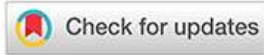


IMPLEMENTATION OF VISITING SERVICES FOR HIGH-RISK PRISONERS IN NARCOTICS PRISON CLASS IIA GUNUNG SINDUR



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ABSTRACT

This study examines the implementation of visitation services for high-risk inmates at Gunung Sindur Class IIA Narcotics Prison. The research focuses on the importance of balancing the fulfillment of inmates' rights with the need for prison security. The research problem lies in how visitation services are applied and the challenges that arise in their implementation. The objective of the study is to gain a deeper understanding of the visitation process and to identify the obstacles encountered during its execution. A descriptive qualitative approach was employed, with data collected through interviews, observations, and documentation. The analysis reveals that, although the visitation services have been implemented according to regulations, there are several challenges hindering their effectiveness, including limited facilities, staff shortages, and technical and administrative issues. The study concludes that improvements in human resource management and administrative efficiency are necessary to enhance the quality of visitation services for high-risk inmates.

Keywords: High-Risk Inmates; Visitation Services; Narcotics Prison; Strict Supervision



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INTRODUCTION

The correctional system in Indonesia is an important part of the integrated criminal justice system, playing a central role as the final stage in the execution of sentences and establishing the location of prisoners' detention (Waskito, 2018). Initially, the prison system in Indonesia was punitive in nature, emphasizing retribution and the separation of prisoners from society. However, over time, the paradigm changed to a more holistic model of rehabilitation and reintegration, with the aim of preparing inmates to return to being productive members of society (Sugiharto, 2012).

This rehabilitation and reintegration approach is reflected in the Indonesian correctional system, which focuses more on the development of prisoners. This can be seen in Law Number 22 of 2022 concerning Corrections, which emphasizes the importance of behavioral improvement, skills development, and preparation of prisoners for social reintegration (Isfannoury, 2020). This system is supported by various Technical Implementation Units (UPT), one of which is the Correctional Institution (Lapas), which is responsible for the service, guidance, care, and security of prisoners.

The rights of prisoners, including the right to be visited, are protected by legislation. Article 9 of Law Number 22 Year 2022 states that every prisoner has the right to receive visits from family, legal counsel, and the community, in accordance with applicable regulations. This is emphasized in Government Regulation Number 32 of 1999 concerning Conditions and Procedures for the Implementation of the Rights of Prisoners, where Article 30 states that prisoners have the right to receive visits. The right to visit is considered important in maintaining the psychological and moral well-being of prisoners while serving their sentence (Yudiantoro & Wibowo, 2021).

Visits are one of the fundamental rights that prisoners have as they play an important role in maintaining their emotional balance and social support. Interaction with family, legal counsel, or outside parties not only provides moral encouragement for prisoners, but also helps the process of guidance and preparation for reintegration into society. However, the implementation of visitation rights is not uniform for all prisoners, especially for high-risk prisoners. High-risk prisoners are individuals who, based on special assessments, are declared to have a great potential threat to security, stability and order within the prison and to the outside community. Based on Kepmenkumham No. M.HH-02.PK.01.02.02/2017, high-risk prisoners are categorized into two qualifications, namely Qualification A and Qualification B. Qualification A includes prisoners who are involved in organized crime networks, terrorism, or have the ability to escape. Meanwhile, Qualification B includes prisoners with a high risk of transmitting dangerous diseases such as HIV/AIDS and Tuberculosis (TB).

The implementation of visitation rights for high-risk prisoners demands a robust and systematic approach to ensure both security and the rights of prisoners. High-risk prisoners are defined as those whose presence in society poses a significant threat to security, safety, and stability, both within prison walls and beyond. According to the regulations outlined in Kepmenkumham No. M.HH-02.PK.01.02.02/2017, the designation of high-risk prisoners is reserved for individuals with serious criminal backgrounds that necessitate heightened surveillance. Data from January 2024 indicates that the Gunung Sindur Class IIA Narcotics Prison is currently home to 11 high-risk prisoners who require intensive monitoring due to their potential to disrupt the prison environment and endanger the community.

Visitation services for these high-risk individuals are meticulously structured to uphold security standards and mitigate risks associated with external influences. The regulations stipulate that visits must be conducted under stringent protocols, which

include obtaining special permits and conducting thorough inspections of all personal belongings brought in by visitors. Moreover, prison officers must maintain vigilant oversight during the visitation process to prevent any disturbances or breaches of security. However, the execution of these visitation services faces several challenges, primarily stemming from inadequate facilities, a shortage of qualified personnel, and various technical and administrative hurdles that necessitate urgent attention to enhance operational efficiency.

As of March 2024, the population of the Gunung Sindur Class IIA Narcotics Prison stands at 1,221 inmates. This figure underscores the complexity of managing a diverse inmate population, where a segment consists of high-risk individuals needing maximum supervision. With such a considerable number of prisoners, the management of the facility faces the dual challenge of fulfilling the rights of inmates, including their right to visitation, while also ensuring that the safety and security of the prison environment are not compromised. The interplay between these responsibilities is critical, as failure to maintain this balance can lead to significant repercussions both inside the prison and within the broader community.

The efficacy of visitation rights for high-risk prisoners is contingent upon a comprehensive evaluation of the current practices and the identification of barriers to successful implementation. A review of the existing visitation protocols reveals the need for strategic enhancements to the visitation process, particularly concerning the infrastructure and human resources allocated to managing such services. It is imperative that prison authorities engage in ongoing assessments to determine how well the visitation rights of high-risk prisoners are being observed and identify specific areas for improvement. By addressing these challenges, prison management can better fulfill its obligations to uphold inmates' rights while safeguarding the integrity of the correctional environment.

Ultimately, ensuring effective visitation services for high-risk prisoners is not merely a matter of compliance with regulations; it reflects a broader commitment to the principles of justice and human rights. Striking the right balance between security and rehabilitation is crucial for fostering a correctional system that not only protects society but also promotes the potential for reform and reintegration of prisoners. Continuous efforts to refine visitation processes, address operational constraints, and enhance officer training will play a pivotal role in achieving these objectives, thus contributing to a more effective and humane prison system.

This study aims to further explore the implementation of visiting services for high-risk prisoners at the Gunung Sindur Class IIA Narcotics Prison. Researchers are interested in understanding how this service is implemented, what challenges arise in its implementation, and how efforts to improve service quality can be made to fulfill the rights of prisoners more optimally. Through this research, it is hoped that a more in-depth understanding of the implementation of visiting services for high-risk prisoners can be obtained, as well as solutions that can be applied to overcome the obstacles faced in its implementation.

LITERATURE REVIEW

Service quality refers to the degree to which the expected level of service meets customer satisfaction and the control over the standard of excellence is achieved (Tjiptono, 2012). According to Parasuraman, service quality is defined as the extent of the gap between what customers actually perceive and what they expect from the provided service. This quality can be measured by comparing customers' perceptions of the service they receive

with their expectations. All company resources are directed towards enhancing service quality, so customer evaluations are based on how well the company's performance meets their expectations.

This theory emphasizes that service quality is assessed by the difference between consumer expectations and perceptions after receiving the service. If consumers perceive the service to be better than expected, it is deemed satisfactory. Conversely, if their perception falls short of their expectations, the service is considered unsatisfactory. Research on service quality often utilizes the SERVQUAL measurement tool to assess the extent to which five dimensions are fulfilled within a specific service context.

In the context of visitation services for high-risk inmates requiring special treatment, these aspects reflect efforts to maintain security, minimize risks, and adhere to specific protocols. Facilities and infrastructure must ensure safety and convey a positive tangible impression to family members or visitors. Moreover, these services must be executed with a high level of reliability, including consistent and guaranteed visitation schedules, allowing families or visitors to depend on specific times to meet high-risk inmates. The decision to offer visitation in separate rooms with distinct schedules demonstrates responsiveness to the unique security needs of high-risk inmates. In this scenario, security responsiveness is crucial. The assurance aspect of service quality theory underscores understanding and confidence. Assigning special officers to escort high-risk inmates provides a guarantee of maximum security during visits.

The research presented in the journal by Sinollah and Masruro (2019) aims to explore how the dimensions of SERVQUAL influence customer satisfaction and loyalty at Mayang Collection, a Muslim fashion store located in East Java. The focus is on the Mayang Collection branch in Kepanjen, situated at Jalan Sultan Agung No. 10. Utilizing a survey method, the study collects data through questionnaires from customers who have made purchases at this store. Employing purposive sampling, the research involves 100 respondents. Findings indicate that the SERVQUAL dimensions significantly impact customer satisfaction, which in turn notably affects their loyalty to Mayang Collection.

In another study by Erwinton (2023), the objective is to demonstrate how the correctional institution provides services to inmates in accordance with the principles outlined in Law No. 25 of 2009 regarding public service. This research also covers new innovations in public services implemented by the institution, along with the accolades it has received for these efforts. The author illustrates how the correctional facility strives to uphold inmates' rights as part of public service and how it serves as a model for public service innovation in Indonesia. Consequently, the journal offers valuable insights into public service practices within correctional facilities and their contributions to community life. The study reveals that the Class II A Cibinong Correctional Institution has met inmates' rights through public service practices consistent with Law No. 12 of 1995 on Corrections. Additionally, findings indicate that this institution received awards for its efforts in human rights-based public service reform and achieved the designation of a Corruption-Free Zone (WB) due to its use of information technology, including the online Community Satisfaction Index (IKM) application, visitor call screens, and queue number machines. Therefore, this research provides a comprehensive overview of public service practices within the correctional facility, including the innovations and recognition it has received.

METHOD

This study employs a descriptive qualitative method to delve deeply into the implementation of visitation services for high-risk prisoners at a designated narcotics prison. This methodological choice is essential as it allows for a nuanced exploration of the complex dynamics surrounding the visitation process, providing clarity on both its operational framework and the inherent challenges faced by prison officials in overseeing these services. By utilizing a qualitative approach, the research can effectively capture the multifaceted nature of the visitation experience, revealing the interactions among various stakeholders, including prison officers and the families of inmates.

Data collection was carried out through multiple techniques designed to ensure a comprehensive understanding of the visitation service. Semi-structured interviews were conducted, offering a platform for prison officers and inmates' families to express their perspectives on the visitation process. This approach facilitated in-depth discussions about the roles they play, the expectations surrounding the visits, and the challenges that arise during the implementation phase. The insights gathered from these interviews are invaluable, shedding light on the personal experiences and feelings of those directly affected by the visitation policies.

Direct observation was another critical data collection method utilized in this study. By observing the visitation process firsthand, the researcher was able to assess how well the procedures align with established security protocols, especially for high-risk prisoners. This observational component provides a practical lens through which the operational aspects of visitation services can be evaluated. It allows for the identification of any discrepancies between policy and practice, offering a richer understanding of how the visitation service functions in real-time scenarios.

In addition to interviews and observations, document analysis played a significant role in this research. Relevant policies and regulations, including specific government decrees and correctional laws, were scrutinized to establish a legal framework for the visitation services. This analytical aspect enables the researcher to contextualize the findings within the broader legal and institutional guidelines that govern the prison system. Through this comprehensive analysis, the study aims to provide clearer insights into both the practical implementation of visitation services and the challenges encountered in supervising high-risk prisoners effectively.

RESULTS AND DISCUSSION

Visiting Service Policy at Class IIA Narcotics Prison Gunung Sindur

The visiting service policy for prisoners within correctional institutions is designed to uphold the rights of inmates while adhering to established legal frameworks. As outlined in Law No. 22 of 2022 regarding Corrections and the Minister of Law and Human Rights Decree No. M.HH-02.PK.01.02.02 of 2017, this policy prioritizes the right to family visits, which plays a crucial role in the rehabilitation and reintegration process of prisoners. By facilitating contact with family members, the policy aims to foster emotional support, which is essential for inmates as they navigate their path toward reintegration into society. The emphasis on visits not only aligns with the legal mandate but also serves as a proactive measure to enhance the psychological well-being of inmates, ultimately aiding their successful transition back into the community.

The regulatory framework also highlights the necessity of balancing the rights of prisoners with the imperative of maintaining security within correctional facilities. The regulations explicitly underscore the importance of access to visitation while recognizing the need for careful consideration of security risks, especially concerning high-risk

prisoners. The Head of the Correctional Guidance and Treatment Subsection elaborates on how the policy is rooted in a commitment to ensuring that all prisoners, regardless of their background, are afforded the opportunity to receive visitors, albeit under conditions that safeguard the stability of the institution. This delicate balance between rehabilitation and security is crucial for the effective management of correctional environments.

Specific provisions within the policy outline the classification of high-risk prisoners, who pose a significant threat to the safety and stability of correctional facilities. Such classifications may include individuals involved in serious criminal activities, such as terrorism or organized drug trafficking. For these inmates, the regulations mandate a more stringent approach to visitation. This includes thorough verification of visitors' identities and the implementation of strict protocols during visitations, which aim to mitigate potential security breaches. By ensuring that only trusted individuals are allowed access, the policy reinforces the commitment to maintaining a secure environment for all inmates and staff members.

In addition to visitor verification, the policy delineates clear guidelines regarding the number of visitors, the duration of visits, and the locations where visits can occur, all tailored to reflect the risk levels associated with individual prisoners. Typically, visitation rights are confined to immediate family members, such as parents, spouses, or children, which serves to limit the potential risks associated with visits. Furthermore, lawyers are granted the privilege to visit high-risk prisoners; however, these visits are strictly regulated to ensure they serve legal purposes only and require prior approval from the correctional authorities. This careful orchestration of visitation rights illustrates the ongoing effort to harmonize prisoners' rights with the overarching need for safety within correctional facilities.

Overall, the visiting service policy embodies a thoughtful approach to prisoner rights that does not compromise security. By articulating clear guidelines and procedures for family and legal visits, the policy not only facilitates essential connections between inmates and their loved ones but also reinforces the integrity of the correctional system. This dual focus on rehabilitation and security is essential for fostering an environment that promotes successful reintegration while safeguarding the well-being of all individuals within the correctional institution. As such, the implementation of this policy marks a significant step toward enhancing the correctional experience, ensuring that inmates are supported in their journey toward reintegration into society while maintaining a safe and secure environment.

Standard Operating Procedure (SOP) for Visiting Services

The implementation of visitation services at Class IIA Gunung Sindur Narcotics Prison is carried out in accordance with the standard operating procedures (SOPs) established by the Directorate General of Corrections. This SOP consists of several important stages designed to ensure that the rights of prisoners are fulfilled while maintaining aspects of security and order in correctional institutions. These stages include visitation requirements, registration procedures, security checks, and the implementation of the visit itself. With this SOP, it is hoped that every visit activity can run smoothly and orderly, and prevent potential abuse that can endanger the security of the institution.

At the visit requirement stage, families or visitors who wish to meet with prisoners, especially those at high risk, are required to submit a written application for permission to visit. This application must be submitted at least one day before the scheduled visit time, accompanied by the identity of the visitor, a certificate of relationship with the prisoner, and the reason for the visit. The Head of the Sub- Section

of Community Guidance, emphasized the importance of careful examination of each application to prevent potential threats. In addition, there are additional provisions for high-risk prisoners, where a recommendation from the Head of Prison is also required to carry out visits. This restriction aims to ensure that only authorized parties have access to prisoners.

Furthermore, on the day of the visit, registration procedures must be strictly followed. Visitors are required to register at the visit service post with their original identity documents and an approved visit permit. The Visitation Administration Officer, explained that each visitor must pass a careful data matching process. In addition, visitors to high-risk prisons are required to fill out a declaration form stating that they are not carrying any prohibited items or communication devices. This registration process is essential to maintain security during the visit.

Security checks are an equally important stage in the visit procedure. Every visitor is required to go through rigorous security checks, including body and luggage checks using metal detectors. The Portatib Section Head, emphasizes that no risks should be taken, so all potentially dangerous items must be deposited in the lockers provided. In addition, prisoners will also be checked to ensure they are not carrying items that could be misused during the visit. These procedures aim to create a safe and controlled visiting environment.

The implementation of the visit itself is carried out in a special visiting room that is separate from the general visiting room for high-risk prisoners. This room is equipped with surveillance facilities such as CCTV and physical barriers to prevent direct contact between prisoners and visitors. Visits are limited to a maximum duration of 30 minutes and are supervised by officers to ensure there are no violations. In some situations, visits can be conducted through video communication media, especially for high-risk prisoners, with strict supervision. This policy helps minimize the risk of potentially harmful physical interactions.

However, the policy also includes restrictions and cancellation of visits. If there is any indication that a visitor is trying to bring in prohibited items or acting suspiciously, the visit may be canceled. Strict measures are taken to maintain security, including canceling suspicious visits. Violations of visitation procedures are recorded for further evaluation, and offending visitors may be subject to a visitation ban for a specified period. With strict policies and procedures, Gunung Sindur Class IIA Narcotics Prison seeks to maintain a balance between the fulfillment of prisoners' rights and the security of the institution, preventing potential disturbances that may arise from interactions with outsiders.

Classification of High Risk Prisoners

The implementation of visiting services for high-risk prisoners at the Class IIA Gunung Sindur Narcotics Prison follows the guidelines outlined in a specific ministerial decree. This framework is designed to address the unique challenges posed by individuals classified as high-risk prisoners, who are recognized for their potential threats to the security and stability of correctional institutions. The classification process involves a comprehensive risk assessment that evaluates several critical factors, including security, safety, and order, both within the prison environment and in its external context. This systematic approach aims to accurately identify prisoners who pose significant risks and to develop tailored strategies for managing their behavior, thereby enhancing overall safety in the correctional facility.

High-risk prisoners are categorized into two distinct groups: Qualification A and Qualification B. Qualification A encompasses individuals associated with terrorist networks, those with access to weapons or explosives, those with prior escape attempts, and those who exert considerable influence within the prison. In contrast, Qualification B includes prisoners at risk of spreading infectious diseases, such as HIV/AIDS, Tuberculosis, and Hepatitis. This dual classification system is vital for determining the appropriate treatment approaches tailored to the unique challenges presented by each group. For instance, prisoners in Qualification A are subject to more stringent restrictions on social interactions, whereas those in Qualification B receive enhanced healthcare attention to monitor and manage their health conditions.

In addition to categorization, the assessment of high-risk prisoners entails a thorough examination of security, order, and safety dimensions. Each prisoner is evaluated based on various safety perspectives, including their potential to harm themselves or others, the likelihood of disrupting the prison order, and the risks associated with escape or committing serious offenses. The risk of reoffending is also considered, alongside any connections to organized crime groups that may impact the safety of the facility and the community. This multifaceted assessment process is crucial in ensuring that each individual at the Gunung Sindur Class IIA Narcotics Prison receives appropriate supervision and treatment based on their specific risk profile, thereby enhancing the effectiveness of prison management strategies.

Moreover, the implementation of visiting services for high-risk prisoners reflects a broader commitment to maintaining safety within correctional institutions. By closely monitoring the interactions of high-risk individuals with visitors and other inmates, the prison administration aims to prevent potential security breaches and maintain order. This proactive approach not only safeguards the facility but also promotes a rehabilitative environment where prisoners can engage in meaningful interactions under controlled circumstances. The overall goal is to mitigate risks associated with high-risk prisoners while facilitating their reintegration into society, should they eventually be released.

In conclusion, the framework established for managing high-risk prisoners at the Class IIA Gunung Sindur Narcotics Prison illustrates a comprehensive approach to correctional management. Through detailed classification, thorough risk assessments, and vigilant monitoring of visiting services, the prison administration seeks to balance the challenges of security and rehabilitation. By recognizing the unique needs of both Qualification A and Qualification B prisoners, the facility can implement tailored strategies that not only protect the safety of the institution but also promote the well-being of the inmates. This nuanced approach is essential for fostering a secure and rehabilitative environment in the context of contemporary correctional challenges.

Constraints in the Implementation of Visiting Services for Risky Prisoners

The conditions at Gunung Sindur Class IIA Narcotics Prison present significant challenges that impact the visitation process for high-risk prisoners. While the available facilities are generally deemed sufficient, the singular dedicated visiting room proves to be a major bottleneck in scheduling visits. This constraint often leads to necessary rescheduling, complicating the efforts of families who wish to maintain contact with their loved ones. The design of the visiting area prioritizes security, which, although essential, results in limited space that can impede the visitation experience. Effective management of this constraint is crucial for ensuring that visits proceed as smoothly as possible, allowing families the opportunity to engage with inmates in a supportive environment.

In addition to spatial limitations, the human resources dedicated to overseeing visits are also inadequate. Currently, a mere six officers are responsible for supervising visits, which is a daunting task considering the large number of inmates requiring oversight. This imbalance in personnel creates an overwhelming workload for each officer, often necessitating that they monitor multiple prisoners simultaneously. Such a situation not only diminishes the quality of supervision but also raises concerns about potential violations occurring unnoticed. Consequently, the prison management must address these staffing deficiencies to enhance both security and the overall effectiveness of visitation practices.

Moreover, the technical and administrative aspects of managing visits introduce further complications. Tight visitation schedules can frequently become disrupted by emergencies or unexpected changes, leading to frustration among families who may have traveled considerable distances. The administrative verification process, designed to authenticate visitor identities and confirm eligibility, can also be time-consuming. Delays resulting from data discrepancies or outdated information regarding prisoner statuses further hinder the efficiency of the visitation process. Such complexities place additional burdens on prison staff, who must navigate these challenges while striving to facilitate a smooth visiting experience.

To address these multifaceted limitations, it is imperative for the prison administration to focus on enhancing their visitation management systems. Improved communication strategies and a more flexible approach to scheduling could alleviate some of the burdens faced by families and staff alike. Furthermore, increasing the number of personnel and providing additional training would enable officers to better manage their responsibilities and improve the quality of supervision. These enhancements could lead to more effective and efficient visitation services, ultimately fostering a more supportive environment for families wishing to maintain connections with high-risk prisoners.

By implementing these changes, Gunung Sindur Class IIA Narcotics Prison can create a more accommodating atmosphere for visitations. Such advancements not only contribute to the welfare of inmates but also strengthen the familial bonds that are vital for rehabilitation. A well-structured visitation process, coupled with adequate resources and support, can significantly impact the overall experience for families, making it easier for them to communicate with their loved ones. In the long run, these improvements will not only benefit the individuals involved but also serve the broader objectives of correctional rehabilitation and social reintegration.

CONCLUSION AND SUGGESTION

The implementation of visiting services for high-risk prisoners at Class IIA Gunung Sindur Narcotics Prison is designed with a holistic approach, balancing the fulfillment of prisoners' rights with the security needs of correctional institutions. This service prioritizes humanist principles, is in line with the Law governing correctional facilities, and ensures that every step in the visitation process meets strict security standards. The five standard operating procedures (SOPs) implemented focus on protecting the rights of prisoners, without neglecting security and order within the prison. Through clear visitation requirements, thorough registration, as well as strict security checks, the institution seeks to prevent potential violations that could jeopardize safety.

Despite efforts to maintain the effectiveness of the visitation service, implementation is faced with various constraints that affect the final outcome. Infrastructure limitations, especially in terms of visiting rooms, create challenges in

scheduling and often result in scheduled visits having to be postponed. This not only disrupts the visitation process, but also potentially disadvantages prisoners who are entitled to receive visits from family and lawyers. With facilities already in place, improvements to the visitation room aspect can help improve the smoothness and comfort during the process.

Human resources are also an important factor affecting the effectiveness of this service. The limited number of officers and lack of specialized training in dealing with high-risk prisoners can lead to problems in supervision. In addition, technical and administrative obstacles such as lengthy identity verification processes and sudden schedule changes often slow down the implementation of visiting services. Strict procedures are meant to maintain security, but can result in longer waiting times for visitors and prisoners, reducing the overall effectiveness of the service

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