

Law Enforcement Officers' Resilience in Social Interactions During Violence Against Women and Children Case Handling: A PPA Unit Study

Resiliensi Aparat Penegak Hukum dalam Interaksi Sosial pada Penanganan Kasus Kekerasan terhadap Perempuan dan Anak: Studi pada Unit PPA

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Abstract

Violence against women and children is a complex social problem and puts law enforcement subjects of the Women and Children Protection Unit (PPA) in a work situation full of emotional stress. This study aims to understand the dynamics of the resilience of law enforcement subjects in social interaction in handling cases of violence against women and children. This study uses a qualitative approach with phenomenological design. Participants consisted of three investigators from the PPA Unit of Police X who were selected through purposive sampling techniques based on experience in handling cases for at least two years. Data were collected through in-depth semi-structured interviews and observations, then analyzed using thematic analysis. The results of the study showed that subjects faced high emotional pressure, especially when dealing with child victims, dealing with uncooperative perpetrators, and dealing with limited resources and high case load. To maintain psychological function, subjects develop various resilience strategies, such as emotional regulation, problem-focused coping, professional capacity building, social support from colleagues and family, and positive meanings of work as a form of protection and humanitarian service. Empathy and a humanist approach are important aspects in building a safe and supportive relationship with victims, but still balanced with professionalism and legal objectivity. These findings suggest that the resilience of PPA subjects is formed through the interaction between individual factors, social support, and a supportive work environment. Therefore, it is necessary to strengthen psychological and institutional support to maintain mental health and the quality of services for PPA subjects.

Keywords: Empathy, Social Interaction, Violence Against Women And Children, Resilience, PPA Unit

Abstrak

Kekerasan terhadap perempuan dan anak merupakan permasalahan sosial yang kompleks dan menempatkan subjek penegak hukum Unit Perlindungan Perempuan dan Anak (PPA) pada situasi kerja yang penuh tekanan emosional. Penelitian ini bertujuan untuk memahami dinamika resiliensi subjek penegak hukum dalam interaksi sosial penanganan kasus kekerasan terhadap perempuan dan anak. Penelitian ini menggunakan pendekatan kualitatif dengan desain fenomenologi. Partisipan terdiri atas tiga penyidik Unit PPA Polres X yang dipilih melalui teknik purposive sampling berdasarkan pengalaman menangani kasus minimal dua tahun. Data dikumpulkan melalui wawancara semi-terstruktur mendalam dan observasi, kemudian dianalisis menggunakan analisis tematik. Hasil penelitian menunjukkan bahwa subjek menghadapi tekanan emosional yang tinggi, terutama saat menangani korban anak, menghadapi pelaku yang tidak kooperatif, serta berhadapan dengan keterbatasan sumber daya dan tingginya beban perkara. Untuk mempertahankan fungsi psikologis, subjek mengembangkan berbagai strategi resiliensi, seperti regulasi emosi, problem-focused coping, peningkatan kapasitas profesional, dukungan sosial dari rekan kerja dan keluarga, serta pemaknaan positif terhadap pekerjaan sebagai bentuk perlindungan dan pengabdian kemanusiaan. Empati dan pendekatan humanis menjadi aspek penting dalam membangun hubungan yang aman dan suportif dengan korban, namun tetap diimbangi dengan profesionalitas dan objektivitas hukum. Temuan ini menunjukkan bahwa resiliensi subjek PPA terbentuk melalui interaksi antara faktor individual, dukungan sosial, dan lingkungan kerja yang mendukung. Oleh karena itu, diperlukan penguatan dukungan psikologis dan institusional guna menjaga kesehatan mental serta kualitas pelayanan subjek PPA.

Kata Kunci: Empati, Interaksi Sosial, Kekerasan Terhadap Perempuan Dan Anak, Resiliensi, Unit PPA

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INTRODUCTION

Violence against women and children is one of the social problems that is still a serious concern in various countries, including Indonesia (Ifthiharfi et al., 2024). Handling cases of violence against women and children requires a comprehensive approach because it involves legal, psychological, social, and victim protection dimensions. In practice, law enforcement subjects who serve in the Women and Children Protection Unit (PPA) not only carry out formal law enforcement functions, but also must have intense social interactions with victims, victims' families, perpetrators, and companions such as psychologists, social workers, and women and child protection institutions (Novita & Nawangsari, 2025). This condition makes the work of law enforcement subjects in handling cases of violence against women and children have a high level of psychological pressure compared to many other types of work (Bukit et al., 2023).

Various studies show that law enforcement subjects are a professional group that has a relatively high level of exposure to traumatic events. Research conducted by (Park, 2024) shows that the work environment of police subjects, exposure to traumatic events, and high professional demands can increase the risk of burnout and post-traumatic stress disorder in police members. In addition, research (Modula et al., 2024) It also shows that police subjects often experience occupational trauma due to exposure to violent incidents, accidents, and interactions with victims who have experienced severe trauma. Exposure to this trauma can have long-term psychological impacts if it is not balanced with adequate psychological adaptability.

In the PPA Unit or Women and Children Protection Desk (WCPD), the psychological distress experienced by law enforcement subjects comes not only from risky work situations, but also from emotional involvement when interacting with victims (Artus et al., 2025). Research (Muñiz Terra et al., 2026) Regarding the experience of police subjects in handling cases of violence against women and children, it shows that subjects often face emotional dilemmas when they have to listen to the victim's traumatic experience, face pressure from the victim's family, and maintain objectivity in the legal process (Civilotti et al., 2021). This condition is exacerbated by the fact that PPA/WCPD officers have to face repeated exposure to cases of violence of an emotional and traumatic nature, thus increasing emotional exhaustion and psychological stress in their work (Domínguez Ruiz et al., 2022).

Research (Artus et al., 2025) shows that one of the biggest challenges in the social interaction of PPA/WCPD subjects is dealing with victims who are reluctant to cooperate in the legal process. Many victims still have emotional loyalty to the perpetrator, especially if the perpetrator is their own husband or family member (Sy et al., 2024). In addition, the retraction of reports by victims, information secrecy, and the existence of social stigma against victims of violence often hinder the investigation process and add to the emotional frustration of law enforcement subjects (Lestari & Agustina, 2025). The

situation causes the subject not only to work under administrative and legal pressure, but also to face the complexity of social and emotional dynamics in interactions with victims (Ramdhan et al., 2024).

On the other hand, limited institutional resources are also factors that affect the psychological condition of PPA/WCPD subjects. Research (Domínguez Ruiz et al., 2022) It shows that the accumulated burden of cases, limited number of personnel, and lack of psychological support facilities can erode the mental resilience of subjects in the long run. Research (Son, 2024) It was also found that the lack of internal appreciation from the institution and the lack of social support in the work environment caused the subjects to feel less emotionally protected in carrying out their duties. The same thing was also stated by (Prasetijowati et al., 2024) which explains that the lack of optimal organizational support can increase the risk of burnout in subjects handling cases of violence against women and children. Therefore, the resilience of PPA/WCPD subjects is very important so that they are able to maintain emotional stability, professionalism, and empathy in the face of high work pressure (Frenkel, 2023).

The individual's ability to survive and adapt to such pressures is known as resilience (Denckla et al., 2020). The concept of resilience has become one of the important focuses of modern psychological studies, especially in understanding how individuals are able to survive and thrive in the face of stressful or difficult situations (Mishra, 2026). Valjee et al. (2025) defines resilience as the dynamic capacity of a system to adapt successfully to significant threats or challenges to individual functioning, survival, or development. Further, (Novita & Nawangsari, 2025) also refers to resilience as "*Ordinary Magic*", namely adaptability that arises from protective factors that are naturally present in an individual's life, such as emotion regulation, social support, and problem-solving skills.

Resilience theory from the perspective of developmental systems, this study also uses a positive psychology approach (Nadeem et al., 2025). In this theory, resilience is understood as a set of psychological skills that can be learned and developed by individuals to deal with life's difficulties. The seven main abilities that make up resilience are emotion regulation, impulse control, optimism, causal analysis, empathy, self-efficacy, and reaching out. In PPA/WCPD subjects, the ability to regulate emotions and empathy is an important aspect because the subject must still be able to provide protection and a sense of security to the victim even though they are under severe psychological pressure (Antu et al., 2025).

The concept of self-efficacy put forward by (Bandura, 1997) It is also an important theoretical foundation in understanding the resilience of law enforcement subjects. Bandura explained that self-efficacy is an individual's belief in his or her ability to organize and carry out the actions necessary to achieve certain goals. Individuals with high levels of self-efficacy tend to be better able to cope with pressure, maintain motivation, and see challenges as opportunities to grow (Bandura, 1997). In PPA/WCPD subjects, self-efficacy can help subjects to remain confident

in handling complex cases as well as maintain the quality of social interaction with victims despite facing high emotional distress.

Research by Nadeem et al. (2025) shows that resilience training programs can help police subjects improve psychological adaptability and reduce the impact of work stress (Nadeem et al., 2025). However, the study emphasizes more on the effectiveness of resilience training programs for police subjects in general without specifically examining how resilience affects the subject's social interaction with crime victims. Research on the resilience of police subjects shows that the level of resilience is related to the level of psychological distress in officers (Denckla et al., 2020). The study confirms that subjects with higher levels of resilience tend to have lower levels of psychological distress. The urgency of the study is not only to face emotional distress due to exposure to cases of violence against women and children, but also to work within the limitations of institutional resources that affect their psychological resilience (Domínguez Ruiz et al., 2022). Limited staffing, high case load that must be handled simultaneously, and complex administrative demands make PPA subjects vulnerable to emotional fatigue and prolonged work stress (Prasatijowati et al., 2024). This condition is further aggravated by the lack of social and psychological support within the police institution, so that subjects often face work pressure without adequate emotional assistance mechanisms (Son, 2024).

Based on this description, research on the resilience of law enforcement subjects in social interaction in handling cases of violence against women and children is important to be carried out. The novelty of this research lies in the development of understanding of the resilience of law enforcement officers of the Women and Children Protection Unit (PPA) as a multisystemic, relational, and meaning-based psychological adaptation process in the context of social interaction in handling cases of violence against women and children. In contrast to previous research that generally focused on individual aspects such as the ability to cope with stress, emotional regulation, or coping strategies, this study shows that the resilience of the officers is formed through

the integration of traumatic work pressure, social support, professional competence, empathic communication, humanist approach, and the ability to interpret work as a form of protection and humanitarian service. This study aims to understand how investigator subjects in the PPA Unit of Police X manage emotional distress, maintain empathy, build coping strategies, and develop psychological adaptability in dealing with the complexity of the cases they handle. With this research, it is hoped that the authorities will have a policy in treating legal considerations from the results of communication and depiction of social interaction with victims of violence against women and children.

RESEARCH METHODS

This study uses a qualitative approach with Design phenomenology to understand in depth the dynamics of the resilience of law enforcement subjects in social interaction in handling cases of violence against women and children. The phenomenological approach was chosen because it was able to provide a contextual and in-depth understanding of the subjective experiences of PPA subjects in the face of psychological pressure, work trauma, and coping strategies in a complex work environment at the Women and Children Protection Unit (PPA) of Police X (Civilotti et al., 2021). This study uses a qualitative approach with a phenomenological design to understand the subjective experiences of PPA Unit investigator subjects in dealing with emotional distress when handling cases of violence against women and children. The qualitative approach was chosen because it is able to explore the meaning, experience, and process of psychological adaptation of individuals in depth in a certain social context (Creswell, 2014). The phenomenological design was used because the research focused on the life experiences of PPA subjects in social interaction with victims of violence. The research subjects consisted of three investigators from the PPA Unit of Police X who were selected using purposive sampling techniques based on their experience in handling cases of violence against women and children for at least two years (Scott, 2023).

Tabel 1. Demografi Responden

No	Initials	Long Time Working	Divisions
1	MG	14 years	<ol style="list-style-type: none">1. Carry out activities at the Crime Scene (Crime Scene), including observing, documenting, and sketching the crime scene if necessary.2. Coordinate with agencies or related parties, such as psychologists, health workers, UPTD PPA, Bapas, prosecutor's office, and other related institutions in order to support the case handling process.3. Accompanying the victim or Child in Face with the Law (ABH) in the examination process or other activities related to the investigation in accordance with the needs of the case.
2	MS	17 years	<ol style="list-style-type: none">1. Participating in advanced legal processes, including coordination with prosecutors, implementing the stages of handing over suspects and evidence, as well as other activities necessary in the case settlement process.2. Provide appropriate treatment to victims and children by considering the psychological condition, safety, and rights of the victim during the case handling process.

			3. 3. Compile progress reports on case handling and ensure that the entire investigation process is documented systematically.
3	AND	5 years	1. Receive and follow up on reports or complaints related to alleged crimes of violence against women and children.
			2. Conducting investigations and investigations to obtain information and evidence related to the case.
			3. Conduct examinations of witnesses, victims, and suspects in accordance with applicable legal procedures.
			4. 4. Collecting, secure, and documenting evidence related to the case.

Source : interviewed obtained, 2026

Data collection was carried out through in-depth semi-structured interviews and observation in the form of verbatim to explore investigators' strategies in managing emotional distress when interacting with victims, victims' families, perpetrators, and accompanying parties (Antu et al., 2025) In the process, each interview process is carried out onsite to obtain real moments of the implementation of emotional regulation that occurs in the investigation incident. Each participant is interviewed once in depth with an ethical approval procedure and informed consent from the participant, where the results of sensitive information (violence against women and children) and have the potential to contain information that can identify participants and victims are kept confidential. The research procedure is carried out through several stages, namely taking care of research permits, compiling interview guidelines, conducting member checking with the needs of the suitability of the theme being researched until observations and interviews are carried out with participants, making verbatim of interview recordings, and analyzing research data transcripts . The research data were analyzed using thematic analysis to identify and interpret patterns of meaning that emerged from the participants' experiences were flexible so that they could be used to explore the experiences, perceptions, and meanings that participants gave to a phenomenon regarding resilience and psychological stress in their work.

RESEARCH RESULTS

In summary, the findings of the research form a flow of resilience dynamics summarized in Figure 1. The sources of pressure faced by the investigators are processed through the process of resilience at the personal, social, and relational levels, which is supported by a positive meaning of work, resulting in adaptation that remains professional and humanistic. A description of each theme along with supporting verbatim quotes is presented in the following subsection.

Emotional Pressure in Handling Cases of Violence Against Women and Children

The results of the interviews depicted emotional distress during the handling of cases of violence against women and children, although the forms and sources of pressure were different. These findings show that emotional distress is an inherent consequence of the work of PPA Unit investigators, but the subjects are able to maintain professionalism through emotional regulation, adaptive coping strategies, and interpersonal support as part of the

formation of psychological resilience according to the results of the interviews of subjects 1 and 2, namely:

Subject 1 reveals: *"For the case of sexual intercourse, what else is it to the biological child, it is very unusual, especially since it is done by the family itself who is the biological father or the child's role model, so it is like emm in my opinion it is not unusual even though this ppa unit has often investigated and handled cases such as intercourse, but if this is indeed new, this time I found that there may be some like the stepdaughter who was molested, it does exist like in other investigators, it's just that in my case, it's really true like he's very inhumane, that's his own child, how can he have intercourse with his child"* (07/04/2026, MS, 2-3)

Subject 2 reveals : *"Well, it's more about reading the victim's emotions at that time besides empathizing with the victim, is there another way."* (07/04/2026, MA, 37)

Subject 3 explains: *"before the title of the case, the investigator must believe oh this case must be continued, oh this case depends and so on, so before the investigator holds the case, the investigator already knows where the rhythm is going to be taken."* (22/04/2026, MG, 7)

Based on the results of the interview, it can be concluded that emotional pressure in the implementation of the investigator's duties of the Women and Children Protection Unit (PPA), especially cases of sexual violence against children involving vulnerable victims, perpetrators who have certain social positions, and perpetrators who are uncooperative during the legal process.

Furthermore, when the perpetrator shows no remorse for the actions that have been committed that cause potential pressure for the victim, according to the results of the following interview

Subject 1 revealed: *"when there is a report that is indeed reported or a client who cannot coordinate or cooperate with us, I get emotional because what from the abcde information should be like this, but when we check or we have asked for information, he does not admit it, it is a lie, it becomes a convoluted event, so it seems like the investigator will be more angry, which makes the investigator emotional"* (07/04/2026, MS, 3)

Subject 2 reveals : *"we have to be smart about what is going on between the complainant and the perpetrator, so we can't immediately convey what is said to the victim to the perpetrator or the reported person."* (07/04/2026, MA, 17)

Pressure stems from the complexity of the substance of the case, and arises from the demand to balance empathy for the victim, objectivity in the investigation process, and professional responsibility to produce accurate

evidence. This condition shows that the psychological burden of the investigator is the result of the interaction between emotional and professional demands that occur simultaneously.

Despite facing high psychological pressure, all three subjects showed adaptive ability to manage the condition. The application of emotion regulation through a cautious attitude and compliance with legal procedures; maintaining a balance between empathy for the victim and professionalism in the examination; while the need to utilize social support from colleagues and apply *problem-focused coping* by focusing on completing tasks rather than dissolving in emotional distress. These differences in strategies indicate that psychological resilience is not manifested through the absence of stress, but rather through the individual's ability to manage, control, and transform stress into work behaviors that remain effective.

Coping Strategies and Psychological Adaptation of PPA Subjects

The results of the interviews showed that one of the main strategies used by the investigators of the Women and Children Protection Unit (PPA) in dealing with work pressure was to increase professional capacity through a continuous learning process. The subjects viewed mastery of legal aspects, investigation procedures, and practical experience as important capital to reduce errors in handling cases and increase confidence in carrying out their duties.

Subject 1 revealed "we must take an approach, yes the story deck, we persuade him, let's just tell you if you don't tell us, we can't help you, this case even becomes difficult to prove if you don't tell it, so we approach the victim more and continue to eeuu.. There are conditions that mean in others, such as Mrs. I am ashamed that there is a father, which means that he has a condition to tell the father to leave first." (07/04/2026, MG, 10)

In line with this, Subject 2 also explained "for example, later the information from the perpetrator is different, it is not read, the important thing is that we have told and we already have evidence of that evidence." (07/04/2026, MA, 19)

In addition to increasing knowledge, the subject described the adaptation process that was quite difficult when he first served in the PPA Unit, this was in accordance with the following interview results: Subject 2 revealed "initially this process was asked to continue in the investigation process, there were those who asked to be stopped for various reasons." (07/04/2026, MA, 23)

The findings show that self-capacity building is a form of problem-focused coping that investigators carry out to deal with work pressure. Continuous learning not only improves professional competence, but also strengthens confidence and builds resilience through adaptability to complex job demands.

Social Support as a Source of Psychological Reinforcement

The results of the interviews show the need to improve professional competence, PPA Unit investigators use social support as a strategy to maintain psychological balance. The support is obtained from colleagues and family who act as a source of emotional reinforcement after facing pressure in handling cases, this is in accordance with the following interview results: Subject 2 revealed: "If I usually share with colleagues so that my mind is lighter."

In addition, Subject 2 also explains that the family is a place to get calm after undergoing a stressful job, this is in accordance with the results of the interview: "I think it is more less, because we will have a solution from the colleague or the friend's friend earlier." (07/04/2026, MA, 37)

Based on the results of the interviews, social support from colleagues and family functions as a coping mechanism that strengthens the resilience of PPA Unit investigators. The existence of a supportive social environment helps reduce emotional burden, improve psychological well-being, and allow investigators to continue to carry out their duties professionally.

Self-Efficacy and Adaptation to Work Limitations

The results of the interviews showed that the ability to believe in self-efficacy and adapt to organizational limitations is an important aspect in maintaining the effectiveness of the work of PPA Unit investigators. This is in accordance with the results of the following interviews:

Subject 2 reveals : "We as investigators do not only handle one case but also many, the officers are also limited." (07/04/2026, MA, 14)

Nevertheless, Subject 3 explains: "We just coordinate well between the victims and give an explanation that a case takes time too." (22/04/2026, MG, 3)

These findings show that confidence in one's own abilities and the ability to adapt realistically are important factors in building the resilience of PPA Unit investigators. By conducting effective coordination, understanding organizational limitations, and remaining oriented to investigation procedures, investigators are able to maintain psychological stability while maintaining quality performance in the midst of high job demands.

Empathy in Social Interaction with Victims

The results of the interviews show that empathy is one of the important aspects that shape the resilience of the investigators of the Women and Children Protection Unit (PPA). Empathy is manifested through the ability to understand the psychological condition of the victim during the examination process, as well as in humanitarian concern, providing a sense of security, and efforts to build supportive interpersonal relationships. This is in accordance with the results of the interview which shows that the victim feels comfortable, protected, and able to provide information openly during the investigation process as follows:

Subject 1 revealed: "I once bought to take him to the mall and invited him to eat with the original, so why did I

invite him to eat like this, right? It's just that you see like this is a pity for this child, it's a pity that my empathy is moved anyway, pity this is the child of his parents." (07/04/2026, MS, 10)

In addition, Subject 1 also shared his experience: "professionals stay in the office only if I am empathetic, if I have empathy, I will definitely do it outside the office to eat, I said like I invited him to the mall, I told you to choose which bag you want to buy, I went home because I wanted to know what the condition of his family is, not because I checked the crime scene." (07/04/2026, MS, 11)

In line with this, Subject 2 explains: "The victim must be made comfortable first so that he wants to tell a story." (07/04/2026, MA, 14)

Subject 2 also explains: "If I usually talk to the children casually first, don't be asked about the case right away." (07/04/2026, MA, 14)

In addition, Subject 2 reveals: "Sometimes we also help the victim personally if the condition is concerning." (07/04/2026, MA, 14)

The findings show that the empathy of investigators does not stop at the implementation of formal duties as law enforcement officials, but develops into compassionate care that strengthens interpersonal relationships with victims. This humanist approach is an important part of building victim trust while strengthening the resilience of investigators in carrying out emotionally demanding tasks.

Regulation of Emotions and Professionalism in Investigation Interactions

The results of the interviews show that the ability to control emotions and maintain objectivity is an important aspect in the investigation process of cases of violence against women and children. This is in accordance with the results of the interviews which show that the subjects are able to manage negative emotions, maintain communication with all parties involved, and remain oriented to legal procedures even when facing situations that trigger emotional distress with the following details:

Subject 3 reveals: "If he won't be present if we invite him again... if not, then the important thing is that we have maximized." (22/04/2026, MG, 3)

In addition, Subject 3 explains: "Therefore, we as investigators must if it is like the word please relax until this person is really relaxed until this person is really comfortable with us during the story." (22/04/2026, MG, 7)

"We can't immediately convey what the victim said to the perpetrator." (22/04/2026, MG, 8)

The findings show that emotion regulation, impulse control, and the ability to maintain objectivity are psychological competencies that support the resilience of PPA Unit investigators. The ability to manage communication carefully allows investigators to remain professional, maintain the trust of the parties, and ensure that the investigation process takes place effectively without being influenced by the emotional pressures that arise during case handling.

The Meaning of Work as a Form of Protection and Service

The results of the interviews show that the investigators of the Women and Children Protection Unit (PPA) interpret their work not only as the implementation of law enforcement duties, but also as a form of moral responsibility, protection for vulnerable groups, and humanitarian service. A positive meaning of work (meaning-making) is a source of psychological strength that helps investigators deal with emotional pressure, maintain work motivation, and build resilience in handling various cases of violence against women and children.

Subject 1 reveals: "yes I've become like I'm giving you what you want, yes you don't help because you're not here but you obey me, from there I separate like my empathy will do outside the office, but if it's for professionalism it's for solving the problem it's pure for the problems I handle like that." (07/04/2026, MS, 11)

In addition, the experience of handling various cases makes the subject reflect more on his life and grow gratitude, this is in accordance with the following interview results: Subject 1 revealed "It's just like I already feel what I feel, there is no feeling that is passionate, it doesn't exist so it's like let's just live it, this is a matter where do you want to go, if the victim really wants to continue, then we just file it." (07/04/2026, MS, 7)

In line with this, Subject 2 views his work as a form of moral responsibility that must be carried out in order to provide protection to the victim, this is in accordance with the results of the following interview: "I feel that this work is indeed hard, but it must be done because the victim needs protection." (07/04/2026, MA, 17)

Subject 2 explained that the experience of handling various cases made him appreciate family life more, this is in accordance with the results of the following interview: "If you look at the cases handled, you will be more grateful for your own family's situation." (07/04/2026, MA, 14)

Furthermore, Subject 2 revealed that work experience gradually forms mental strength and the ability to control emotions, this is in accordance with the results of the following interview: "At first it was hard, but over time I learned to control emotions." (07/04/2026, MA, 21)

These findings show that challenging work experiences not only produce psychological pressure, but also encourage the formation of positive meanings for the profession. This meaning is a source of intrinsic motivation that strengthens the resilience of investigators in carrying out their duties professionally and humanistically.

Peer Support as a Resilience Strengthening Factor

The results of the interviews show that social support in the work environment is an important factor that helps PPA Unit investigators maintain psychological resilience in dealing with job demands. Positive interpersonal relationships between team members provide a sense of security, increase motivation, and help investigators deal with emotional stress that arises during the case handling process.

Subject 3 reveals that the support from colleagues is a source of enthusiasm in carrying out daily tasks, this is in

accordance with the results of the following interview: "Yes, maybe I often hang out often playing football if I am stressed and I play football." (22/04/2026, MG, 44)

In addition, Subject 3 explained that a work culture that helps each other makes the workload lighter, this is in accordance with the results of the following interview: "If we are alone, we will be overwhelmed so we are helped by colleagues." (22/04/2026, MG, 8)

The findings show that the resilience of PPA Unit investigators is not only shaped by the individual's ability to manage work pressure, but also influenced by the quality of social relationships in the organizational environment. Peer support plays a protective factor that helps reduce emotional stress, strengthen work motivation, increase a sense of belonging to the organization, and support investigators' adaptability in dealing with complex job demands.

Interpersonal Relationships and the Humanist Approach

The results of the interviews show that the success of handling cases of violence against women and children is not only determined by the technical ability of the investigation, but also by the ability of the investigator to build a supportive interpersonal relationship with the victim. The relationship is built through empathic communication, a humanist approach, and the ability to create a sense of security so that the victim is willing to share his experience. This approach is a form of interpersonal resilience that helps investigators carry out their duties effectively in the midst of the high emotional demands of the job.

Subject 1 revealed that the relationship with the victim remained established even though the legal process had been completed. The victim still communicated as a form of trust in the investigator, this is in accordance with the results of the following interview: "Yes, after mediation, whether you want to or not, everything must be passed, everything must be called, everything must be called, it must be stopped, it must be stopped, like that, unless indeed the case is completed in the realm of the prosecutor's office, we must automatically file the summoning of witnesses, everything must be like that, right, like that, what makes a professional is indeed because there are demands, so we have to like it or not, yes, we have to carry out our obligations, what must be carried out like that." (07/04/2026, MS, 7)

Subject 1 also explained that the victim gave a positive assessment of the way he provided assistance during the investigation process, this is in accordance with the results of the following interview: "sometimes the encouragement is also from the people around you, oh yes, you can easily solve this but sometimes it's also eeu.. sometimes it's also eeu.. We also have to report to the leader or Mr. Kanit earlier, but for the earliest to find out the intention at the earliest to be discussed, yes friends who are around." (07/04/2026, MS, 7)

Subject 2 explains that the interpersonal approach is carried out flexibly according to the psychological condition of the victim, this is in accordance with the following

interview results: "... yes, just tell the story... if you don't tell the story, we can't help you..." (07/04/2026, MA, 32)

Meanwhile, Subject 3 also emphasizes the importance of building a humane approach so that the victim feels safe during the examination, this is in accordance with the results of the following interview: "this victim was eager for me to ask for information but I went to the victim's house to check on the victim at his house, that's what I did as an investigator, that's why I was solving my case so much because I went directly to his house." (22/04/2026, MG, 4)

Subject 3 added that the purpose of the approach is to create an atmosphere that makes the victim more open, this is in accordance with the results of the following interview: "why did I go to the victim's house so that the case can be resolved quickly." (22/04/2026, MG, 4)

These findings show that the ability to build supportive interpersonal relationships is an important competency in handling cases of violence against women and children. Empathy, warm communication, and a humane approach can increase victim trust, facilitate the process of information retrieval, and strengthen the effectiveness of case handling without neglecting the psychological aspects of the victim.

Maintaining Professionalism and Objectivity in Decision Making

The results of the interviews showed that in addition to having high empathy, the PPA Unit investigators also tried to maintain professionalism and objectivity during the investigation process. The ability to balance emotional involvement with professional demands is an important part of psychological resilience so that decisions taken remain based on facts and legal procedures.

Subject 2 reveals that empathy for victims is still limited by professional responsibilities as investigators, this is in accordance with the results of the following interview: "... I will do my empathy outside the office, but if it is for professionalism it is purely for the problems I handle..." (07/04/2026, MA, 11)

On the other hand, Subject 3 explained that he never immediately believed the information of one of the parties before the entire evidentiary process was carried out, this is in accordance with the results of the following interview: "Those who report are not necessarily true and those who are reported are not necessarily guilty." (22/04/2026, MG, 11)

These findings show that PPA Unit investigators have the ability to maintain a balance between empathy and professionalism. In addition, the ability to think objectively, clarify based on evidence, and control emotional bias reflects professional resilience that supports decision-making accuracy. Thus, investigators are not only able to provide humane assistance to victims, but also maintain the integrity of the investigation process through a systematic, objective, and evidence-based approach. The following is a comparative analysis of the verbatim results conducted.

Table 1 Theme Comparison

Theme	Verbatim Equations	Subject	Verbatim Differences
Emotional Stress in Case Handling	The three subjects experienced emotional distress while handling cases of violence against women and children.	MS	The pressure arose because it handled incest cases that were considered very inhumane and shook the emotions of investigators.
		AND	Pressure is more felt when you have to understand the victim's emotions while controlling empathy to remain professional.
		MG	Pressure is seen as part of the investigation process that must be dealt with professionally through the case title mechanism.
Sources of Work Stress	All subjects faced emotional and professional demands during the investigation process.	MS	Pressure comes from perpetrators who lie, are uncooperative, and complicate the evidentiary process.
		AND	The pressure arises because it is necessary to maintain a balance of communication between the victim and the perpetrator impartially.
		MG	It does not reveal the source of the pressure directly, but rather emphasizes the importance of the investigation procedure.
Coping and Adaptation Strategies	The three subjects carried out adaptive strategies to remain able to carry out tasks.	MS	Using a persuasive approach and building the victim's trust to be willing to give information.
		AND	Develop competencies through learning and investigation experience.
		MG	Emphasis is placed on adapting to investigation procedures and experience.
Social Support	Social support is an important factor in reducing psychological distress.	MS	More support is obtained through interaction with colleagues during the investigation process.
		AND	Relying on discussions with colleagues and family support to reduce the psychological burden.
		MG	Reduce stress through activities with colleagues such as playing ball and helping each other with work.
Self-Efficacy Adaptation Limitations and to	Investigators continue to work optimally despite facing organizational limitations.	MS	It does not explicitly disclose the limitations of the organization.
		AND	Highlighting the limited number of investigators compared to the number of cases that must be handled.
		MG	Adapt through coordination and communication to victims regarding the length of the legal process.
Empathy for Victims	All three subjects showed empathy as an important part of handling victims.	MS	Showing high empathy by helping victims outside of formal tasks, such as inviting meals and meeting the victim's needs.
		AND	Create a comfortable atmosphere through casual communication and provide personal assistance if needed.
		MG	Show empathy through an approach that makes the victim feel comfortable when examined.

Emotion Regulation and Professionalism	All subjects are able to maintain professionalism when facing emotional pressure.	MS	Separating personal empathy from professionalism in resolving cases.
		AND	Controlling emotions through work experience so that they are more able to be professional.
		MG	Maintain careful communication and remain objective in the examination of all parties.
Meaning of Work	Work is interpreted as a form of devotion and protection to the victim.	MS	Interpreting the profession as an opportunity to help victims as well as a reflection on life.
		AND	Interpreting work as a moral responsibility that fosters gratitude and mental strength.
		MG	Do not explicitly reveal the meaning of the job.
Interpersonal Relationships and the Humanist Approach	Third, the subjects used an interpersonal approach in accompanying the victim.	MS	The relationship with the victim remains established after the case is completed so that it builds long-term trust.
		AND	Using a persuasive approach so that the victim wants to open up about the experience experienced.
		MG	Visiting the victim's house so that the victim feels safe and the investigation process is more effective.
Professionalism and Objectivity of Decision Making	All subjects emphasized the importance of decisions based on facts and legal procedures.	MS	Separating personal empathy from the professional process of investigation.
		AND	Maintaining professionalism as the main principle in carrying out investigation duties.
		MG	Emphasizing that every report must be proven because the whistleblower is not necessarily true and the reported person is not necessarily guilty.

The pattern of occurrence of each theme in the three subjects is visualized in Figure 2. Seven of the ten themes were consistently expressed by the three subjects, while the other three themes, namely the source of work pressure, self-efficacy and adaptation to limitations, and the meaning of work, appeared explicitly in only two subjects. This pattern shows that resilience dynamics are common in PPA Unit investigators, but are expressed differently according to the experiences and roles of each investigator.



Figure 1 Theme Appearance Matrix on Each Subject

DISCUSSION

The results of the study showed that the resilience of PPA subjects emerged in response to various psychological pressures inherent in the task of handling cases of violence against women and children. Subjects were constantly dealing with traumatized victims, uncooperative perpetrators, family conflicts, and professional demands to provide optimal services. These conditions put the subjects in situations that had the potential to interfere with psychological well-being if they were not balanced with adequate adaptability. Resilience according to (Yulianto & Widianoro, 2025) It basically develops when individuals are faced with adversity situations that challenge psychological balance and demand the ability to remain functioning effectively in carrying out their social and professional roles (Denckla et al., 2020). These findings show that work pressure is not only a source of stress, but also a context that gives rise to the need to develop coping and adaptability. This view is in line with (Schwarz, 2018) which explains that resilience is not an innate static trait, but rather an adaptive process that develops through the experience of facing life's difficulties and challenges.

The handling of cases of violence against women and children puts great emotional pressure on the subject 1 of law enforcement because they continue to deal with victims, perpetrators, and complex social situations. The findings of the study show that the resilience of PPA subjects is formed through a process that involves interaction between personal, social, and professional factors. On a personal level, subject 3 develops the ability to regulate emotions. This is in line with shows that in order to remain able to control psychological reactions when facing cases that contain high emotional charges. The ability to manage emotions allows individuals to maintain psychological stability and carry out tasks effectively in the midst of the pressure they face (Sisto et al., 2019). In addition, subject 1 showed a tendency to use problem-solving strategies through increased legal competence, field experience, and professional capacity building. These findings are in line with the research which explains that clients' behavior that is difficult to cooperate with can increase the frustration and emotional exhaustion of the officer. This effort reflects a form of adaptive positive psychological resilience, which is the ability to turn stressful experiences into a means of learning and self-development (Mishra, 2026).

The findings of the study show that the resilience of PPA subjects is formed through a process that involves interaction between personal, social, and professional factors. According to (Sy et al., 2024), On a personal level, Subject 2 develops the ability to regulate emotions when faced with cases that contain high emotional charges. This process is also (Prasetijowati et al., 2024) condition of subject 2 to remain able to control psychological reactions. At the social level, resilience develops through support obtained from family and co-workers. Emotional support, opportunities to share experiences, and a supportive work environment help subject 3 reduce the psychological burden that arises from repeated exposure to cases of violence. This

process is in line with (Masten et al., 2021) which states that social support is an important factor in the formation of resilience because it provides psychological resources that help individuals maintain adaptive function when faced with prolonged stress. Thus, a positive relationship with colleagues and family is one of the factors that help subject 2 to stay afloat in carrying out his duties. The process of building resilience is also seen in the social interaction between the subject and the victim. The results showed that subject 1 sought to build empathic communication, create a sense of security, and develop trust-based relationships during the mentoring and investigation process.

In line with (Civilotti et al., 2021), the ability to build supportive interpersonal relationships not only helps the victim feel comfortable, but also helps subject 3 develop social sensitivity and a deeper understanding of the victim's needs. The interaction is part of the process of negotiating identity, legitimacy, and social position that takes place in interpersonal communication (Agustian et al., 2026). The resilience process according to built through intrapersonal mechanisms, but also through the quality of social relationships developed during the work process. The resilience process is strengthened through the ability of subject 3 to interpret their work as a form of protection for vulnerable groups and community service. Research findings (Mishra, 2026) About Adaptive Positive Psychological Resilience shows the ability of individuals to turn stressful experiences into opportunities for learning, growth, and self-empowerment.

The findings of this study provide empirical support for the development of contemporary resilience theory which views resilience as a dynamic and multidimensional process. The results of the study reinforce the view that resilience cannot be understood only as a personal characteristic, but as the result of interaction between the individual and the social environment in which the individual is located. This process of self-development is in line with (Ostapchuk, 2024) affirms that the development of resilience is influenced by the individual's ability to integrate difficult experiences into a more mature system of self-understanding. Widodo et al. (2025) explained that the guilt shown is a psychological process that involves affective, cognitive, behavioral, and motivational dimensions that encourage individuals to conduct self-evaluation. In a job full of emotional stress, social support has an important function as a medium for emotional validation, stress release, and psychological strengthening between colleagues. According to (Agustian et al., 2026) The subject's ability to survive and adapt is influenced by emotional regulation, social support, professional experience, and the quality of interpersonal relationships they build during their duties (Su et al., 2023), This condition is in line with research. It supports a multisystems perspective that explains that resilience develops through the interconnectedness of various systems, ranging from individuals, families, work groups, to organizations.

The results of the study show that the success of the three resource subjects in maintaining psychological health does not only depend on personal abilities, but also on the

available environmental support. This condition strengthens the argument that resilience is an ecological and contextual phenomenon. Noyo & Huwae (2025) explains that resilience has a positive relationship with the meaning of life, so that resilient individuals are better able to find purpose and positive meaning in the face of difficult experiences.

The experience of handling various cases of violence is not only seen as a workload, but also as an opportunity to make a meaningful social contribution. The ability to find positive meaning from difficult experiences is one of the characteristics of individuals who have a high level of resilience (Noyo & Huwae, 2025). The meaning-making process helps subject 2 maintain motivation, professional commitment, and psychological well-being despite facing various challenges in his work. In addition to strengthening existing theories, this study makes a new contribution by showing that empathy and interpersonal communication are an important part of the process of building resilience in the profession of service to victims of violence. Resilience research focusing on the individual's ability to cope with stress, while this study shows that the ability to build empathic and humanistic relationships also plays a role in maintaining the psychological well-being of the apparatus. The findings expand the understanding of resilience from an individual perspective to a relational perspective that places the quality of social interaction as an important factor in the psychological adaptation process. These findings are in line with (Den Hartigh & Hill, 2022) shows that the meaning of work is a psychological resource that plays an important role in the formation of resilience. The ability of the three subject subjects to interpret their work as a form of protection and devotion allows them to maintain motivation and psychological well-being in the long term. The relationship between resilience and life meaning shows that individuals who are able to find positive goals in the activities they carry out tend to have better adaptability when faced with stress. These findings support the view that resilience is the ability of a system to maintain stability while making adjustments to the pressures and changes that occur in a sustainable manner (Den Hartigh & Hill, 2022). The resilience of PPA subjects can be understood as a multisystemic, relational, and meaning-based adaptation process that develops through the interaction between work pressure, social support, professional competence, and positive meaning of work (Park, 2024).

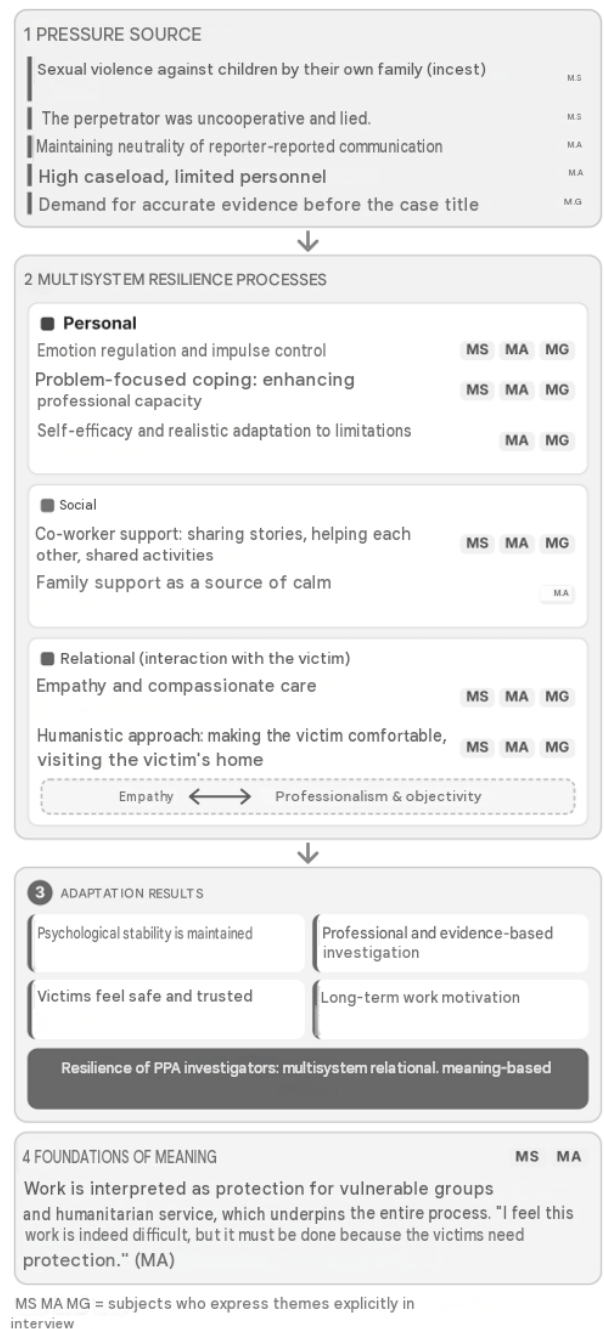


Figure 2 Model of the Resilience Dynamics of PPA Unit Investigators in Social Interaction in Handling Cases of Violence Against Women and Children

Source: Thematic analysis results of interviews, 2026

CONCLUSION

Based on the results of the research conducted, it was concluded that law enforcement subjects in the Women and Children Protection Unit (PPA) faced high emotional pressure in handling cases of violence against women and children, especially when dealing with child victims, uncooperative perpetrators, and the complexity of social dynamics in the community. Nevertheless, the subjects were able to build resilience through various psychological adaptation strategies, such as emotional regulation, problem-focused coping, professional capacity building,

social support from colleagues and family, and positive meaning of work as a form of protection and humanitarian service. Empathy and a humanist approach are important aspects of social interaction with victims because they help create a sense of security and trust during the case handling process, but they still need to be balanced with professionalism and objectivity in the legal process. The findings of this study have several limitations that need to be considered in interpreting the results of the research. The number of participants is relatively limited, namely only three investigators from the Women and Children Protection Unit (PPA) from one institution, has limitations in terms of transferability to PPA units in other regions or institutions that have different organizational characteristics, work culture, and case handling burden. Data collection was carried out through one interview with each participant. This condition limits the opportunity for researchers to conduct a more in-depth exploration of the participants' subjective experiences, including clarifying, deepening the meaning, and confirmation of information that emerges during the analysis process. This study only uses in-depth interviews as the main source of data collection without being supported by triangulation, causing the validation of findings to be completely dependent on the narrative conveyed by the participants.

Based on these limitations, further research is suggested to involve a more diverse number of participants from various police institutions, use in-depth serial interviews, apply data triangulation through observation and documentation, and combine the perspective of investigators with other informants, such as superiors, colleagues, police psychologists, or victim companions. This approach is expected to produce a more comprehensive understanding of the process of forming psychological resilience of PPA Unit investigators in handling cases of violence against women and children.

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ETHICAL APPROVAL

This research has been carried out by paying attention to the principles of research ethics, including providing *informed consent* to all participants before the interview process is carried out and maintaining the confidentiality of the identities of participants and victims in cases discussed during the research process and article writing. At the time of the research, *formal ethical clearance* from the Research Ethics Committee has not been obtained

and is currently still in the submission process. The ethical approval number will be included in the manuscript after the official approval is issued by the Research Ethics Committee.

DECLARATION OF INTEREST

The author stated that there was no *conflict of interest* in this study, whether financial, institutional affiliation, or personal relationships that could affect the objectivity of the research results.

TRANSPARENCY OF DATA

The verbatim data of the interviews supporting the findings of this study are not publicly published in order to maintain confidentiality and protect the identities of the participants and parties mentioned in the cases of violence against women and children. The data can be accessed on a limited basis by interested parties with the consent of the author of the correspondence and in accordance with the applicable research ethics provisions.

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Alifia Donna Soraya contributed to data collection, interview conduct, data analysis, and article draft writing. Vania Ardelia contributed to research supervision, research supervisor, and manuscript review and editing. Both authors have read and approved the final version of the article submitted for publication.

AI USAGE STATEMENT

In the preparation of this article, the author made limited use of a limited number of artificial intelligence (AI)-based tools. Consensus was used to help search and map relevant literature. DeepL was used to assist in the translation of texts between Indonesian and English, especially in the abstract sections; Grammarly was used to check the grammar, spelling, and readability of English texts; while Claude (*Anthropic*) was used to help visualize research findings in the form of diagrams (Figure 1 and Figure 2). In addition, the source literature is accessed through the scientific databases *ScienceDirect*, *ProQuest*, and *Taylor & Francis Online*. All referenced literature has been read and verified directly by the author from the original source. AI is not used to generate data, perform thematic analysis, interpret findings, or draw research conclusions. All outputs of these tools have been reviewed, verified, and edited by the author, so the author is solely responsible for the content, accuracy, and integrity of this article.

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