

## **“I Need More than Emotional Support!”: An Exploration of Social Support for Domestic Violence**

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### **Abstract**

Domestic violence (domestic violence) is a treatment that causes physical, mental and sexual injuries that occur in married women. This research was conducted to determine the form of social support provided in the surrounding environment. The method used in this study is qualitative phenomenology. In addition, the data collection methods and tools used in this study used semi-structured techniques and used problem mining (probing), namely by interviews. The subjects in this study were 6 female victims of domestic violence. The subject criteria are women who are married and have experienced domestic violence during their marriage. The results obtained from the interview results of the six subjects received 5 forms of social support, the first was emotional support in the form of physical presence, existence, sense of security, empathy, strengthening words and giving advice. The second is instrumental support in the form of materials and business capital. Forms of social support. Implication or recommendation?

### **Introduction**

Domestic violence is an act committed by a married person that causes physical, sexual, or mental suffering (Budiatuti, 2019). Domestic violence is a phenomenon in Indonesia, attributable in part to the country's strong patriarchal culture, which results in the arbitrary behavior of husbands toward their wives (Mariana, 2018). In addition, this leads people to believe that the wife is subordinate to her husband, which makes it easier for husbands to conduct domestic violence against their spouses when issues arise in the home (Arief, 2018). The problem of violence is still viewed as a necessary aspect of existence by our culture (Santoso, 2019).

In terms of domestic violence cases in Indonesia, Women National Commission's 2018 annual report indicated that the number of violent incidents against wives grew and ended in divorce in as many as 335,062 cases (Hadi, Heniarti, & Zakaria, 2020). In 2019, approximately 94 cases of domestic violence in the form of physical, psychological, sexual, and neglect were reported (Putra, 2019). In 2020, the National Women's Commission obtained several figures at the end of the year, including the number of cases of violence against women reaching 299,911 during Covid-19 (Rosyaadah & Rahayu, 2021). Researchers acquired data on domestic violence in the city of Solo from SPEK-HAM and the local government; in 2017 there were 72 cases, in 2018 there were 75 cases, in 2019 there were 72 cases, in 2020 there were 52 cases, and in 2021 there were 59 incidents. In addition, according to SPEK-HAM, the incidence of domestic violence in Surakarta grew to 35% in 2020. This demonstrates that women are especially susceptible to violence during the Coronavirus 19 outbreak 80% of them are between the ages of 25 and 35 (Fitri, 2021).

In this sense, domestic violence is a societal phenomenon that occurs regardless of the perpetrator or victim's culture, religion, race, or age (Manan, 2018). The victim was subjected to intense rage and even physical assaults as an outlet, in addition to pressure and threats (Ramadhan, 2018). Yanis et al. (2019) discovered that the causes of domestic violence are economic issues, cultural factors, ideological factors, third party elements or infidelity, and a lack of public awareness of the problem. There are two types of violence: physical violence, such as coercion and threats that hurt limbs, and psychological violence, such as acts that cause fear, loss of self-confidence, and a sense of helplessness (Ramadhan, 2018). Thirdly, there is sexual violence, specifically pressure to have sex, and finally, there is economic violence, specifically neglecting or not providing for the household (Nisa, 2018). This act of violence can have a psychological impact on the victim, ranging from anxiety, fear, lack of confidence, irritability, crying easily, and nightmares to trauma (Alimi & Nurwati, 2021).

Due to the aforementioned situation, domestic violence victims require social assistance from their community. Because social support makes the subject beloved and aids in problem resolution. This conforms

with what Azizah (2020) stated, the social support that victims receive makes it simpler for them to communicate their emotions and obtain information and assistance, allowing them to feel safe. Social assistance can also enable victims to lessen problems that cause them harm and interfere with their future endeavors (Fadhool, 2020). Additionally, social support can facilitate coping and health maintenance in two fundamental ways. The first fundamental method is that persons who receive social support experience less stress; the second is that social support enables individuals to better manage stress. Effective social support consists of expressing care and a readiness to listen to concerns. (Grison & Gazzaniga, 2019).

According to Sarafino and Smith (2011), there are four types of social support, including emotional support, which consists of conveying empathy, caring, affection, attention, feelings of being heard and appreciated, appreciation support in the form of evaluation and reinforcement, and information support, which consists of providing advice or support. Individuals feel more at ease, cared for, cherished, and confident when receiving social assistance (Jimmy & Eva, 2018). From the phenomena above, social support is really needed by victims of domestic violence. This support is very important for victims so that they can feel loved or cared for and arouse enthusiasm for activities. Based on the description above, the researcher's question is what is the ideal form of social support for victims of domestic violence in Surakarta?

## Method

This research has made use of qualitative phenomenology as its methodology. Qualitative phenomenology is the study of the significance of the life experiences of a person or a group of individuals in relation to observable phenomena (Creswell & Poth, 2018). For this reason, researchers adopt a phenomenological method, as they receive knowledge about events or experiences in the community and are therefore compelled to investigate this phenomenon further.

### Participants

In this study, the researcher must determine the type of approach and selection criteria utilized by respondents. Women who are victims of domestic violence and who reside in Surakarta meet the criteria for the study's subject population. The reason the researcher is focusing on Surakarta is because it is a large city with a high rate of domestic violence.

**Table 1.** Demographics of the six respondents

Responden	Age	Last education	Age of marriage	Marital status	The beginning of the violence
Responden 1	± 39 th	Vocational high school	±11 years	Divorce	When the second child is two months old, form of verbal violence is harsh words
Responden 2	± 28 th	Vocational college	± 3 years	Divorce	When child is 2 months old by being slapped
Responden 3	± 41th	Vocational high school	± 8 years	Divorce	Two years after the marriage, she was physically abused by beatings
Responden 4	± 25 th	Senior High School	± 3 years	Divorce	She experienced physical violence in the form of punch
Responden 5	± 48th	Senior High School	±28 years	Still married	When the child is one month old, she experienced physical violence of beatings and psychological violence of swearing
Responden 6	±27 th	Senior High School	±2 years	Divorce	When she was pregnant the second child, experienced physical violence in form of beatings

### Procedure

This study employed semi-structured approaches and data gathering tools (Creswell & Poth, 2014), and probing was used if the issue raised was unsatisfactory. Because this study will investigate the types of social assistance obtained by victims of domestic abuse in the community, the use of interview techniques and questioning is

deemed appropriate for this study. This interview and probing technique also facilitates the extraction of problems based on the author's introduction to the Sarafino and Smith characters' main theory regarding aspects of social support, such as emotional support, namely by conveying empathy, caring, affection, attention, feelings of being heard and valued, and support of appreciation; and information support, namely by providing advice or guidance. In this study, a VR (voice recorder) will be utilized to collect data, as well as a voice-recording device, whereas researchers can compile the data in verbatim form.

**Table 2.** Main interview guide

No	Component
1.	Forms of social support
	a. What form of reinforcement did the mother get?
	b. Whose support do you find most meaningful or valuable?
	c. What forms of support do you get?
	d. What sources of support do you get?

### ***Result Consistency***

This study's validity focuses on member check and peer debriefing, which, according to Mertens (2015), requires researchers to define criteria for who is included in member examinations and present justifications for their selection. The findings, conclusions, analyses, and hypotheses of researchers should be thoroughly discussed with their peers. Colleagues should pose search queries to assist the researcher in addressing his or her own values and to direct the researcher's subsequent research activities. Using member checks Researchers must also validate their findings with people to ensure their accuracy. In interviews, researchers ask one or more subjects questions to collect data. At this point, the informant met directly with the subject, who had consented to the collection of data. Then, he conducted a member check by consulting the data with the interviewees. The information may be in the form of words or unique material.

### ***Data analysis***

This method of data analysis involves thematic analysis. In addition, the themes in this study were derived from data results or coding approaches. Combining text or visual data into discrete categories of information, looking for evidence of codes from other databases being utilized in the study, and then labeling them are coding approaches (Creswell & Poth, 2014). In the process of coding, the researcher must consider several stages, such as taking written data obtained during data collection and assigning it to predetermined categories by describing all information in detail, including people, locations, and significant events encountered by informants in certain settings. In the form of tables or descriptions, it interprets the data collected after coding.

## **Results**

The research conducted by the researchers doing this study to determine the type of social assistance obtained by victims of domestic violence. This study was conducted via direct interviews with six participants who met established subject criteria. Before beginning the interview, the researcher became familiar with and approached the six willing participants. Researchers examined the similarities and variations in the support received by six participants.

In the research conducted to obtain a result of the phenomenon that has to be revealed from the issue. The six respondents who had been victims of domestic violence discussed the various types of social help they had received.

### ***Theme 01. Emotional support by physically present, existence, sense of security, empathy, strengthening words and giving advice***

Emotional support is an indicator of the type of social support the subject receives; respondents from victims of domestic abuse receive emotional support in the form of being physically present, being present, feeling safe, experiencing empathy, using empowering words, and providing counsel. These six emotional supports are derived from close relatives and friends.

**1.1. Physically present.** .....that is all my parents and my parents almost every day invite me out so I don't stress at home he said that and every day my nephew told me to sleep with me so I didn't feel alone [R-1-044]

It's enough that God saves you from the wrong people, you'll find a good one later, that's okay, then usually they invite you to get together more often, ask where you want to go, how about that, don't just go there and there.... [R-2-053]

That's if the biggest support is from Spekham, from Specham like that, the support is really helpful, the problem is from really down from really falling down from Specham, come on, madam like that, the support really builds like that so I don't feel alone like that, the term e, I'm really sad like that the term e from falling really like that like being hugged like that, you (R-6-051)

**1.2. Existence.** Got everyone's support and until now they are still good to me because no one from the ex's family agreed to his marriage with this one until his brother said you are still my sister no matter what happens you are still my sister and his wife I don't think he is my brother my son consider my nephew because he is the flesh and blood of my sister but if his wife I don't consider her my sister she never said something like that [R-1-058]

My family and my parents really accept me, here is my son like that (iter:heem), you don't have the right to him like that do you.....[R-6-056]

**1.3. Sense of secure.** "Yes, the way he protects the only thing is that you are at home so it doesn't separate, it doesn't justify it, but at least it's possible to minimize it, yes, we're not both in the same city, the same house might be more controllable and controllable, right....." [R- 2-:048]

Ee, if it's because I'm two sisters, all of them always support and protect the ones who also take care of my cousin, who happens to be a guy (iter: heem) so I'm often invited to share something like that and talk so I don't get stressed... [R-2 -049]

**1.4. Empathy.** Psychological support is also because of them, right, all of them when they came for the first time, they cried, Ms. A and Ms. L, right, listen and we keep in touch. Sometimes they ask for news. It's very strengthening, so I feel a lot of love.....[E:056 ]

"Right here, tell Ms. A all my complaints are to Ms. A..." [R-3-:047]

**1.5. Word reinforcement.** Yes, he gave me encouragement, now I just focus on my children, don't think about anything else (R-3-042)

Yes, he just gave encouragement, the spirit should not be discouraged, everything has a way because we were tested with the above, just like that, keep the spirit focused on the child [R-3-049]

"Yes, the main thing is to be patient and sincere, just wait, I'll definitely come back, Mrs. Y, just say amen" (R-5-041)

"Yes, that's all, just for the spirit of working to earn a living for my children, grandchildren and also my mother" (R-5-043)

**1.6. Giving advice...** ...the most supportive, most supportive is my mother, until now my mother has always given me good talk, always told me, don't do this, don't do this, just too controlling, but I don't want you to be controlled by my mother, it means he loves me, even though he still cares about that, sis, if you don't have a family, you have to be released normally, but it's not that my family still takes care of me, (R-4-040).

### ***Theme 02. Instrumental support by material and business capital***

As for other indicators of the nature of social support, notably instrumental support where this support takes the form of actual support, this support is of the genuine support variety. Family, close friends, and the SPEK-HAM charity provided respondents who were domestic violence victims with material assistance and company capital.

**2.1. Material.** Many friends bring my children's milk at home, bring food, sis, for the children's school like that, I get a lot of support from the people around me [R-1-051]

If you bring milk for my child, it's like giving pocket money for my son, clothes like that, every time my son goes there, it's like harvesting money from his buddha buddies, it's like that or his uncle is like that, so if until now it's still good with this family, ex [R-1-059]

If the food items continue to be like that, there are a lot of friends too, so it's like, for example, at work or at a boarding house, suddenly they go food or something, and they send mukenas, send what prayers are like that, and so many mukenas send friends -friends too [R-2-054]

My mother's brother and sister are all better, I have two brothers, everything is fine, sis (iter: heem) support, often help even if you go there you give money and give money, give milk to my child, this buy my son's toys also buy dadine fair, dadi because my son's father has his own family, so intine [R-4-057]

It's just that sometimes my child is number two to help with financial problems" [R-5-044]

**2.2. Venture capital.** I was given capital by the office here, like a cart like that to sell things, so to make a connection like that to support my child, I asked Ms. Tik to make a selling cart [R-5-:50]

It's like business capital, sis, if it's from Specham, thank God, you can really stand up like that [R-6-055]

### ***Theme 03. Appreciation support in the form of praise***

Respondents who are victims of domestic violence who receive assistance in the form of praise constitute a second sign of social support. This assistance was provided by the respondent's neighbors.

**3.1. Praise.** ....sometimes you are great, you know, you were a victim first, now you can help other victims, that has its own satisfaction [R-1-049]

**Theme 04. Information support regarding the existence of the SPEK-HAM Foundation and job vacancies**

Another form of social support is information support, where victims of domestic violence receive information by visiting the SPEK-HAM foundation and learning about employment openings. Respondents acquired this informational support from friends and relatives.

**4.1. SPEK-HAM Foundation.** I got it, the posyandu friend, Alfa Kadr's friend, my mother's friend, my mother's age, O mbak A, how come I've never been to the posyandu, where is your mother, so my mother finally told me about my problem. Ms. A's information will be ordered here and there, I will follow my mother and continue to support your child Wess and me, that's my son is still small, okay with my mother....[R-1-047]

Oh yes, so at that time, I met Ms. Atik and a friend of Specham's friend from my friend, so my friend has a church friend, and so happened to have worked at Specham sharing. Later, the flow will be like this, Ms. )

My family and brother were number one or my uncle yesterday, who told me I was here, sir, and I actually ate it (R-4-044)....Spekham, here yesterday I was escorted here with Mr. de I'll let you hurry up, he says, and don't queue until it's complicated. Intine, if you register alone, it only costs a little bit but it's still going on, right, it's eaten there, Intine, it's better to pay for the bulk wae, tell me to pay, I say that, it's important to have a safe tour quickly, I was advised to come here, escorted here" (R-4-046)

There used to be, used to be Christians too, but what's your name, sir, what if I was able to get here, can I know Ms. L and Ms. A, that's what my friend told me [R-5-046]

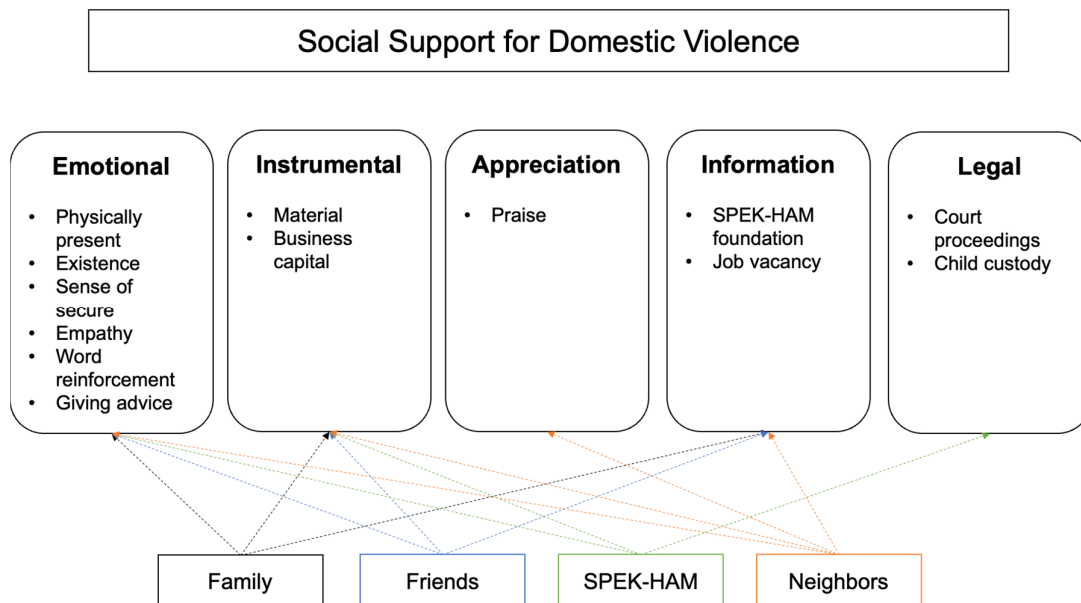
**4.2. Job vacancy.** *If you have a lot of friends from outside, sis, it's like they give you this information here, you are here, you work like this, sometimes you give it a photo like that [R-6-054]*

**Theme 05. Legal support in court proceedings and child custody**

Respondents who are victims of domestic violence obtain legal help in the form of court procedures and child custody as another type of social support. The subject acquired this legal assistance from the SPEK-HAM Foundation.

**5.1. Court proceedings.** They will also be assisted for the divorce process so that later the costs will be low, they will still help, even though sometimes Ms. A doesn't accompany me but later she calls for example, the village head or what to help say that.....[R-2-056]. Doing everything, madam, from the court process to completion, Miss L and Ms. A who support and also provide support for Mrs. Y (R-5-048)

**5.2. Child Custody.** At first, it was really helpful, because my first child, who was number one, was hidden like that, then from Spekham, they were like, what's their name, they were really supportive like that, you really helped me so I could meet my son, who was torn apart, then from PT, right? one is like so and so. It was also really helpful, so I could meet my first zinc son like that (R-6-052).



**Chart 1.** Forms of social support for domestic violence victims

## Discussion

The study of the aforementioned interview data revealed that the subject's social support provided the researcher with a number of crucial insights. The subject acquired multiple types of social assistance, including (1) emotional support, (2) instrumental help, (3) award assistance, (4) information assistance, and (5) legal assistance.

As a form of social support, the individual receives emotional support in the form of physical presence, existence, a sense of safety, empathy, uplifting words, and counsel. Individuals obtain this information through their families, the SPEK-HAM Foundation, and close friends. This study is similar to Azizah's (2020) research in which respondents received emotional support in the form of expressions of empathy, care, and concern.

Individuals receive a second type of social support in the form of instrumental assistance, which is genuine support. Individual researchers provide instrumental support in the form of material support and venture money. This study is consistent with research undertaken by Wulandri and Fauziah (2019), in which participants receive instrumental help in the form of money. In addition, rewards gained by individuals are supported by the social support they receive from their neighbors. This study is consistent with research conducted by Ihsani et al. (2022), in which the participant got praise as a kind of encouragement.

The second type of social support individuals receive is information support. Individuals acquire this informational assistance from family and friends. This informational assistance consists of information on the SPEK-HAM foundation and employment openings. This study's findings are consistent with studies (Sukarni et al., 2019) in which the subject receives informational support to overcome the challenge.

The final type of social assistance obtained by respondents is legal assistance. This legal assistance was provided by the SPEK-HAM foundation. The SPEK-HAM Foundation provides legal aid in the form of courts and child custody, which facilitates the existing legal process for responders. This study is consistent with the findings of Ezer et al. (2018), who found that legal support involves four essential components: access to expert legal advice, patient and family empowerment, and developing health care employees' awareness of their rights.

In accordance with Maslow's theory of requirements, the hierarchy of wants, the type of social support that an individual receives is derived. This idea encompasses physiological, safety and security, social, esteem, and self-actualization demands (Yuliana, 2018).

Of the five supports, namely emotional support, instrumental support, appreciation support, information support, and legal assistance, individuals receive emotional and instrumental help from family, friends, neighbors, and the SPEK-HAM foundation. For informational support from family, friends, and neighbors. The only source of legal help is the SPEK-HAM foundation, and individuals can only receive award support from their neighbors.

According to the theory put forward by Javier and Herron (2018) domestic violence can cause victims to have negative experiences such as fear of feeling terrorized and anxious. Meanwhile, social support will make victims feel safe, more courageous and stronger.

## Conclusion

According to the findings of the study, domestic abuse victims got a variety of types of social support. Respondents got emotional support in the form of physical presence, presence, a sense of safety, empathy, words of encouragement, and counsel. The second component is instrumental assistance in the form of material and business capital. The third type of social support is praise-based appreciation support. Fourth, there is information support in the form of SPEK-HAM foundation information and employment openings. The final type of social assistance is legal assistance, which includes courts and child custody.

Individual traits and the timing of the divorce should be the focus of future investigation. Additionally, researchers recommend that future studies delve deeper into the advantages of this sort of support. Future researchers can acquire data using quantitative ways.

The results of this study present practical recommendations that the Dinas or Komnas Perempuan can implement on domestic violence instances so that they can serve as regulatory references. For the Women's Solidarity Institute for Humanity and Human Rights (SPEK-HAM), this research is expected to serve as a resource for victims of domestic violence or community service, and for gender equality activists, it is anticipated that this research will serve as one of the sources for popular writing

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