

ABSTRACT

The purpose of this research is to describe domestic violence in the settlement of a legal case outside the court in Tanah Laut Police Department, South Kalimantan with details : a. To understanding interpersonal communication investigator and reporter, communication strategies, and interactions between the investigator with reporter in the Criminal Police department to handling domestic violence cases in Tanah Laut South Kalimantan Police : and b . To understanding the constraints factors and conflicts of interest the investigator on interpersonal communication strategy implementation. The location of research at Tanah Laut Criminal Police Unit in South Kalimantan . This research used descriptive qualitative case study approach) .

The results of this study concluded to three points as follows : First . Communication skills members of Tanah Laut Criminal Police, South Kalimantan is sufficient, and Interpersonal communication strategy member of Tanah Laut Criminal Police prefer the closeness and intimacy in the corridor professionalism when interacting with the victim or complainant. Second, Communication version of the command applied by the police in carrying out operational activities have benefits and drawbacks and Efforts undertaken by the Police in order to build the confidence of the complainant or victim among others by building trust and intimacy of professionalism among investigators with the complainant. Third, Factors that affect interpersonal communication applications members of Criminal Police in handling domestic violence cases through ADR is the potential conflicts that arise in connection with investigator and victims. This research resulted that reinforces the theory of interpersonal communication that the success of communication between investigators with the complainant is due to the success of the process of creation and managing the relationship between the investigator and the complainant.

Tags : Communication Strategy, Alternative Dispute Resolution, Restorative Justice