

## ONLINE CONSULTATION APPLICATION AT THE WOMEN AND CHILDREN PROTECTION UNIT OF THE INDRAGIRI HILIR RESORT POLICE STATION

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### Abstract

*This study aims to determine the role of the Protection of Women and Childre in dealing with children in legal cases in the jurisdiction of the Indragiri Hilir Resort Police Station. The form of online counseling services is an alternative problem solving that makes it easier for people to consult regarding problems within the family. Online counseling services are also a place to respond to any complaints, protect and facilitate the handling of complaints submitted by victims and the public, where the privacy of victims and suspects will be protected according to their rights. The research uses waterfall analysis modeling using UML (Unified Modeling Language). This system is made using the PHP programming language, MySQL database. The designed application works in accordance with the system design mechanism at the beginning of the research object. The final result of this research is an online consultation application, where on this website the public can fill out a consultation form directly and view information that is directly related to counselors, the Legal Aid Institute, psychologists and therapists from the Women's and Children's Protection Unit Indragiri Hilir Resort Police Station.*

**Keywords:** *online consulting, legal services, police, law enforcement and protection,*

### 1. PRELIMINARY

In order to increase the role of the Indonesian National Police in the field of public order and safety, particularly regarding the protection of women and children, the National Police has issued a Regulation of the Head of the Indonesian National Police regarding the Women and Children Service Unit. The task of the Women and Children Service Unit is to provide services, in the form of protection for women and children who are victims of crime and law enforcement against the perpetrators. The functions of the Women and Children Service Unit include, provision of legal services and protection, implementation of criminal investigations and investigations, and implementation of cooperation and coordination with relevant agencies.

Adverse effects on children due to children's involvement in the criminal justice process can be in the form of physical and emotional suffering such as fear, anxiety, sleep disorders, appetite disorders and mental disorders. As a result of all that, the child becomes restless, tense, loses

emotional control, cries, trembles, is embarrassed and so on. The occurrence of this adverse effect is caused by the existence of a criminal justice process, both before the trial, during the examination of cases, and the adverse effects of the involvement of children in the examination of criminal cases.

Information provided by Women and Children Service Unit officers at the Indragiri Hilir Resort Police Station that cases of crimes committed by children were not entirely resolved through a court process. During January-October 2021, there were 13 cases consisting of 3 cases of physical violence and 10 cases of child abuse. The settlement of these cases was carried out through litigation in 6 cases, through non-litigation (counseling) in 4 cases and non-litigation (mediation) in 3 cases.

The Women and Children Protection Unit also involves a number of experts consisting of general practitioners, psychologists, and therapists who can be presented at any time if it is really needed, especially for the families of victims, obscenity, narcotics, rape, acts of violence. All services provided do not exist online and are still face-to-face, where there are still many families or communities who are not ready for direct consultation.

The enactment of Law Number 11 of 2012 concerning the Juvenile Criminal Justice System which is expected to help children who are in permanent legal processes to get their rights. Realizing the importance of children getting adequate legal protection in accordance with their rights as citizens.

Previous research has become a reference and reference for the author in writing this article. Several previous studies, including research from Dini Sri Dunawati, et al (2020), her study aims to determine the online counseling model provided by Ibunda.id to the community. The method used in this study is a descriptive method in an actual and systematic way regarding the online counseling model provided. The results showed that the online counseling services provided to the community were in the form of Synchronous Interactive counseling services, Non-Interactive counseling services, and Psychoeducation. The counseling services provided can be done via chat, meeting directly with the counselor, or self-help from the psychoeducation provided. The procedure for implementing online counseling provided via chat or website has three stages which contain acceptance, reinforcement (encouragement), and psychoeducation. The advantages of online counseling are considered to be more effective in collecting data storage, counseling records, saving costs, not being limited by geographic or economic location.

Other studies have also been carried out by Tyo Fernanda et al (2020), who explains that practice called online counseling, namely the Wonderful Family concept founded by Cahyadi Takariawan. To examine this object, the researcher used a qualitative descriptive method. Researchers collect data through in-depth interviews, observation and documentation. The results that the researchers found showed that Wonderful Family is a family resilience education concept that provides family resilience guidance classes and opens offline counseling services both as a continuation of online classes and client independent activities. Wonderful Family uses a number of online media (social media), such as Instagram, Facebook, and websites to disseminate information related to family guidance and counseling, marriage and parenting. Individuals who are interested in further learning and/or solving problems can participate in online guidance and counseling classes. The method used is the provision of material in public classes and private discussions through chat and voice notes. This online class is conducted through the WhatsApp application and a special website where each member has their own account.

Muhammad Arief Maulana and Panggih Wahyu Nugroho (2019) also want to reduce juvenile delinquency using a behavioral counseling approach. The reason for using this counseling is because behavioral counseling is counseling which is a combination of approaches in psychotherapy, cognitive therapy and behavior therapy. The type of research used is experimental research. The research design in this study used a pretest and posttest group. The results of the pre test showed that students got a juvenile delinquency score of 54.23% in the medium criteria, while the post test showed a score of 32.08 in the low criteria. Based on the calculation results of the comparison of pre-test and post-test scores, the average respondent experienced a decrease in juvenile delinquency by 22.15%. This proves that behavioral counseling can reduce the level of juvenile delinquency. While the Wilcoxon test obtained z count of -1.82, because this value is an absolute value so that the negative sign is not taken into account. So that the calculated z value becomes 1.82, then the calculated z value is compared with the z value table with an error level of 0.05. The conclusion is that juvenile delinquency in Public senior high school 1 Nguter can be reduced through behavioral approach counseling.

Study from Eka Sari Octaviani et al (2019) describes the design of applications to make it easier for the public to understand and be able to deal with mental health online, which is very informative with trusted psychologists and psychiatrists. With the method of collecting data and analyzing needs, it produces a web-based Online Consultation Application for Mental Disorders. Based on the results of trials conducted using the black box method, this application makes it easier for users to use the application and makes it easier to find information about mental health.

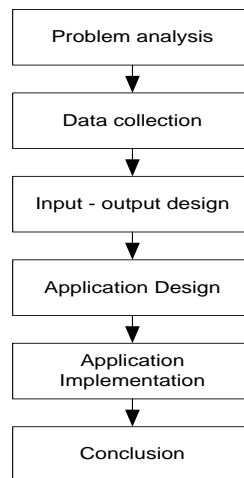
Anaway Irianti Mansyur et al (2020), explain in the research is qualitative by collecting data through literature study by analyzing 5 research results from various academics in various countries and conducting interviews with 10 adolescents aged 19-23 years, and 3 counselors. The results of this study indicate that online counseling provides convenience for adolescents in expressing problems in their lives. In addition, online counseling has great potential to offer therapy and can be done anywhere. Therefore, clients can minimize transportation costs for face-to-face counseling. Although the results of the analysis of previous studies show that online counseling has weaknesses, namely the lack of knowledge and special abilities possessed by counselors in communicating through chat and lack of skills in writing texts which must be avoided misunderstandings with online counseling users. On the other hand, previous studies have shown solutions related to the use of online counseling. That counselors have to face the development of technology and use it as a means to communicate with young people.

The Basic Theory Used in the research:

1. Police Women and Children Service Unit. Chief of the Indonesian National Police Regulation No. Pol: 10 of 2007 concerning the Organization and Work Procedure of the Women and Children Service Unit within the Republic of Indonesia.
2. Basic Women and Children Service Unit Indonesian National Police. The legal basis for the establishment of the Women and Children Service Unit is as follows: a) Law Number 8 of 1981 concerning Criminal Procedure Law; (State Gazette of the Republic of Indonesia of 1981 Number 76, Supplement to the State Gazette of the Republic of Indonesia Number 3209); b) Law Number 2 of 2002 concerning the Indonesian National Police; (State Gazette of the Republic of Indonesia of 2002 Number 21, Supplement to the State Gazette of the Republic of Indonesia Number 4168); c) Law Number 21 of 2007 concerning Eradication of the Crime of Trafficking in Persons (State Gazette of the Republic of Indonesia of 2007 Number 58, Supplement to the State Gazette of the Republic of Indonesia Number 4720); d) Law Number 23 of 2002 concerning Child Protection; (State Gazette of the Republic of Indonesia of 2002 Number 109, Supplement to the State Gazette of the Republic of Indonesia Number 4235); e) Law Number 23 of 2004 concerning the Elimination of Domestic Violence; (State Gazette of the Republic of Indonesia of 2004 Number 95, Supplement to the State Gazette of the Republic of Indonesia Number 4419); f) Presidential Decree Number 70 of 2002 concerning the Organization and Work Procedure of the Indonesian National Police; g) Chief of Police Decree No. Pol: Kep/53/X/2002 dated October 17, 2002 concerning the Organization and Work Procedures of Organizational Units at the Headquarters Level of the Indonesian National Police, along with the amendments thereto; h) Chief of Police Decree No. Pol: Kep/54/X/2002 dated October 17, 2002 concerning Organization and Work Procedures of Organizational Units at the Regional Police of the Republic of Indonesia (Polda), along with the amendments thereto.
3. Women and Children Service Unit unit in charge. In the above regulations and laws, the units in charge are: a) The Women and Children Service Unit, hereinafter referred to as the Women and Children Service Unit, is a unit tasked with providing services, in the form of protection for women and children who are victims of crime and law enforcement against the perpetrators; b) Head of Women and Children Service Unit, hereinafter abbreviated as Kanit Women and Children Service Unit; c) Protection Unit Officers; d) Investigating Unit Officers.
4. Work Procedure of the Women and Children Service Unit; a) In carrying out his duties, the Head Women and Children Service Unit is obliged to apply the principles of coordination, integration and synchronization, both between organizational units within the Indonesian National Police environment and with other organizational units related to their duties; b) In carrying out daily tasks. The Women and Children Service Unit is guided by the provisions in force within the Police.

## 2. RESEARCH METHODS

In this research process the aim is to better understand how to design an online consultation application at the Women and Children Protection Unit Indragiri Hilir Resort Police Station and this research the author will carry out several stages which are described as the flow structure below:



**Figure 1.** Structure of research stages

Description of figure 1 : The stages carried out by the author in research and application development start from problem analysis, data collection, input-output design, application design, application implementation, and conclusion.

**Problem Analysis.** The author identifies the problems that occur regarding the advantages and disadvantages contained in the consultation process of victims or families at the Women and Children Protection Unit Indragiri Hilir Resort Police Station. In addition, it can also be done by conducting interviews or direct questions and answers with related parties, namely the Head of Women and Children Protection Unit Indragiri Hilir Resort Police Station to obtain accurate and relevant data in order to produce an information system design that fits your needs.

**Data Collection.** In this data collection stage, the author immediately collected data at the Women and Children Protection Unit Indragiri Hilir Resort Police Station, namely regarding consultations with families or victims of criminal acts and observing data or information from the Women and Children Protection Unit Indragiri Hilir Resort Police Station to design or create a system in accordance with conditions and wishes.

**System Design.** At this stage in the form of drawing, planning and making designs to clarify the shape of a system. In this case the author uses the UML (Unified Modeling Language) tool in designing the system (Jogiyanto, 2017; Munawar, 2018).

Next process is coding. At this stage, the program code is written using PHP with a Mysql database that is run on the Xampp server according to the function of the system you want to build (Kadir, 2018; Setiawan, 2018).

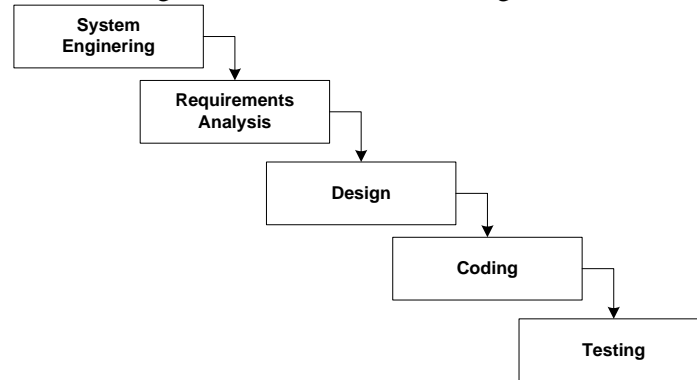
**System Test.** At this stage, the author will integrate (unify) program units and test their interrelationships to find out whether the software that has been assembled and designed is in accordance with the actual design required by using blackbox testing. After that is system implementation. The system implementation stage is the stage of putting the system so that it is ready for operation.

Data used is primary data and secondary data. The primary data in this study were data obtained by direct observation and interviews with staff related to consultations on the protection of women and children. The primary data obtained are the details of the information system of consultation data on trafficking in persons (human trafficking), people smuggling (people smuggling), violence (in general and in the household), morals (rape, harassment, obscene), vice (gambling and prostitution), illegal adoption, pornography and pornography, money laundering from the proceeds of the crimes mentioned above, child protection issues (as victims/suspects), protection of victims,

witnesses, family and friends as well as other cases where the perpetrators are women and children. in the form of detailed data about the system or procedure obtained through the interview process and observations of researchers at the research location.

Secondary data in this study are data or documents obtained from the Women and Children Protection Unit of the Indragiri Hilir Resort Police Station such as a description of the company's organizational structure, duties and authorities, case data from the Women and Children Protection Unit and evidence related to consultations.

The stages in the modeling used are Waterfall modeling, and can be seen in the image below:



**Figure 2.** Waterfall Model Stages

Description of figure 2: the stages of designing, testing and implementing the system on the object of research using the waterfall method.

The steps of the Waterfall Method are:

1. Design, namely making a design that is needed by the system for the Women and Children Protection Unit Indragiri Hilir Resort Police Station.
2. System Analysis, which is to analyze the ongoing management workflow at the Women and Children Protection Unit Indragiri Hilir Resort Police Station.
3. System Design, which is an interface that will be designed for the application to be made
4. Coding, which is an action taken by programmers (researchers) to compile coding and system logic in accordance with what has been analyzed.
5. Testing, which is to test the system that has been made

### **3. RESULT AND DISCUSSION**

Based on a thorough analysis, an online consultation application was designed at the Women and Children Protection Unit Indragiri Hilir Resort Police Station to monitor and see the extent of community assessment and satisfaction, especially victims, victims' families and related parties in the legal protection service system for services provided during This is one of the solutions offered to improve and develop the ongoing system in providing services to all parties.

#### **a. Overview of the Proposed System**

In this web-based online system consultation, the Admin is the administrator, which is the part that has access rights to manage the system such as viewing data, deleting, adding, and modifying data. Users are the community or families who will have special access, including to consult on family problems related to the Women and Children Protection Unit of the Indragiri Hilir Resort Police Station in the guidance and guidance of family services affected by legal problems.

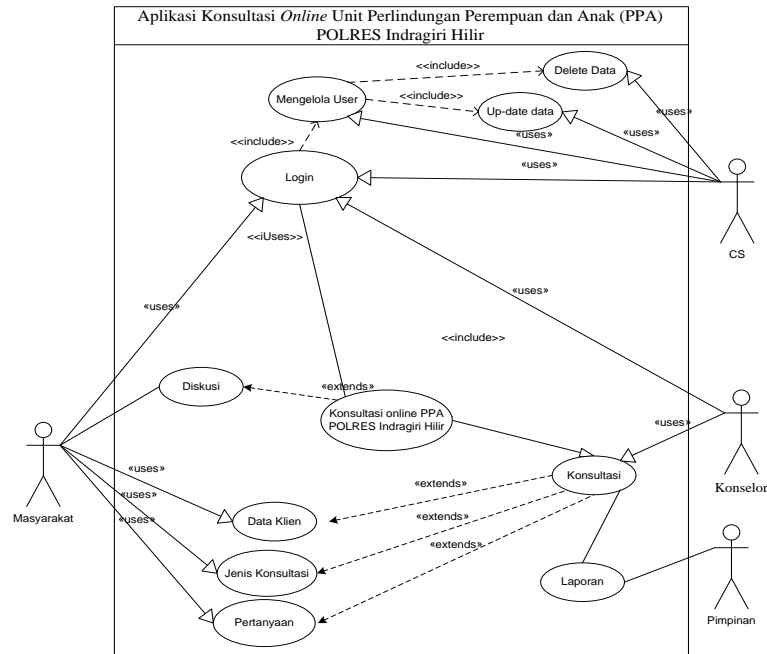
Counselors are users as counseling counseling users who store them as mediation and discussions to provide solutions to problems experienced by problematic families. While the description of the software architecture of the online consultation system application of the Women and Children Protection Unit Indragiri Hilir Resort Police Station is as follows:

**Table 1.** User Limitation

Category User	Assignment	Rights
Administrator	Manage online consultation	- View and delete user data - View and delete data - Provide confirmation via the web about data, addition of data update information - Manage service data data, categories
Users	People (clients)	- People (clients) can enter according to the access code given by the admin and conduct online consultations
	Counselor	- The counseling division that serves as mediation and discussion

**b. Proposed Procedure Design**

At the process design stage in general the related components consist of use case and class diagram.

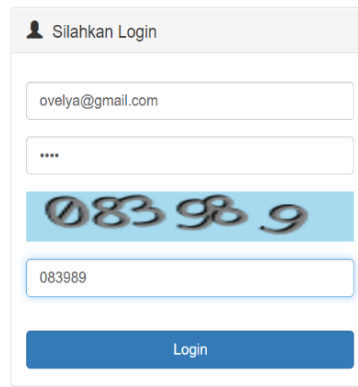


**Figure 3.** Proposed Use Case

Description of figure 3 : The system consists of four actors, namely the public, Customer service (cs), council members and leaders. Activities that can be carried out by users are logging in according to the access code during registration and conducting online consultations. Activities (cs) are logging in and managing user data and querying the application of the Indragiri Hilir Police Women and Child Protection Unit. The counselor as a place of consultation and mediation for the community who consults, while the leader sees report data on all consultation activities.

**c. Program Implementation and Installation**

The following is a display of the results or implementation of the program that has been run in accordance with the design that has been made:

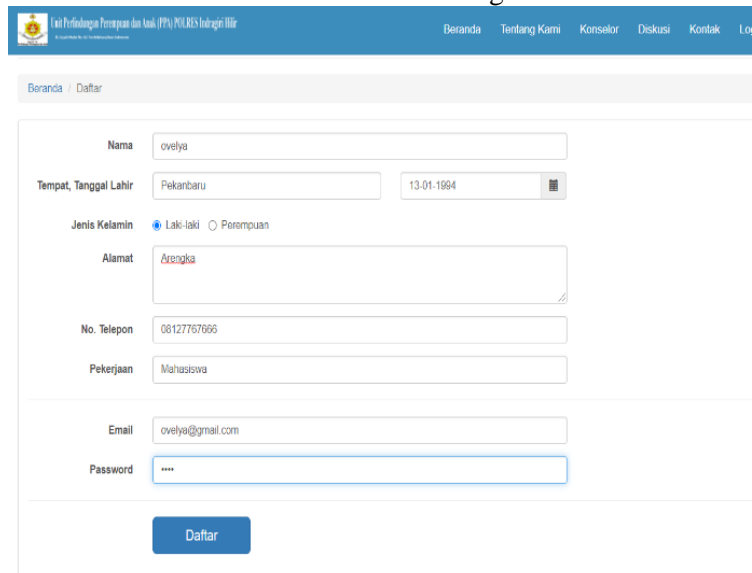


The login page features a header with a user icon and the text 'Silahkan Login'. Below this are three input fields: an email field containing 'oveya@gmail.com', a password field with four asterisks, and a CAPTCHA field showing the number '083989'. A blue 'Login' button is positioned at the bottom of the form.

belum punya akun? [Daftar disini](#)

Figure 4. User Login Page

Description of figure 4: User login in accordance with the rights in the online consultation application system of the Women and Children Protection Unit of Indragiri Hilir Police.



The registration page is titled 'Unit Perlindungan Perempuan dan Anak (PPA) POLRES Indragiri Hilir'. It includes a navigation bar with links for 'Beranda', 'Tentang Kami', 'Konselor', 'Diskusi', 'Kontak', and 'Login'. The main form contains fields for: 'Nama' (oveya), 'Tempat, Tanggal Lahir' (Pekanbaru, 13-01-1994), 'Jenis Kelamin' (radio buttons for Laki-laki and Perempuan, with Laki-laki selected), 'Alamat' (Arengka), 'No. Telepon' (08127767666), 'Pekerjaan' (Mahasiswa), 'Email' (oveya@gmail.com), and 'Password' (four asterisks). A blue 'Daftar' button is at the bottom.

Figure 5. Client Registration Page

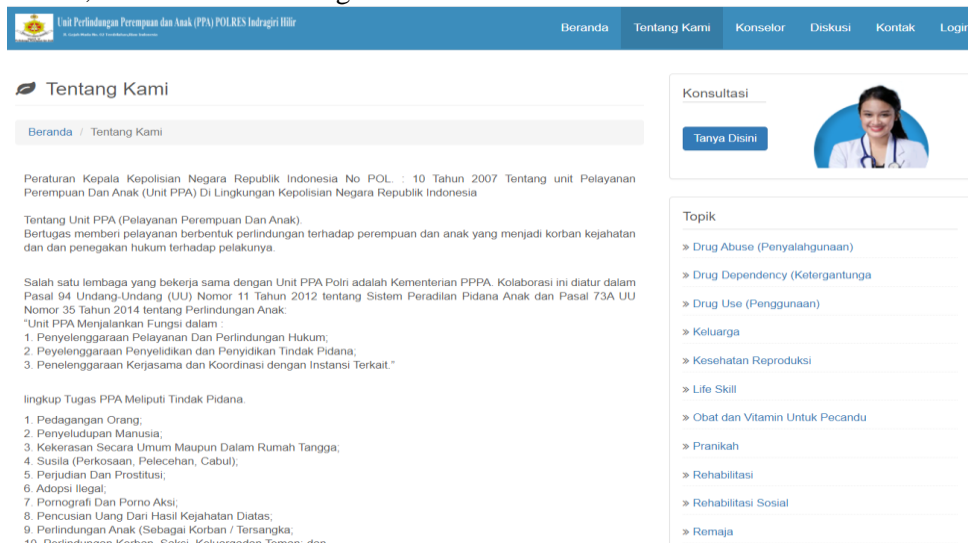
Description of figure 5 : New client registration page by inputting name, place of birth, date of birth, gender, address, employment, phone number, email address and password.



The homepage features a blue navigation bar with the same links as Figure 5. Below the navigation bar is a main heading: 'Kasus-kasus kriminalitas yang melibatkan perempuan dan anak-anak bukan sekadar urusan profesional. Dalam sejumlah kasus, kerap terlibat secara emosional.?' followed by a 'Klik Daftar!' button. A paragraph of text describes the service, and a video player shows a woman being comforted. To the right, there is a search bar, a 'Konsultasi' section with a 'Tanya Disini' button and a doctor's profile picture, and a 'Topik' section with links to 'Drug Abuse (Penyalahgunaan)' and 'Drug Dependency (Ketergantungan)'.

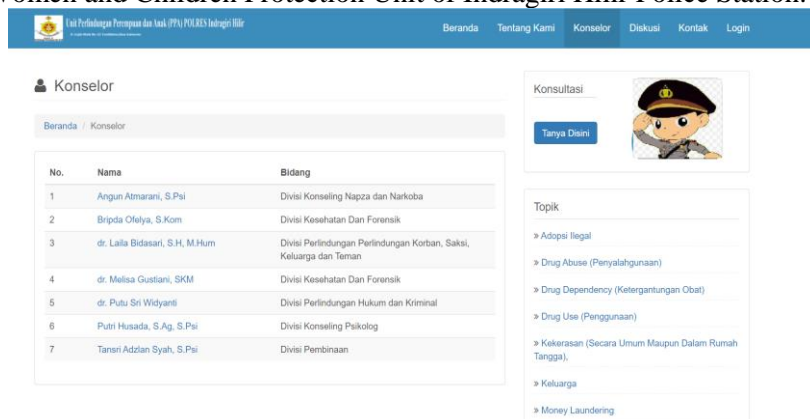
Figure 6. Homepage

Description of figure 6 : The home page contains general information about services at the Indragiri Hilir Police Women and Child Protection Unit, and contains an about us menu, counselor menu, discussion menu, contact menu and login.



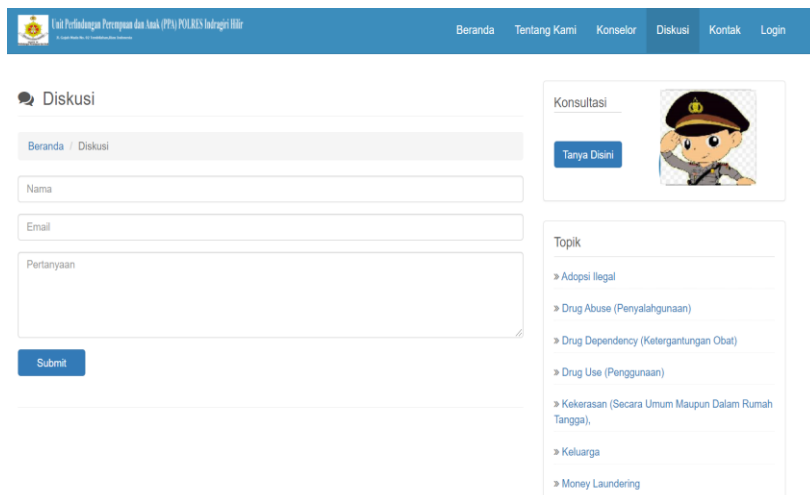
**Figure 7. About Pages**

Description of figure 7 : The about us page design contains information about the history, vision and mission of the Women and Children Protection Unit of Indragiri Hilir Police Station.



**Figure 8. Counselor List Page**

Description of figure 8 : The counselor list page contains the name of the counselor and the field handled.



**Figure 9. Discussion Page**



Description of figure 9 : The discussion page contains name, email and online consultation questions.

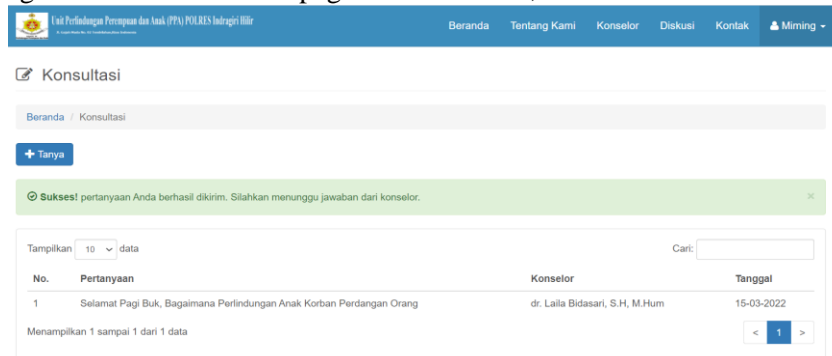


Figure 10. Consultation Page

Description of figure 10: The page where the client selects the counselor, the type of consultation and makes questions that will be answered later by the counselor via email.




Figure 11. Admin Page

Description of figure 11 : Admin page to manage online consultations, view and delete user data, view and delete data, provide confirmation via the web about data, add data update information, manage service data, categories, etc.



Figure 12. Lead Page

Description of figure 12 : leadership page to view data on reports and case developments in the Women and Child Protection Unit of Indragiri Hilir Police.

 UNIT PERLINDUNGAN PEREMPUAN DAN ANAK (PPA) POLRES INDRAGIRI HILIR PROVINSI RIAU Alamat : Jl. Gajah Mada No. 02 Tembilahan, Riau Indonesia							
LAPORAN KONSULTASI KLIEN							
Bulan Maret 2022							
No.	Tanggal	Nama Klien	Usia	L/P	Pekerjaan	Kasus yang dihadapi	Konselor
1	15-03-2022	Miming	19	P	Pelajar	Perdagangan Orang (Human Trafficking)	dr. Laila Bidasari, S.H, M.Hum

Tembilahan, 15 Maret 2022

Bripka Asbon Sirait, SH  
NRP.

**Figure 13.** Client Consultation Report Page

Description figure 13 : contains case report, client consultation and counselor handlin

#### 4. CONCLUSION

The legal basis for carrying out the duties of the Women and Children Service Unit of the Indragiri Hilir Resort Police Station is the Regulation of the Head of the Indonesian National Police No. Pol. : 10 of 2007 concerning the Organization and Work Procedure of the Women and Children Service Unit. The task of the Women and Children Service Unit of the Indragiri Hilir Resort Police Station is to provide services, in the form of protection for women and children who are victims of crime and law enforcement against the perpetrators. This application is expected to be a counseling medium whose use is widely used to improve the services of the Women and Children Protection Unit of the Indragiri Hilir Resort Police Station for services to help uncover cases of problems and their legal handling. This counseling model is to increase the mental readiness of families or victims of crime in interacting with counselors to find out the legal process of motives, events, effects and assist victims in mental readiness in the legal procession that will be undertaken because it is private in its entirety, aspects, and indicators. Therefore, this counseling model is recommended to be used by counselors in helping to develop the mental readiness of victims and their families who have experienced acts of violence and legal proceedings.

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