

Empowerment of HPI Members in Assisting Foreigners in The Police

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Abstract. The number of legal cases involving foreigners in Indonesia requires the availability of professional legal interpreters. Legal interpreters are indispensable in assisting foreigners involved in legal cases because not all foreigners are fluent in Indonesian and not many officers who handle foreigners can speak English fluently. Currently, the police use many adhoc interpreters who do not have translation or interpretation skills, including: the police themselves, friends, hotel or villa staff or owners of inns or boarding houses, guides, travel drivers, taxi drivers, grab drivers, and even housemaids or pedestrians. This happens because only 8-10 members are willing to become interpreters for assistance in the police. The lack of Indonesian Translators & Interpreters Association (HPI) members who can and are willing to assist foreigners in the police is because they feel a lack of confidence so they do not dare to become interpreters in the police. In addition, members feel that they do not have the experience and skills of police interpreting. From the above problems, the Community Service (PKM) Team offers a solution to partners, namely, empowering HPI of Regional Commissariat (Komda) of Bali members in assisting foreigners in the police. The empowerment of HPI members is carried out by providing seminars and workshops on interpretation in assisting foreigners in the Police. This seminar and workshop were held on May 27, 2023 intensively for one day which was carried out by face-to-face method. For this workshop activity, the Warmadewa University Community Service Team invited three resource persons, namely from academics in the field of interpretation, stakeholders of interpretation users and interpretation practitioners. The results of this PKM activity are expected to, first, increase courage and self-confidence and second, improve the interpreting skills and abilities of HPI Komda Bali members.

Keywords: Assisting Foreigners; HPI Members; legal cases involving foreigners

1. Introduction

Bali is famous as a tourist destination that is visited by many domestic and foreign tourists. During their visit in Bali, the activities of these foreign tourists do not always run smoothly, there are times when they face obstacles. It is not uncommon for them to experience accidents such as traffic accidents, accidents while traveling, loss of goods or pickpocketing. Tourist areas that provide nightlife such as Kuta, Sanur, Nusa Dua, are also very vulnerable to criminal acts involving foreigners, which are caused by the influence of alcoholic beverages, sexual harassment, persecution, and so on. In

addition to the aforementioned criminal acts, it is not uncommon for foreigners or expatriates (foreigners who have lived in Indonesia for a long time) to commit acts of domestic violence, drug abuse, ATM break-ins, fraud and embezzlement in the jurisdiction of Indonesia. At the time of examination at the police station, whether as a reporter, witness, reported, suspect or suspect, police or foreigners need to be accompanied by an interpreter. Interpreters are needed to bridge the language barrier. (Cao and Zhao, 2013; Ana, Susini and Subagia, 2022).. Interpreters are essential to accurately and precisely transfer messages and information from one language to another. (Ana, Susini and Subagia, 2022).. The presence of an interpreter in the examination aims to ensure smooth and successful communication (Nakane, 2007, 2009). (Nakane, 2007, 2009; Oxburgh *et al.*, 2015). For example, all messages in an examination are understood by the relevant parties (Puspani, 2010). (Puspani, 2010). This has been expressly regulated in Law No. 24 of 2009 concerning the Flag, Language and State Emblem. (Bintang and Hafliyah, 2020) As a result, all communication must be conducted in Indonesian. Police questioning creates vulnerability for everyone (Dehaghani, 2021) But when there is a language barrier, that vulnerability is heightened. Suspects are disadvantaged by their lack of access to the process. Interpreters are required to bridge the language and cultural gap for suspects, providing access to communication. Failure to provide an interpreter in court equates to denying the accused the right to be present at the trial. The absence of an interpreter, or a poor interpreter can lead to misunderstandings that are detrimental to a foreigner's situation. (Hale, 2020). Interpreters ensure that foreigners are not unfairly disadvantaged due to errors in communication. Interpreters in the police force are also important for the police themselves who help with communication and interrogation to achieve the main purpose of the Police investigation. At the police station, what an examinee, witness or suspect says, and how they respond to the questions put to them, has the potential to have a serious impact on future criminal proceedings and, thus, an impact on their lives. (Mulayim, Lai and Norma, 2014)..

Given the importance of interpreters in the police force, interpreters must have good working language skills. In addition, they must also have interpreting skills. (Mikkelson, 1998, 2016) and knowledge of the legal system (Morris, 1995; Hale, 2004, 2020).. In addition to good working language skills and knowledge of the legal system, police interpreters also have the necessary strategies to overcome obstacles in their work. This is because the foreigners being assisted are from different countries, with different languages and cultures. In addition, the fields being interpreted are also not always the same and change (domestic violence, abuse, theft, traffic accidents, etc.).

The above description implies how important the role of interpreters is in assisting foreigners in the Police. The need for interpreters is also stated by Ana, et al (2022) in their research entitled "The Role and Function of Legal Interpreters in Assisting Foreigners". In addition to the role and function of interpreters, research conducted by Ana, et al. It also shows that so far those who often become interpreters in the police are the police themselves, friends, hotel or villa staff or innkeepers or boarding houses, guides, travel drivers, taxi drivers, grab drivers, and not infrequently even housekeepers, passers-by who speak English are asked to help the police (ad hoc interpreters). Meanwhile, for cases where foreigners are accompanied by lawyers, interpreters from the HPI interpreter association are generally used (professional interpreters). Judging from the educational background and field of expertise of non-member interpreters of the HPI association above, it is certain that the level of accuracy of the message conveyed is inadequate. Due to the lack and difficulty of finding interpreters

who are trained in their fields, the police take shortcuts, namely using interpreters as much as possible, with the aim that the case can be handled immediately.

The problems raised in this service are

(1) Why is the 186-member Indonesian Interpreters Association (HPI) unable to provide interpreters to the police force, forcing the police to hire interpreters who lack competence?

(2) What are the obstacles faced by HPI members in assisting foreigners in the police?

Based on this problem, the PKM Team of Warmadewa University believes that HPI members need to be empowered through seminars and workshops on police interpretation. Through this seminar, it is hoped that members' insights will be more open and the workshop is expected to improve their skills and confidence in assisting foreigners in the police.

2. Method

There are several stages carried out in the implementation of this "empowerment of HPI Komda Bali members in assisting foreigners in the Police". The stages of the activities carried out are as follows:

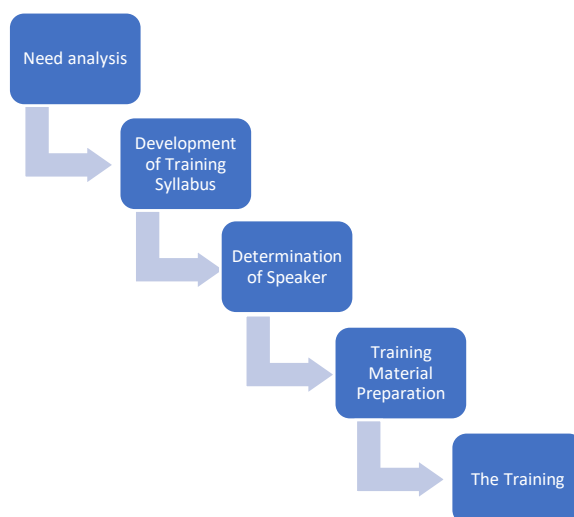


Fig. 1. The stages of the activities

Needs analysis

From the Flow Chart above, it can be seen that the Warmadewa University PKM begins by conducting a needs analysis, namely analyzing the knowledge and skills needed for the benefit of assisting foreigners in the Police. This *need analysis* was carried out by interviewing the head of HPI Komda Bali and HPI members who often assist foreigners in the Police. In addition to direct interviews, the "*need analysis*" questionnaire was also sent to members who have assisted foreigners in

the police but could not be interviewed directly. This "*need analysis*" questionnaire was created using google form, then sent to respondents.

Creation of training syllabus

From the results of the "*need analysis*" questionnaire and interviews with partner members, the Warmadewa University PKM Team developed a training syllabus. The syllabus made by the PKM Team was then sent back to the Chairperson and Members of HPI who had assisted foreigners in the Police for further input.

Determination of resource persons

Based on the syllabus that has been verified and approved by the partners, the Warmadewa University PKM Team selects resource persons who are considered appropriate. Initially, only two resource persons were needed for this PKM program. First, a resource person from the academic community in the field of interpretation. This resource person will explain interpreting theoretically. Second, a resource person from among direct practitioners. This resource person will explain the experience and best practices of interpreting in the Police. However, after intensive communication with this PKM Partner, it was decided to invite three resource persons: Prof. Dr. Ida Ayu Made Puspani, M.Hum from the academic community, Mrs. Eny Perimawati, S.Kom, SH, from the user side of the Denpasar City Police (Denpasar City Poltabes), and Kuntayuni, SS, M.TransInterp., a practitioner interpreter member of HPI.

Preparation of training materials

The Warmadewa University PKM team together with resource persons prepared training materials based on the approved syllabus. This material is then compiled in the form of training materials which will be reproduced according to the number and given to the training participants.

Interpretation training

The initial plan for this PKM activity was only in the form of training, after in-depth discussions, seminars were added, so that seminars and workshops were held. These seminars and workshops are carried out using the face-to-face method. For this workshop activity, the Warmadewa University PKM Team invited two resource persons, namely, Prof. Dr. Ida Ayu Made Puspani, M.Hum from academics in the field of interpretation. This resource person gave an explanation of police interpreting both theoretically and practically, because this resource person was also an interpreter in the field of law. The second resource person was Ms. Eny Perimawati, S.Kom, SH from Denpasar City Police (Denpasar City Poltabes), a police investigator who handles many cases involving foreigners and is experienced in working with police interpreters. She explained the importance of interpreters as mediators who connect communication between police interpreters and foreigners and vice versa, without the assistance of interpreters, the results of examinations at the investigation and investigation levels are considered invalid and cannot be accepted at the next level of examination. For the training activities as a series of seminars, practitioners of interpretation in the Police were invited. The PKM Unwarn team invited Kuntayuni, SS, M.TransInterp., a practicing interpreter member of HPI. This resource person explained the experience and *best practices* of interpreting in the Police. The materials for this training were prepared in the form of training

materials which were later reproduced according to the number and given to the training participants. The workshop was held for one full day, on May 27, 2023 at Warmadewa College, with 35 participants.

3. Result and Discussion

Participants involved in this Community Service (PKM) activity were 23 members of HPI Komda Bali. This PKM also involves new interpreter candidates. The Unwar PKM team also invited 3 higher education institutions in collaboration with Unwar, namely 3 from Mahasaraswati University students, 2 from Dwijendra University, and 5 from Dhyana Pura University. As the PKM organizer, 5 Warmadewa Faculty of Letters students were also involved as participants, so the total number of participants was 35 people.

The results of this PKM activity are as follows:

For HPI Komda Bali as the subject of this PKM - the empowerment of HPI Komda Bali members is increasing. In other words, more HPI members have interpreting knowledge and skills so that they can and are increasingly brave to enter the world of interpreting in the police.

For the police as users of interpretation services - it is easy for the police to get interpreters at any time so that they no longer use police officers, drivers, guides, domestic assistants and others as interpreters. There is no longer any doubt of impartiality in the delivery of messages in police interpreting and the quality of the examination process is faster and better.

For students and participants from universities - the acquisition of knowledge about the intricacies of police interpreting, from the importance of police interpreters, interpreting methods and techniques, to the ethics of being a police interpreter. Providing initial experience of interpreting in the police, which so far has only been limited to theory, with direct practice with other participants guided by experienced resource persons.

For the PKM Team and the PKM granting institution - the output in the form of news can be seen in the news "LPM Unwar Gandeng HPI Komda Bali Gelar Semiloka" published on balipuspanews.com (link: <https://www.balipuspanews.com/lpm-unwar-gandeng-hpi-komda-bali-gelar-semiloka.html>), video documentation during the activity can be seen through the youtube channel: <https://youtu.be/ZCupE53VGrU>. While journals and IPR are still in process.

In addition to the aforementioned results, the economic and social impacts obtained by the implementation of this activity of Empowering Members of the Indonesian Translators Association Bali Regional Commissariat in Assisting Foreigners in the Police are as follows:

Economically, members of HPI of Bali Regional Commissariat who engage in translation activities will receive payment for their services. This can increase their personal income and help improve their economic conditions. The success of the Indonesian Translators Association in Bali in translation services can open up opportunities for the development of related businesses. This could include private translation companies or legal consultancies focusing on foreigner assistance. This would create additional jobs and contribute to the growth of the local economy.

A good translation service can create a more positive experience for foreign tourists dealing with the police in Bali. This can result in positive recommendations and promotions, which in turn can boost tourism, bringing more revenue to the area.

Socially, empowering members of the Indonesian Translators Association can assist in providing fairer access to foreigners who may face language challenges when dealing with the police. This can improve the sense of fairness in the legal system. Members of the Indonesian Translators Association in Bali who regularly interact with foreigners can create opportunities for cultural exchange and better intercultural understanding. Interpreters can help prevent conflict and miscommunication that may arise due to language and cultural differences. This can help maintain social peace and order in Bali. Foreigners assisted by members of the Indonesian Interpreters Association can have a better understanding of the law and their rights. This can increase legal awareness among the foreigner community in Bali. Members of the Indonesian Translators Association who engage in interpreting activities can feel more socially and professionally empowered. This can boost their confidence and motivation to contribute to society.

Although all efforts have been made by the PKM Team of Warmadewa University in implementing this Community Service activity for HPI Komda Bali members, obstacles remain a seasoning for activities. The inhibiting factors of this PKM activity include: (1) The limited budget for this PKM activity limits the ability to provide adequate facilities, invite expert speakers, or provide financial support to participants, (2) The lack of members of the Indonesian Translators Association who have skills and experience in police language translation may hinder the quality of training and services provided. (3) Some parties may have resistance to the role of interpreters in policing, or they may not believe in their benefits. This may hinder active participation in events and acceptance of interpreting services in the police force.

In addition to inhibiting factors, this PKM Team has factors that support this activity, among others: (1) The good collaboration between PKM Team of Warmadewa University, Indonesian Translators Association Komda Bali and the local police in Bali greatly facilitated the access to hold this activity. (2) Support from the police also helped in developing relevant training materials, (3) The availability of adequate facilities and infrastructure, such as meeting places, a solid PKM Team supported the smooth running of this event, (4) Support and active participation from partner universities in collaboration with Unwar helped in promoting and supporting this event. It can also create a better awareness of the importance of translation in the police environment. (4)The involvement of Indonesian Translators Association members who have training and experience in translation will improve the quality of training and services provided.

4. Conclusion

This workshop has been a significant step in the effort to improve police services to foreigners in Bali. Through this activity, various results and benefits have been achieved:

Increased Awareness and Skills: Workshop participants, especially police officers, have increased their awareness of the importance of professional discretion in dealing with foreigners.

Strong Cooperation: The workshop has strengthened the cooperation between Warmadewa University, the Indonesian Translators Association and the local police in Bali. This stronger partnership will contribute to improving the quality of interpreting services in the future.

Improved Services to the Public: With improved understanding and skills in interpretation, the police force in Bali can provide better and fairer services to foreigners who deal with them. This means easier access to legal processes and protection of individual rights.

Empowerment of Association Members: Members of the Indonesian Translators Association have also been empowered through this workshop. They have improved their competence in translation and contributed to raising awareness of the importance of language translation.

Sustainable Approach: This workshop is not the end of the endeavor. Strategic steps have been designed to keep the activities sustainable, which will ensure that the positive results achieved continue and grow.

The "Police Interpretation Sundries" workshop is an important step in improving the relationship between the police and the Balinese community and in ensuring that the language needs of foreigners dealing with the police are effectively met. This workshop is a clear example of how cooperation, training and awareness can have a positive impact in the context of public service.

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