes and patterns. Thus, the data that has been reduced will provide a clearer picture and make it easier for researchers to collect further data and look for it when needed.

### *3.2. Data display*

After the data is reduced, the next step is to display the data. The presentation of data is done in the form of narrative text, brief descriptions, charts, relationships between categories, and the like. Furthermore, in displaying data, in addition to narrative text, it can also be in the form of graphs, matrices, networks, and charts. With the presentation of data, it will be easier to understand what happened and plan further work based on what has been understood.

### *3.3. Data verification*

The third step in qualitative data analysis is drawing conclusions. The conclusions offered in qualitative research must be supported by clear and consistent evidence to ensure that they represent credible, novel findings that can provide a solution to the problem stated in the introduction (Sugiyono, 2014). In qualitative research, researchers must try to obtain valid data. For this reason, in collecting data, researchers need to ensure its validity so that the results obtained are not defective. The data obtained from interviews and documentation in this study are then processed and analysed carefully to conclude the truths that can be used and accounted for in answering various objectives and focus problems. Therefore, in processing and analysing the data, the author uses the triangulation technique, which is a technique for checking the validity of the data obtained in the field by comparing one set of data with another.

## **4. FINDINGS AND DISCUSSION**

### *4.1. Communication Pattern of UPTD's Companion for the Protection of Women and Children*

An interpersonal communication pattern is one form or model of communicating. This communication pattern can be utilized in the process of assisting victims of sexual violence by the facilitator for the Protection of Women and Children (P2A) of Aceh Province. The purpose of this communication is to interact with the victim in order to elicit the required information.

After interviewing five companions consisting of psychologists, counsellors, and lawyers within the UPTD for the Protection of Women and Children in Aceh Province, the results obtained are described as follows:

#### *4.1.1. Communication patterns used by counsellors*

To get the information from the victims, the counsellor should communicate with them in certain ways, as said by IR:

“The communication pattern that I used during the victim assistance process used verbal and nonverbal communication. This is because it is not easy to approach the victim. So you have to play and tell stories first. For example, I told them that I also have children

their age and know how they feel. In this way, the victim will feel as if we are closer to them and understand their situation. After they feel comfortable, only then will we dig up the information we need.”

IR continued:

“Because children's ages are different, the approach is also different. Adolescents are easier to communicate with than elementary school children. But sometimes these teenagers tend not to tell the truth. The information given is sometimes inconsistent with reality. Thus, the companion must take a persuasive communication approach so that the child is more open and provides true information.” (IR, Personal Interview, June 22, 2022).

Another counsellor, ER, said:

“Communicating with victims who are still children is certainly very difficult. The steps taken to make the victim willing to communicate are to build an emotional relationship first. Sometimes the companion must act like a child and invite the victim to play together. After the victim feels comfortable, only then should you dig up the information needed.” (ER, Personal Interview, June 22, 2022).

Next, ER stated:

“The communication pattern that I use in the mentoring process is to approach and build an emotional relationship with the victim first. Perform nonverbal communication by inviting the victim to play so that the victim feels comfortable with the new companion, then perform verbal communication to dig up the information needed.” (ER, Personal Interview, June 22, 2022).

Based on the results of interviews with three counsellors, it can be concluded that the communication patterns used in interacting with victims are verbal and non-verbal communication. Non-verbal communication by being invited to play first so that children feel comfortable. The second counsellor also uses non-verbal communication by acting like a child to build an emotional connection with the victim. The third counsellor did the same thing; after that, they only dug up information from the victim through verbal communication.

#### *4.1.2. Communication patterns used by psychologist*

Like the counsellors, one of the psychologists (SR) also communicated with the victims to get the information needed, she said:

“The communication pattern that I used to interact with the victim uses verbal and nonverbal communication. Before communicating, first see how the victim's psychological condition is and what treatment is needed. For example, if the victim is under pressure, lower the stress level first, and if the victim is panicking, lower the panic level. Another way to approach it is by being invited to play, draw, and sometimes take it for a walk. Of course, this takes a long time, but the longer you have time with the victim, the more open the victim will usually be. After feeling comfortable, the victim will be more open when telling the facts. (SR, Personal Interview, June 22, 2022).

#### *4.1.3. Communication patterns used by lawyers*

In helping the victims, lawyers also should communicate with them to get the important information. SM as a lawyer said:



“During the legal assistance process, I communicated more with the victim's family, whether it was the victim's parents or guardians, to request testimony or information. Only occasionally communicate with victims, but only in light ways, such as by greeting them and asking how they are. I do this to maintain the comfort of the victim because I am a man and, in general, the perpetrator is also male. I am afraid that the victims have traumatized men, particularly those they do not know, to the point where it has affected their psychology.” (SM, Personal Interview, June 22, 2022).

In addition, SM continued:

“Lawyers are more focused on assisting cases in court. The communication that I had with the victim was only to dig up the information needed by the investigator so that the case could be revealed. There is one victim that I treat, a child with special needs (ABK) aged between 9 and 12 years; his condition is like mental retardation. During the investigation by forensic psychologists, it was not revealed how many times the victim was sexually assaulted by the perpetrator. When the assistant tried to decipher the facts, the victim admitted that the forbidden sexual act had occurred five times. Due to the condition of the victim, who is a child with special needs, the assistant ensures that the victim knows that the five referred to are the real five by demonstrating the number of fingers and asking the victim to count them. It turns out that the victim can count and that the number of fingers shown is five, meaning that the confession given is correct.” (S, Personal Interview, June 22, 2022).

Meanwhile, RN explained that:

“When communicating with clients, of course, we should use diplomatic language. Body language should also make the client comfortable. For example, asking them with whom and how they arrived. Such greetings can help to put the client at ease.” (RN, Personal Interview, June 22, 2022).

In communicating with the victim, it is necessary to understand the victim's condition first. Based on the initial data at the complaint stage, the companion could find out the victim's fundamental condition. If the victim's condition was very unstable, then the companion did not talk too much but tried to make approaches first.

The approach that was built between one victim and another would be different, depending on the age and character of the child. Parenting patterns also affected the character of the child. Some children were rarely invited to communicate by their parents, so the child character tended to be quiet. For example, when there was a five-year-old victim who was difficult to give information, the assistant would communicate with his parents or family to ask for information regarding the case experienced by the victim.

Based on the description of the data above, it could be concluded that the patterns of interpersonal communication used by counsellors and psychologists of the UPTD for the Protection of Women and Children in extracting information from victims were primary communication patterns. These patterns were verbal and nonverbal communication approaches, a process of delivery by the communicator to the communicant using a symbol as a medium or channel, which was divided into two symbols: the symbol of verbal communication and the symbol of nonverbal communication. Moreover, the communication patterns used by the lawyer's assistant were the primary communication pattern and the

circular communication pattern. In this case, the lawyer's assistant communicated directly with the victim's family to ask for information as investigation material.

The primary communication patterns made it easier for the facilitators to dig up information from victims who were extremely reluctant to be interviewed. The assistant must carry out persuasive communication and approach through nonverbal means. Due to the various characters and various ages of victims, the use of communication adjustment theory in the process of assisting victims of sexual violence was the most appropriate theory to be applied.

#### *4.2. Communication Barriers Faced by UPTD PPA Aceh Facilitators*

##### *4.2.1. Internal barriers*

###### *4.2.1.1. Psychological barriers*

IR conveyed that in the process of extracting information from the victim, it was often found that the victim was not willing to give information and kept himself hidden. The step taken to make the victim want to provide information to the companion was to take a psychological approach through persuasive communication. There was even one victim who had to take an extra approach by taking a two-hour walk and buying his favourite food. The victim also requested that no one else be allowed on the trip. Only victims and companions were permitted, not even the driver. (IR, Personal Interview, June 22, 2022).

Meanwhile, the obstacle faced by ER was that the victim did not want to provide information if the victim's parents or family were nearby. If the victim was asked more quietly, he did not dare to tell the truth out of fear that his parents would be outraged if they discovered the truth. For example, when asked how many times the victim had been harassed, the victim answered three times. In fact, after further investigation in a separate place, the victim confirmed that she had been abused five times.

The obstacle experienced by SR was the victim's suspicion of the companion, so that the victim refused to be accompanied. Sometimes the victim said, "I don't want to talk to mom." If the victim felt uncomfortable with the existing companion, he would be transferred to another companion. (SR, Personal Interview, June 22, 2022).

###### *4.2.1.2. Physical barriers*

The physical barrier in interpersonal communication was a situation that prevented the communication from occurring. These barriers were categorized as human physical conditions: distance, time, and situations or circumstances that made communication and transportation difficult to access. The physical obstacle experienced by SM's companion when handling cases of victims of sexual violence was that the victim was a child with special needs (ABK). Victims were less responsive when spoken to, so they encountered difficulties when interrogated in court. (SM, Personal Interview, June 22, 2022).

There were also cases involving minors as perpetrators, and obstacles arose in the coaching process that has not been maximized. This usually happens due to several things, including inadequate human resources in the coaching process and insufficient places for coaching. Moreover, some cities and districts still did not have a special place for coaching. This was, of course, closely related to the budget allocated by the government to UPTD P2A. (RN, Personal Interview, June 22, 2022).

#### 4.2.2. *External barriers*

##### 4.2.2.1. *Schedule and workload*

IR said the obstacles faced during the mentoring process were adjusting the time between the facilitator and the victim and the victim's family. When the assistant had arranged a meeting schedule with the client in the middle of the hectic workload in the office, the client cancelled the schedule for various reasons. This caused the case-handling process to be hampered (IR, Personal Interview, June 22, 2022).

##### 4.2.2.2. *Community threats*

When assisting in the field, it was common for the facilitator to receive threats from the community. ER explained the obstacles that occurred during assistance, such as experiencing roadblocks, threats to use sharp weapons, being attacked by perpetrators, vandalizing cars, and receiving terror via telephone or SMS (short message service) from unknown numbers (ER, Personal Interview, June 22, 2022).

##### 4.2.2.3. *Family understanding*

When carrying out their duties, counsellors sometimes also get rejection from the victim's family. However, this refusal was often due to the family's lack of understanding of the legal process that was being completed. Therefore, SM, as one of the companions who worked as a lawyer, must be able to explain every process and legal stage that was passed. (SM, Personal Interview, June 22, 2022).

Another obstacle encountered in the field was that when the case was proceeding to legal proceedings, there was a refusal from the victim's family to attend to give testimony because the perpetrator was a close relative of the victim. When this happened, we sent a warning to forcefully pick up. Because in criminal cases, forced pick-ups were allowed (SM, Personal Interview, June 22, 2022).

Some victims experienced severe trauma, so it was very difficult to dig up information. The victim's self-confidence was sometimes very low. However, parents instead blame the victim, which makes the victim even more unwilling to speak up. When this happened, the companion would have difficulty getting information. When something like this happened, the companion would assist the parents first (IR, Personal Interview, June 22, 2022).

In the process of mentoring in the psychological field, parents often became obstacles in the communication process. There were some victims who, when confronted with their parents, were reluctant to give information out of fear. There were also victims' parents who refused or even denied telling the story when being asked for information about their children; some even conveyed new, incorrect information about what happened to their child (SR, Personal Interview, June 22, 2022).

##### 4.2.2.4. *Barriers to facilities and infrastructure*

Aceh also did not have a safe house for victims, especially those with special needs. This was an obstacle for facilitators in helping the victims to access medical services. Apart from the location, there were also no skilled assistants for people with special disabilities. Obstacles in the form of lack of funds were often overcome by UPTD P2A by forging cooperation with parties such as Baitul Mal Aceh and related parties.

In order to assist victims who had experienced sexual violence, it was certainly not easy for the facilitators to communicate smoothly with the victims. Victims often refuse to be spoken to. This could be due to the young age of the victim or the level of deep trauma.

Based on the theory used in this study, the theory of interpersonal communication, the assistant staff of UPTD PPA Aceh, in an effort to provide assistance to children who were victims of sexual violence, had done well. From the way the companion was able to adjust the message, both verbal and nonverbal, when communicating with the victim, it tended to be liked.

The relevance between interpersonal communication theory and the case study by the researcher was that children who were victims of sexual violence varied in age from 3 to 17 years, so it was necessary to adjust the way of communicating. In this case, the communication process carried out by the assistant with children ages 3 and 17 was certainly different, adjusting to the character and age of the child.

Apart from being different in age, the level of trauma experienced by the victims was also not the same. The companion's efforts were to study the victim's psychology, first by trying to position himself as a victim before starting communication. Even the companion needed to speak like a child so that the victim felt comfortable and would be able to talk so that it was easy to obtain the necessary information.

## 5. CONCLUSION

The pattern of interpersonal communication used by all assistants of the UPTD for the Protection of Women and Children in obtaining information from victims uses more primary communication patterns. This pattern is an approach to verbal and nonverbal communication. The process of delivery by the communicator to the communicant uses a symbol as a medium or channel. This pattern is divided into two categories: verbal and nonverbal symbols. The primary communication pattern makes it easier for facilitators to dig up information from victims who are extremely reluctant to be interviewed. The assistant must carry out persuasive communication and approach through nonverbal means. For victims who have various characters and various ages, communication adjustment theory is very appropriate to be used in the process of assisting victims of sexual violence. Meanwhile, the communication pattern used by lawyers uses two patterns: primary communication patterns and circular communication patterns. In addition to communicating directly with the victim, the lawyer also communicates more with the victim's family to ask for information related to the investigation.

Barriers experienced by facilitators in the process of assisting child victims of sexual violence include internal and external barriers. Internal barriers include communication barriers with victims with special needs. In this case, a communication approach and extra assistance are needed to be able to dig up information. Meanwhile, the external obstacles experienced by the companion are receiving threats and terror from the perpetrators. Another obstacle is the unavailability of safe houses or temporary shelters for victims in need.

This finding is useful for the next facilitators to learn many communication styles in dealing with the victims. However, it is still limited to the recent facilitator. Several researchers can conduct the research, which relates to communication as well as other areas of victim aid.

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