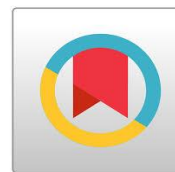


The Probation System in Indonesia: Facts from the Probation Center (BAPAS) Class 1 South Jakarta



Sistem Masa Percobaan di Indonesia : Fakta dari Balai Pemasyarakatan (BAPAS) Kelas 1 Jakarta Selatan

Dhiajeng Cinthya Prativi^{1*}, Adrianus Meliala²,

¹² Magister Kriminologi, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Indonesia

¹² Kampus FISIP UI Gedung N1, Jl. Margonda Raya, Pondok Cina, Beji, Depok City, West Java 16424

dhiajeng1711@gmail.com^{1*}; adrianusmeliala@gmail.com²;

Corresponding Author: dhiajeng1711@gmail.com^{1*};

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ABSTRACT

The recidivism problem in Indonesia today can be associated with the existence of a work phenomenon that describes discrepancy. The discrepancy in question means the existence of a high difference or gap itself between the real form and the ideal or the expectation with the reality. One of them can occur in BAPAS which carries out the function of assisting, mentoring, and supervising Clients due post-imprisonment. Research method used is descriptive qualitative research and the data collection technique is literature study and observation in the form of interviews. The results of the research show that the facts on the ground are full of problems that seem to be without improvement. Facts found that the current training for PK tends to be only administrative, even though when carrying out their duties, soft skills are needed; besides that, BAPAS still tends to do repetition from existing programs, even though there should be a redesign program that is more adaptive and could build Client enthusiasm; and any other facts. So, this research will reveal deeper facts regarding the duties and functions of PK in BAPAS and to be aligned with the probation theory.

Kata Kunci

*Residivis;
 Masa Percobaan;
 Ideal;
 Realita;
 Kesenjangan*

ABSTRAK

Permasalahan residivis di Indonesia saat ini dapat dikaitkan dengan adanya fenomena kerja yang menggambarkan kesenjangan. Kesenjangan yang dimaksud adalah adanya perbedaan atau *gap* antara bentuk riil dengan idealnya. Salah satunya dapat terjadi di BAPAS yang menjalani fungsi pendampingan, pembimbingan, dan pengawasan pada Klien paska pemenjaraan. Metode penelitian yang digunakan adalah metode kualitatif deskriptif dengan studi literatur serta observasi berupa wawancara. Hasil penelitian menunjukkan bahwa fakta – fakta di lapangan penuh dengan masalah yang seolah – olah tanpa adanya perbaikan. Fakta seperti pelatihan yang dilakukan saat ini oleh BAPAS cenderung bersifat administratif padahal saat melaksanakan tupoksinya, perlu *soft skills* yang mumpuni; selain itu BAPAS masih cenderung hanya melakukan repetisi terhadap program – program yang ada; dan fakta – fakta lainnya. Dengan begitu, penelitian ini akan menguak fakta lebih lanjut perihal PK dalam menjalani tupoksinya dan diselaraskan dengan teori masa percobaan.

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Introduction

In 2020, the Probation Centers (BAPAS) experienced several problems. It was recorded that 23 assimilation convicts (hereinafter referred as clients) who became the responsibility of BAPAS Pati, Central Java, had lost contact with the BAPAS. This happened since the Community Advisors (hereinafter referred as PK) had difficulty in communicating through the attached contact. The clients could not be contacted whether due to signal difficulty in certain areas or due to residential issues as the clients were not living in the residence they included when the community research (*Litmas*) was conducted (Fatima, 2020).

Other problems also indicate that it is not only Indonesia that experiences problems related to the Probation Center, but also the United States that experiences caseloads or excess cases received by a single PK. They even use a ratio of 1:500, since in reality, a single PK can have 150 cases within a completion period of only 2 weeks as stated in their Standard Operation Procedure (SOP). There is a saying from them, "Nationwide, on any given day, more people are on probation than in prisons and jails and on parole combined", which emphasizes that in America, the phenomenon of excessive workload for PKs occurs because more clients are in their trial rather than in imprisonment (Wright, 2021).

The caseloads received are not in accordance with the resource abilities, thus can indicate a discrepancy or gap between the ideal workload of PK in carrying out his/her duties as a mentor, assistant and supervisor, and the reality. A research conducted by the Administration Policy of Mental Health even says that negligence and deviation by a PK will result in an increased recidivist rate of probationary clients. As they are unattended or ignored, they may re-associate with their old crime group. The results of this study denote that it is necessary for the probation centers to reduce the caseload by creating new and adaptive intervention designs, aside from hiring more PK personnel. Furthermore, the PK's ability in conducting their duties also needs to be considered (Deinse et al, 2021).

Before proceeding to previous studies, it is important to understand the meaning of discrepancy. The difference between reality and expectation is said to be a discrepancy, or more easily known as a gap. Discrepancy in terminology describes the lack of compatibility or similarity between 2 (two) or more facts occurred. The concept also includes the difference between 2 (two) things that should be the same. Discrepancy can also be defined as "an unexpected difference, especially in two amounts or two sets of facts or conditions, which suggests that something is wrong and has to be explained," emphasizing that something is fallacious and needs to be clarified further (Cambridge, 2023).

Discrepancy issues may occur in any institution, one of which is the Probation Center (BAPAS) as a subsidiary institution of the Directorate General of Corrections which carries out the functions of assisting, guiding and supervising clients outside the Correctional Institutions (LAPAS). Briefly, BAPAS is deployed for: (1) convicts on parole; (2) convicts, criminal children and state children who get parole (PB) or Leave before Release (CMB) or Parent Leave (CB) or Assimilation; and (3) state children whose guidance is left to their parents/social agencies/ guardians. In accordance with the Law Number 22 of 2022 concerning on Corrections, the function of BAPAS is performed by the Community Advisors (PKs), officers who carry out the community services (*Litmas*) as well as assist, guide and supervise both inside and outside the criminal judicial process (Law No. 22, 2022).

The current BAPAS situation is quite full of problems. Nevertheless, since BAPAS is a subsidiary institution of the Directorate General of Corrections (hereinafter referred as *Ditjenpas*), the problems tend to be the same between one BAPAS and other BAPAS throughout Indonesia. For example, in BAPAS Class 1 Bandung as stated in the research conducted by Nugroho (2019), the main problems of BAPAS are: (1) the overly extensive working areas since BAPAS are disproportionate in terms of office number which tends to overwhelm BAPAS, as the number of PKs and the community research (*Litmas*) is considered to be imbalanced; (2) the budget provided for the construction of BAPAS office is very minimal; and (3) the budget for recruiting more PKs also has not been realized, which currently the condition is still 1:43 meaning that one PK still handles 43 *litmas*. Indeed, this is far from being proportional.

Talking about recidivists in Indonesia, in 2021, the number of recidivists reached 30,000 recidivists out of 272,212 LAPAS inhabitants (WBP). It is undeniable that some of them are clients of BAPAS. One of the cases is as what happened in Polewali Mandar, West Sulawesi. An individual who just had been given PB by BAPAS Class 2 Polewali in 2021, returned to 'the iron bars' for committing deviations against the articles of special requirements while undergoing mentoring at BAPAS (Polewali, 2021).

In 2021, a research was conducted precisely at BAPAS Class 1, South Jakarta, related to the PKs that need to be tenacious yet strict with the narcotics clients. However, this researcher only stated the fact that PKs who handle narcotics clients need to carry out an external supervision, which refers to the supervision performed in the living environment of the probationary clients. Then, the researcher also emphasized that PKs who are tenacious, active and qualified will be able to reduce the client's recidivism rate (Yanti, 2021).

Additionally, there is research that describes problems related to the role of PK in child clients. Aji (2021) in his research regarding the role of PK in child clients has found several obstacles. However, beforehand, it should be noted that child clients exceptionally require special specifications or special skills to handle with, since Children in Conflict with the Law (ABH) are individuals who tend to be sensitive and the stigma from society and/or their friends is also a scourge for them. Child clients only have three stages with a series of provisions, thus it is undeniable that the PKs specifically for child clients must work harder. Obstacles that are often experienced are:

1. Lack of understanding of the client regarding the obligations that must be fulfilled, because child clients tend to often leave the obligation to carry out mandatory reporting;
2. Change of residence, yet the concerned party (the guarantor) does not coordinate with the BAPAS;
3. Aji (2021) takes the example of the Correctional Center Class II in Purwokerto and looks at the fact that the BAPAS is lack of facilities and infrastructure, such as limited rooms for the guidance of mandatory reporting by PKs, thus long queues are frequently occurred; and
4. Lack of awareness of the PK itself. When the client conducted an interview with the researcher, the client provided facts that he had experienced that the PK barely provide guidance in accordance with the client guidance standards.

Broadly speaking, problems with PK is also explained by a professor and lecturer in the Postgraduate Program of Universitas Airlangga, Bagong Suyatno, who states that there are at least 2 (two) things that can be used as the reasons for clients to choose to become recidivists, including:

1. Lack of competencies in the Human Resources (HR) of BAPAS. He felt that BAPAS human resources were not effective in carrying out their duties. He gave an example on the Community Research (*Litmas*), which must be able to analyze the habitus of prospective clients. However, when the client was given a probationary period and finally returned to his habitus, the client returned to commit deviations due to old habits that were not conducive and unsupportive; And
2. The minimum preparation of BAPAS. BAPAS is not ready yet to carry out risk management in the future, due to the lack of human resources in conducting the duties and functions as the workload is often excessive, and so on (Suyanto, 2020).

These statements from Bagong Suyatno were proven by the situation happened at the BAPAS Class 1 Makassar in 2021. The Child Protection Commission (KPAI) found that in majority, BAPAS Class 1 Makassar did not provide assistances (provide legal advisors and/or

provide PK) in the judicial process of Children in Conflict with the Law (ABH). Hence, the ABH cannot obtain the diversion-based settlements or restorative justice which end up being put in jail (Nurdin et al., 2021). To be noticed, ABH should be able to get diversion to avoid stigma from their friends, get education rights, recreation rights, health rights, and so on.

Other problems that can lead to client recidivism are also explained by Gamboa-Eastman (2018), who said that the lack of guidance and supervision program guidelines can cause confusion for PKs in carrying out their duties and responsibilities. This research will try to complement the previous researches by providing facts from the field that have been collected through interviews as the data collection techniques. This research will look at the subjects only to explain the existence of the gap between the real conditions in the field and the ideal conditions, which previously has never been analyzed by any studies. Thus, the researcher considers to see a "rule of thumb" that has not implemented, as it is necessary to look at the "facts".

The researcher focuses on discovering the facts about the current state of BAPAS by conducting interviews at the Correctional Center Class 1 in South Jakarta. As the focus of this research is to find facts through BAPAS Class I in the Special Capital City of Jakarta areas by assuming that BAPAS is a unit under the command of the *Ditjenpas*, then the situation occurred in one BAPAS is considered to be able to describe the situation in another BAPAS. Thus, the researcher draws a formulation of the problem as "What is the reality or real condition of the BAPAS in carrying out their duties and functions regarding the assistance, guidance and supervision programs?".

Method

The method applied in this study is the qualitative method. The data sources used are the primary data and secondary data sources. For the secondary data, the researcher collects data from previous studies to describe the condition of previous BAPAS. Meanwhile for the primary data, the researcher collects data from field observations by conducting interviews at BAPAS Class 1 South Jakarta to describe the current condition of BAPAS. BAPAS is an institution under the command of the Directorate General of Corrections and carries the same law or constitution and/or Client Guidance Standards, Community Research and other law provisions among BAPAS. Thus, it is assumed that the condition of one BAPAS has a similarity percentage of 90% as the other BAPAS.

The researcher conducted an interview with the Head of the Adult Client Guidance Section (Kasi BKD) at BAPAS Class 1, South Jakarta on Wednesday, 8 February 2023, namely

Mrs. Putu Aryuni Damayanti, A.Md.IP. The interview lasted approximately 1 (one) hour with 15 (fifteen) questions in total. To make the data valid, the researcher wrote a statement regarding the validity of the interview data. The statement letter between the researcher and the Head of BKD BAPAS South Jakarta was made with a signature on a stamp of IDR10.000 and had recorded all the interview conversations as a form of data validity.

Result and Discussion

The Correctional Center Inhabitants (WBP) who are given the right to apply for parole (PB)/Leave before Release (CMB)/Conditional Leave (CB) usually have served at least 2/3 (two thirds) of their criminal terms (Law No. 22, 2022). The real situations on the ground are presented when the researcher conducted an interview at BAPAS Class 1 South Jakarta (BAPAS South Jakarta) with the Head of Adult Client Advisors (hereinafter referred as BKD) of the BAPAS, who said that lately, they have just intensified the function of PKs in carrying out the community research (litmas) which must be able to analyze critically and make a report accordingly. In the Probation Theory, it is clearly stated that the PK competence shall exceed the client's "intelligence". Stickels (2007) explained that probationary period is like a game. We must be able to strategize, to do mitigation and to be sensitive to what the opponent will do. That is what is meant by exceeding the client's "smartness".

To make the probationary program successful, PKs should be provided with a handful of trainings covering competencies that can be considered as soft skills. Indeed, when talking about the provision of training, the PKs had already given a training during the period of Education and Training (hereinafter referred as *Diklat*) when they were just accepted as the State Civil Apparatuses (ASN). During the conducted interviews, the researcher found that in fact, in all BAPAS in Indonesia, the education and training was only a form of administrative training which did not included the required competencies that could hone the abilities of the PKs. This fact raises a question, "is a PK actually only an administrative officer or a profession? Even if the PK is an administrative officer, the competence of the PK should be sharpened to be included in the "professional" category.

Apart from that, the probation theory also says that BAPAS needs to provide varied programs according to the typology of crimes, and then ideally, they need to redesign the assistance, mentoring and supervision programs, as well as ensure that the programs are always innovative and updated (Stickels, 2007). The ideal form is expected to enable the clients to resist any criminal acts. It is needed to create or prioritize clients who have the conditions that make them refusing to commit crimes again, such as:

1. Clients who still have good and stable marital status, stable families, guarantors who can be therapeutic;
2. After making observations in LAPAS, Prospective Clients are seen to have the desire and persistence in working and trying;
3. Client's ability to shift cognitive thinking; and
4. Particularly for users of narcotics, psychotropics and addictive substances (NAPZA), they have a willingness to be rehabilitated.

The conditions above can be obtained when the PK conducts a community research (*Litmas*), assessments, or administrative data checking at LAPAS. However, to understand or to be sensitive to these conditions, again, PKs must be able to obtain competencies that exceed the client's "intelligence". As stated by the Head of BKD BAPAS South Jakarta, "Sometimes clients tend to cover up the real situation (lying), therefore the PKs must be sensitive to this". It means that sensitivity to the situation during the conducted assessment or *Litmas* is very important to be polished. Yet, it backs again to the fact of BAPAS throughout Indonesia that still implements the administrative-based training.

When the researcher asked the Head of BKD BAPAS South Jakarta the question, "Does BAPAS provide the discretionary policies or be flexible, especially on the technical requirements that are considered as burdensome for clients?". This refers to the violation of technical requirements by clients. It is considered that overly strict technical requirements tend to make clients return to the "iron bars" (Stickels, 2007).

According to the Head of BKD BAPAS South Jakarta, the technical requirements delegated to the clients were not to be debated or could not be contested. She said that there is no such thing as a discretionary policy, but it is ensured that when a Prospective Client has become a Client, they have also signed a contract with their PK. In the contract, there are many conditions that need to be fulfilled and they are agree to carry out the conditions. However, what about the technical requirements that are considered burdensome for clients who are already working when they are still on probation? What about clients who turn out to be sick and can't contact their PKs? What about clients whose condition turns out to be quite alarming thus they are unable to report themselves to BAPAS? Moreover, due to the Covid-19 pandemic, face-to-face meetings are minimized. What if the provision has been repealed? Can PKs do supervision to each client's house? The following is the data from BAPAS South Jakarta regarding clients whose probationary period was revoked and the reasons:

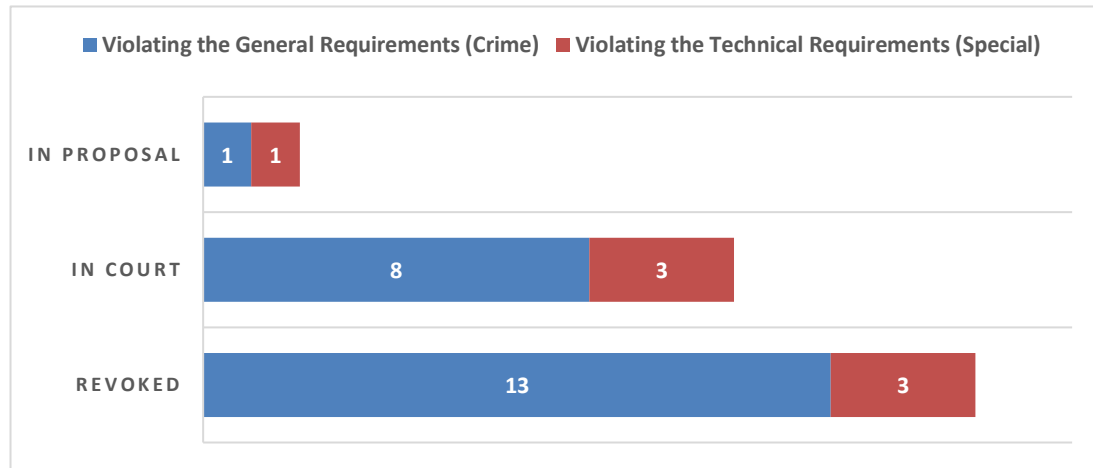


Table 1. Data on the Revocation of Probationary Period at BAPAS South Jakarta in 2022

Looking at the chart data above, the prominent reason for the withdrawing of the clients' probationary period is indeed due to the violation of general requirements or committing crimes again. However, it is important to look for what happens to the client who violates the technical requirements, is it because of the guarantor? Is it because they don't report more than 3 (three) consecutive times because they are working/because they don't have money/other things? Or is it because they don't comply with the established mentoring program?

Capece (2018) in his research explains that actually, when clients do not fulfill the technical requirements from the PKs, they really should be returned to prison. However, what is often overlooked is that it is not ensured whether the report time set by the PKs is right for the clients. Even the findings also explain that clients who receive more supervision intensively tend to find more difficulty in obtaining a job, since they have to fulfill the arranged conditions.

Redesigning the supervision and mentoring program should be an alternative for BAPAS, thus the client's enthusiasm and motivation to complete the probationary period can be maintained. This redesigning of mentoring and supervision program needs the dedication of the PKs to increase their competences and enthusiasm in carrying out their functions. It is aligned with the statements from Stickels (2007) who says that BAPAS needs to redesign their programs if the negative results from the program are more visible than the positive results. Porporino (2018) also states that sometimes, violations of technical (special) requirements are only charged to the fault of the violator's personal characteristics, but ignored the fact that the risk of technical violations often come from situational and contextual principles of the violator.

“We tend to do repetition, because the current program is also considered successful, but we are still evaluating it”, said the Head of BKD BAPAS South Jakarta when interviewed. The theory on probationary period considers that a redesign is necessary. The reason is that the existing programs are more adaptive to the times, yet must be aligned with more competent human resources to catch up (*ibid*). Nugroho (2019) also explains that one of the things that may interfere the effectiveness of BAPAS human resources in carrying out their work is the lack of BAPAS in redesigning adaptive programs according to needs in order to build enthusiasm, motivation, and so on for clients.

In 2020, there was a research written by Rahmasari (2020). It is stated that one of the problems faced by PKs is the difficulty in designing more updated and effective mentoring programs and plans. In fact, the findings in this study also show that clients are given no rights to choose the type of mentoring they need or implement a mentoring program that fits their interests. And in self-report monitoring programs, they often have to spend quite a lot of transportation costs just to go to BAPAS.

Actually, this was also revealed in the interview session conducted by the researcher regarding the mentoring program. The Head of BKD BAPAS South Jakarta said that they could only make 9 (nine) programs consisting of 3 (three) self-reliance programs, 3 (three) personality programs and 3 (three) post-rehabilitation program, due to limitations on the Budget Execution List (DIPA). However, in the interview, she also continued that PKs did not propose many new mentoring program innovations for clients, because the PKs considered that there were not too many changes wished by the clients. The question is “do the clients know what they want if they are not presented with a choice?” Or maybe when they voiced their opinion, it was not realized? Again, a matter of budget.

The interview continued with the question regarding the Client's right to speak for opinions regarding the programs they will undertake. The PK at BAPAS South Jakarta provides access to this. Moreover, they have counseling sessions between PK and clients, yet the wishes from clients regarding the mentoring program they want cannot all be realized due to the limited budget. In fact, the interview also revealed the fact that each program above can only accommodate 10-15 Clients per each program. Thus, due to the limited accommodation, Roth et al. (2021) ever stated that not all clients should be directly submitted to undergo mentoring programs (independence) or entrepreneurship based, yet they should be given with the opportunity to perform public services as a form of dedication.

The researcher also found a fact in the interviews that these clients had difficulty in obtaining capital for entrepreneurship. So, why are the self-help mentoring programs always implemented based on entrepreneurship? Is it relevant between what is provided and what is needed by the Client? This question was answered by the Head of BKD BAPAS South Jakarta by saying that "indeed, the problem lies in the finances (for someone) to be independent, because you definitely need capital". This means that what BAPAS should be able to do is to form a coalition or cooperate with third parties who can employ clients with minimal capital.

Stigma in Indonesia is still a scourge for all prisoners in Indonesia. Nevertheless, if the bigger element such as *Ditjenpas* is able to bridge these aspirations, the percentage of prisoners working will be increasing. It may also reduce unemployment, poverty and absolutely, it is expected that the ability of the *Ditjenpas* can help in advancing the campaign of the LAPAS inhabitants (WBP) who has been released from prison to be seen as ordinary people by the society. This can help killing the stigma as well as giving equal opportunities to the released prisoners to become an ordinary civil society.

To realize this big step, it certainly requires a mentoring program that involves a third party in improving the client competence, and requires the BAPAS or the *Ditjenpas* who have high bargaining power to take initiative, thus the existing organization or start-up is willing to work together in providing quotas for the clients. The Head of BKD BAPAS also said that, "what we are facing right now is a society with a weak economy or weak education", therefore, BAPAS also needs to rotate its mentoring program by adding more skill guidance which must being assisted, guided and directed by the PKs. Isn't that the main function of BAPAS?

In line with the previous statements and questions by the researcher, BAPAS South Jakarta itself has 60 (sixty) PKs consisting of 56 (fifty-six) PKs and 4 (four) PK Assistants. The researcher also asked during the interview regarding the workload. The Head of BKD BAPAS South Jakarta said that with a lot of PKs yet few *Litmas* requests, it was assessed that the workload was proportional. Thus, the researcher's previous statements and questions shouldn't be a problem, right?

Continuing the matter of the supervision program at BAPAS, currently, while the number of Covid-19 is decreasing, BAPAS still relies on 2 (two) surveillance programs, the self-report and the home visit, which previously could be completed by the Video Call method via WhatsApp. The Head of BKD BAPAS South Jakarta herself also revealed that the face-to-face method is more ensured to see the "real conditions" of Clients. However, on the contrary, she also said that to go to BAPAS, a few clients can spend most of their times to may not be able to eat all day just to report themselves to BAPAS. Yet, another dilemma is also when they

meet with clients whose economy is very, very bad, of which they have difficulty even to buy the internet quotas.

Surely, many people or even the *Ditjenpas* or BAPAS are giving the same energy of opinion by saying, "why don't you just use the Global Positioning System (GPS) instead of having to report yourself by spending money?". A research by Suhartono et al (2021) uncovers the problems that exist in Indonesia regarding the implementation of high technology for Clients. It is not only the technology as GPS, but also the Risk Assessment Software, Infrared Spectroscopy, Biometric Kiosk, Driver Monitoring System, Sleep Pattern Analysis, National Delius, and Electronic Monitoring which have been implemented in the United States and England, and are fairly effective for monitoring Clients. There are 2 (two) problems encountered, including: (1) Indonesia has poor economic conditions in terms of Gross Domestic Product (GDP), where GDP is a tool for comparing economic progress in a country from time to time; and (2) the condition of education in Indonesia, of which there are still many people who choose to complete their education only up to the Elementary School (SD) or Junior High School (SMP) level. In fact, to implement high technology, it requires the competence of people who are qualified for the technology.

A story was revealed by the Head of BKD BAPAS South Jakarta when speaking outside the context of the interview. She said that GPS had previously been used, but the clients who felt they needed 'a bite of rice' more than having to comply, took apart the contents of the GPS and then sold it one by one. It is indeed a dilemma, because on the one hand, there is a need for a monitoring program that is adaptive to the times, effective and makes it easier, but on the other hand, Indonesia has not been able to fulfil this.

Mentioning a little about the client assistance program, currently, the PK is also required to provide assistance to the Adult Clients, which previously only intended for Child Clients. The Head of BKD BAPAS South Jakarta revealed the fact that currently, there are no Adult Client Guidance (BKD) or Child Client Guidance (BKA) positions. It's just the matter of room division in the office. Now, since the existence of Certain Functional Positions (JFT), they have been unified which PK of the Adult Clients must be able to handle the Child Clients as well and vice versa. The question is "isn't handling (accompanying) the Child Clients much more difficult and requires a sense of sensitivity? Shouldn't Child Client assistance be given to the PK with certain qualifications/specifications?". Muliati et al (2020) discovered the fact of this current problem in the field. It is stated that education and technical training involving cross-institutions have not been performed yet. For example, a special training for BKA

specifications must be conducted together with the Indonesian Child Protection Commission (KPAI), thus they can carry out their duties and functions more optimally.

In closing, the researcher asked the last question to the Head of BKD BAPAS South Jakarta, "Has the client who violated the technical requirements been returned to prison?", The answer is simple, "So far, no one has returned to BAPAS South Jakarta." The point of the Head of BKD BAPAS South Jakarta is that they have written to the Police of the Republic of Indonesia regarding the Clients who violate the technical (special) requirements. However, until now in 2023, these correspondence can be said to be pseudo because the Indonesian Police have not made any re-arrest of the Clients, unless they commit a crime back. This pseudo-correspondence makes BAPAS even more trivialized by the clients, because it is possible for one client to share his experience from word of mouth, by saying that they were not re-arrested for violating technical requirements. Another thing that can be questioned is that the bargaining power of BAPAS in the eyes of the Indonesian National Police that may not be that high either, thus the correspondence can be said to be false or not followed up. If it is not followed up, then what is the regulation set for?

Conclusion

The real condition of the current BAPAS is reflected by the existence of the gap or discrepancy between the expectation and reality. The current real condition is described through the researcher's interview with the Head of BKD BAPAS Class 1 South Jakarta, which is assumed that this condition is also experienced by other BAPAS offices, since BAPAS is an institution under the command of the *Ditjenpas*.

The current condition is illustrated by the PKs which lack of competences, BAPAS which has a minimum budget and the increasing number of community research requests without any proportionality between the workload and the ideality that a single PK shall receive. To make the probationary program successful, PKs should be provided with a handful of trainings covering competencies that can be considered as soft skills. However, the current condition of BAPAS has not conducted soft skills training yet to support the PKs in completing their work more effectively and efficiently, since the education and training are currently only in the form of administrative training.

The gap can also be seen from the things that still become a scourge for the Clients, including the technical (special) requirements which are considered burdensome by the Clients themselves. Clients often think that their obligation to report themselves keeps them from eating all day just to go to BAPAS. Even though Capece's (2018) findings explain that clients

who violate are often due to the ignorance to the time decided by their PKs to report themselves, which sometimes it is not appropriate. Even his findings also explain that intense supervision actually makes it more difficult for the clients to have a job, because they have to fulfill the conditions of these provisions.

Redesigning the supervision and mentoring program should be an alternative, thus the client's enthusiasm and motivation to complete the probationary period can be maintained. However, this cannot be happened in the current condition as according to BAPAS, the current program is still currently considered as successful and does not need to make any changes even though an evaluation is still possible. The change as referred by Nugroho (2019) is a change to be more adaptive to the times, by accepting more the client's aspirations, thus they get enthusiasm in conducting the program provided.

Then, the problem such as the mentoring program that require capital to start, makes the clients feel stuck as they have difficulty in getting capital support, even though knowledge has been obtained through the program. Therefore, current conditions shall make it easier for the clients to gain capital by reducing entrepreneurship-based programs and switching to programs that can guarantee the client's welfare through training skills, as well as guarantee their employment by third parties. However, this also still cannot be happened as according to the BAPAS, what is currently being faced is a weak economic society or weak education.

The condition of the current BAPAS supervision program still tends to be old-fashioned and makes it difficult for oneself. For example is the home visits which make the PKs having difficulties, since BAPAS working area is very wide, yet there is only 1 office with a minimum number of PKs, and/or self-report which makes it difficult for clients due to costs. This condition is still happening because the technology regarding supervision has not been implemented. The reason is that Indonesia needs people who are competence and qualified for technology. However, the current condition of education in Indonesia with the majority of the people finishing only at the Elementary School (SD) or Junior High School (SMP) level, makes the implementation irrelevant. In addition, Indonesian also requires a large fund to meet the needs of infrastructure in implementing this technology.

It has been said that in dealing with Child Clients, it requires a special competency for the PKs to prioritize sensitivity, flexibility and other abilities to deal with Child guarantors and Child Clients. However, the current conditions speak differently. There is no special certification for Child Client supervisors, nor technical education and training that involves cross-institutions. A special training for BKA specifications must be conducted together with

the Indonesian Child Protection Commission (KPAI), thus they can carry out their duties and functions more optimally.

Finally, the researcher closes the question with the percentage of clients who are returned to prison because their probationary period has been revoked due to violating the technical (special) requirements, and the answer is null or none. Actually, BAPAS has already written to the police regarding the revocation of the probation period for violating the technical (special) requirements, but their correspondences will not be followed up until the client violates the special requirements and/or commits a crime. So, BAPAS is being underestimated?

For recommendations for further research, it is expected that future researchers will be able to conduct quantitative research which shows the results of surveys on field conditions by scoring each item questioned. This is intended for the qualitative research to be perfected by the numbers-based or quantitative research, thus the validity of the real conditions in the field can be seen more clearly and can be analyzed for a change.

Through the results of the interviews that have been conducted and outlined in the theoretical analysis regarding the reality at BAPAS, the researcher suggests the following recommendations: (1) Provide soft skills competency training such as how to think critically, analytically, facial expressions, etc., thus the PKs can be more sensitive to the situation; (2) The provision for virtual self-report shall not be abolished, yet it should be interspersed with home visits to understand the Client's condition; (3) Build small BAPAS offices in the regions to monitor Client movements at that point in the area, and it can be an alternative for self-reports as it is easier through "pick up the ball"; (4) The need for redesigning the mentoring programs to be more adaptive to the times as well as tailored to the needs of the Clients, not just doing repetition; (5) *Ditjenpas* shall cooperate with third parties to provide equal opportunities for Clients to be hired, this can help to erode the stigma in society through the collaboration campaign and can help to reduce unemployment and improve living standards of the Clients; (6) Providing certified competency training specifically for the PKs of Child Clients, because dealing with children requires a high sense of sensitivity and possibly other personal touches; and (7) Conducting a large evaluation meeting with the Police of the Republic of Indonesia regarding the letters of revocation on the probationary period of Clients who violate special (technical) requirements that are not followed up.

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