

ABSTRACT

Women are a vulnerable group to become victims of crime, one of which is sexual crimes. The sexual harassment experienced by women leaves a psychological impact that is often worse when the handling of victims is not carried out properly. P2TP2A is a service unit that provides treatment to victims of sexual crimes including sexual harassment to overcome the trauma experienced after the incident. Handling trauma to victims is an event that requires effective communication efforts so that harmony is achieved in the counseling process. Therapeutic communication is communication that is consciously planned, aims and its activities are centered on healing patients and fostering a therapeutic relationship between nurses and clients which is communication that emphasizes in fostering a therapeutic relationship (interacting) nurses have four stages which at each stage have tasks that must be completed by nurses. This study uses a qualitative approach with a case study method to reveal in detail how therapeutic communication is applied in handling victims of sexual harassment in P2TP2A. 3 informants were selected by referring to a purposive framework using the criteria of informants who mainly have knowledge and experience related to handling victims of sexual harassment in P2TP2A. The results show that handling victims in P2TP2A is divided into 4 stages, namely: handling, approach, assessment, action. Service personnel at P2TP2A make communication efforts, such as building communication.

Keywords: P2TP2A, therapeutic communication.