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Strengthening Correctional Clients' Compliance with Guidance Obligations as an Effort to Prevent Recidivism

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A R T I C L E I N F O

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A B S T R A C T

This study examines the structure and effectiveness of Community Guidance in promoting Correctional Clients' compliance and develops a model to prevent recidivism. Empirical data were collected in July 2026 from the guidance records of 500 randomly selected clients out of 7,861 active clients at the Class I Correctional Centre in Medan. Data were analysed descriptively by compliance level and guidance duration, and interpreted using legal provisions, guidance guidelines, and the Risk-Need-Responsivity, Therapeutic Alliance, Procedural Justice, and Desistance frameworks. The findings show that 32.4% of clients were very compliant, 18.6% compliant, 5.4% moderately compliant, and 43.6% non-compliant. Compliance variations indicate that longer guidance periods do not necessarily improve compliance. The study results in an adaptive compliance-strengthening model comprising assessment, tailored interventions, monitoring, feedback, evaluation, and ongoing guidance.

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INTRODUCTION

Indonesia's correctional system has transitioned from a punitive approach to one that prioritises social reintegration as a central component of the correctional process. Law Number 22 of 2022 concerning Corrections codifies this transformation by designating Community Guidance as a core function of correctional services. Community Guidance aims to facilitate social reintegration and protect the community from recidivism (Nainggolan, 2019).

In practice, Correctional Centres play a strategic role in guiding and supervising Correctional Clients based on their individual conditions and needs. The effectiveness of this process depends on both the quality of the guidance program and the Client's active participation in fulfilling their obligations. Law Number 22 of 2022 mandates that Clients comply with Community Guidance requirements and participate in the guidance program in an orderly manner. Regular mandatory reporting constitutes one form of compliance. This obligation serves not only an administrative function but also helps monitor the Client's progress, identify obstacles, and determine appropriate follow-up guidance.

However, non-compliance by Clients should not be automatically interpreted as a rejection of the guidance process or as an increased risk of recidivism. For instance, absenteeism in mandatory reporting may result from economic constraints, geographic distance, employment demands, family circumstances, or other factors that impede the Client's ability to fulfil obligations. The diversity of these causes complicates determining appropriate responses to non-compliance. Responses focused solely on increased oversight or stricter enforcement of administrative requirements may fail to address underlying barriers. Conversely, responses that disregard legal obligations may undermine consistent implementation of guidance. Therefore, an approach is needed that balances the certainty of enforcing obligations, the accuracy of follow-up, and the need for individualised guidance.

Several studies in Indonesia have examined factors influencing the effectiveness of community guidance implementation. Oktarina (2025), in a study of relationships between Community Counsellors and adult Clients at Bapas Class I Palembang, emphasises the significance of interpersonal communication, trust, the Client's social background, and the officer's workload. Poetra & Wibowo (2022) identify client commitment, economic and environmental conditions, and supervision as factors that help prevent recidivism through Correctional Centre guidance. Collectively, these studies indicate that guidance success is closely linked to interpersonal relationships and the Client's circumstances. However, a notable gap remains regarding how information about Client compliance is utilised to tailor guidance responses to individual needs and obstacles.

International studies on community supervision broaden understanding of the effectiveness of community counselling and client compliance levels by examining officer-client relationships and behaviour-change processes. Burnett & Mcneill (2005) and Mcneill (2006) emphasised the importance of counselling relationships in supporting desistance, i.e., the process of moving away from involvement in criminal acts. However, constructive relationships do not, by themselves, guarantee compliance. Alward et al. (2025) found that perceptions of procedural justice relate to the quality of the relationship between probation officers and clients. Still, their study did not find that relationship quality directly relates to compliance outcomes. These findings showed that effective relationship-building must be paired with a coaching strategy that considers other compliance-related factors.

For intervention adaptation, the Risk-Need-Responsivity (RNR) framework offers a structured approach to assessing risk levels, criminogenic needs, and individual characteristics when determining appropriate guidance (Bonta et al., 2010; Taxman, 2002). In contrast, the procedural justice perspective emphasises exercising authority in a fair, transparent, and communicative manner to promote understanding and acceptance of supervision (Tyler, 2006). Research by Van Hall et al. (2026) showed that perceptions of procedural justice are linked to probation officers' legitimacy and individuals' perceived obligation to comply with rules. These perspectives serve distinct yet complementary roles: RNR informs response selection based on client needs, while procedural justice underpins the delivery of fair, acceptable guidance. Nevertheless, the effectiveness of risk-based approaches warrants critical examination, as empirical findings regarding their components remain inconsistent (Fazel et al., 2024).

Analysing compliance patterns adds another dimension to guidance strategy development. Lowder et al. (2025) found that non-compliance during probation takes various forms and that repeated violations increase the likelihood of probation revocation. These findings underscore the importance of identifying non-compliance early, rather than intervening only after multiple violations. However, research outcomes from probation systems in other countries cannot be directly applied to Community Guidance in Indonesia because legal, institutional, and implementation frameworks differ.

Although previous studies have examined various aspects of community-based corrections, client compliance, and factors associated with successful social reintegration, further research is needed on the use of administrative compliance data as a basis for determining subsequent guidance measures. Data on the fulfilment of mandatory reporting obligations can be used not only to describe clients' levels of compliance but also as preliminary information for identifying the need for evaluation and adjustments to guidance. Therefore, an approach is needed that links compliance assessment results to the determination of guidance responses tailored to clients' individual circumstances.

Building on these considerations, this study aims to analyse how Community Guidance is implemented and its effectiveness in promoting Clients' compliance with guidance obligations. Additionally, the study seeks to develop an optimal model to strengthen compliance as part of recidivism prevention. This research offers a compliance-strengthening model that integrates empirical findings on Clients' compliance conditions with relevant legal frameworks, guidance protocols, and conceptual approaches. The proposed model aims to shift guidance from merely ensuring administrative compliance to actively fostering ongoing Client engagement and compliance as a strategy for recidivism prevention.

THEORETICAL REVIEW

Community Guidance and Client Compliance

Correctional Services not only carry out sentences but also provide guidance, supervision, and support for social reintegration. Community Guidance is part of Correctional Services and supports social reintegration and prevents repeat criminal acts (Undang-Undang Republik Indonesia Nomor 22 Tahun 2022 Tentang Pemasyarakatan, 2022). In practice, the Community Advisor conducts community research and mentors, guides, and supervises the Client. These functions require attention to the Client's characteristics and needs. For underage clients, guidance should prioritise the underage client's best interests, including protection and development. This aligns with the study of the educational justice system and child protection, which emphasises meeting underage clients' needs (Harahap, 2018; Simatupang & Faisal, 2018). Supervision ensures that the Client meets requirements and follows the set program, while guidance helps the Client change and adjust in life. Compliance with the obligation to provide guidance is important to sustain the guidance process.

One form of compliance is the Client's regular participation in mandatory reporting and the guidance program. Mandatory reporting serves not only as an administrative obligation but also as an opportunity for the Community Advisor to monitor the Client's development, identify obstacles, provide direction, and evaluate the guidance process. Therefore, in this study, compliance means the Client consistently fulfils guidance obligations, not merely administrative presence. This understanding aligns with the Guidelines for the Supervision of Community Guidance Programs, which define supervision as a process to ensure compliance with set requirements and programs, and to monitor developments, social conditions, and the risk of repeating criminal acts (Direktorat Pembimbingan Kemasyarakatan, 2026). Thus, guidance and compliance are interrelated. Guidance requires the Client's involvement for the intervention process to proceed, while compliance gives the Community Advisor space to carry out guidance and supervision on an ongoing basis. In this study, compliance underpins the need to strengthen guidance implementation and sharpen the study's focus.

Risk-Need-Responsiveness as the Basis for Individualisation of Guidance

Risk-Need-Responsiveness (RNR) provides a basis for adjusting interventions to individual characteristics. Andrews et al. (1990) explain the three main principles of RNR: risk, need, and responsiveness. The risk principle guides intervention intensity based on risk; need directs intervention to needs related to criminal behaviour; and responsiveness emphasises adjusting delivery to individual characteristics and conditions. In the context of Community Guidance, the principle provides the basis that guidance does not have to be provided in the same form and intensity to all Clients. Clients may have different levels of risk, needs, abilities, and barriers. Similarly, non-compliance with administratively similar guidance obligations may not necessarily have the same cause. Work, family, residence, understanding of obligations, or individual factors may require different guidance responses.

Therefore, uniform supervision alone is not enough to strengthen compliance. Guidance needs to consider the Client's condition and adjust the intervention form to the needs found. Nonetheless, RNR should be used critically. Fazel et al. (2024), through an umbrella review of 26 meta-analyses, found that empirical evidence on RNR is not yet fully consistent and that overall evidence quality remains limited. The findings suggest that RNR cannot be treated as a formula that automatically reduces recidivism. In this study, RNR serves as an individualised coaching framework to explain adjustments in response based on the Client's conditions, needs, and responsiveness.

Therapeutic Alliance and Procedural Justice in Guidance

Community Guidance occurs within a professional relationship between the Community Counsellor, who has formal authority, and the Client, who is obligated to follow the guidance. Therefore, the quality of the relationship and the exercise of authority are important to understanding the Client's involvement and compliance. The concept of Therapeutic Alliance, or working alliance, emphasises the quality of working relationships, communication, agreement on goals, and individuals' involvement in the change process. In probation practice, the relationship between the officer and the supervised individual can support change and desistance (Burnett & McNeill, 2005). In Community Counselling, this concept is not interpreted as a therapeutic relationship in a clinical sense, but rather as a professional working relationship that allows the Client to understand the purpose of the counselling, convey obstacles, receive direction, and engage in the process of change.

Research by Alward et al. (2025) showed that perceptions of procedural justice are related to the quality of the relationship between probation officers and Clients. However, the quality of those relationships does not directly predict compliance. The findings suggest that good relationships cannot be considered a single cause of compliance, but can be a condition that favours the Client's involvement in the supervision process. Meanwhile, procedural justice emphasises how authority is exercised, including respectful treatment, opportunities to voice one’s opinion, consistency, neutrality, and explanations. Van Hall et al. (2024) found that perceptions of procedural fairness on the part of probation officers were associated with the felt obligation to obey the law and

with the risk of recidivism during the follow-up period. These findings suggest that how Clients experience the supervision process can shape their acceptance of authority.

In this study, the two perspectives complement each other. Therapeutic Alliance focuses on the quality of the working relationship and Client engagement, while procedural justice focuses on the quality of the process and the manner in which authority is exercised. Neither is intended to replace the supervisory function; rather, both serve as a foundation for guidance that is communicative, consistent, and supportive of Client engagement.

Desistance and Prevention of Recidivism

Desistance views stopping criminal acts as a process of change that unfolds over time. This process is not always linear and may be shaped by individual development, social relationships, the environment, and opportunities to live a life not oriented toward crime. Mcneill (2006) emphasises that a desistance perspective implies supervision should focus not only on risk control, but also on supporting individual change. In line with this view, criminal behaviour needs to be understood in a broader context, including the factors that underlie and influence a person's behaviour (Simatupang & Faisal, 2017). Therefore, compliance with the obligation of guidance cannot immediately be seen as proof that the Client has completely stopped committing criminal acts. Compliance is better understood as the Client's involvement in the guidance process. Fulfilling these obligations allows ongoing guidance, so the Client's development and needs can be monitored and used to provide appropriate assistance.

The relationship between compliance and recidivism is therefore not understood as a direct cause-and-effect relationship. Compliance does not in itself guarantee the non-recurrence of criminal acts. However, compliance can support ongoing guidance. In contrast, guidance appropriate to the Client's needs can create space for a behaviour-change process aligned with the desistance perspective. Based on this perspective, this study frames compliance as part of efforts to strengthen Clients' involvement in the Community Guidance process. RNR provides a basis for individualising responses; Therapeutic Alliance emphasises employment relationships and involvement; Procedural Justice provides principles for exercising authority fairly and communicatively; and Desistance offers an orientation to behaviour change as part of efforts to prevent the recurrence of criminal acts. The development of the application of the RNR model in this study lies in positioning mandatory reporting compliance as operational information that connects the monitoring of obligation fulfilment with the determination of subsequent guidance measures. The RNR principles are translated into an adaptive guidance mechanism comprising compliance assessment, identification of potential barriers, determination of appropriate reinforcement or intervention measures, and evaluation and adjustment of guidance. Thus, the results of compliance monitoring serve as a basis for determining the need for further assessment and tailoring guidance responses to the clients' circumstances. The application of this model continues to consider

clients' risk, needs, and responsivity as the foundation for the individualization of interventions.

METHODOLOGY

This study uses a socio-legal method with empirical and normative approaches. The empirical approach analyses Correctional Clients' compliance with mandatory reporting obligations using administrative data from the Medan Class I Correctional Centre. The normative approach examines community guidance arrangements based on relevant laws, regulations, and literature.

Empirical data were obtained from the guidance records of Correctional Clients actively undergoing guidance at the Medan Class I Correctional Centre. The research population comprised 7,861 Clients as of July 2026. The sample size of 500 Clients was determined using Slovin's formula, (n=N/(1+Ne^2)), with an approximate margin of error of 4.33%. Subsequently, the 500 Clients were selected using simple random sampling. The data covered the fulfilment of mandatory reporting obligations up to July 31, 2026. The records were examined to determine compliance levels and classify Clients according to their compliance status and guidance duration. The data were analysed quantitatively by calculating the percentage of compliance and the distribution of Clients across compliance levels and guidance periods. The analysis focused on administrative compliance patterns and their implications for determining subsequent guidance measures, rather than examining variations based on offense types or other client sub-demographic characteristics. Consequently, the study does not establish whether compliance patterns differ across these characteristics, representing a limitation and an opportunity for future research to develop a more comprehensive understanding of the factors influencing compliance and the individualization of guidance interventions.

Operationally, the compliance of the Correctional Client is defined as the level of fulfilment of the mandatory reporting obligation in accordance with the guidance schedule set during the observation period. Compliance is measured by comparing the number of mandatory reports actually implemented with the number that should be implemented. The measurement accounts for each Client's guidance period, excluding the month the Client is received, when calculating mandatory reporting obligations, as seen in the Eq. (1).

$$\boldsymbol{Compliance\ Level}(\%) = \frac{\textbf{Numbers of mandatory reporting session completed}}{\textbf{Numbers of mandatory reporting session required}}\ x\ 100\% \quad \text{..... (1)}$$

The categorisation of compliance levels is adapted from the classification in the statistical metadata of the Central Statistics Agency (BPS) regarding taxpayer compliance, namely highly compliant (81–100%), compliant (66–80%), moderately compliant (51–65%), and non-compliant (0–50%) (Badan Pusat Statistik, 2024). The classification was adapted for the research's operational needs by shifting the focus to the fulfilment of mandatory reporting obligations for Correctional Clients. The distribution of Clients in each category was calculated as the proportion of Clients assigned to that category relative to the total sample (500), expressed as a percentage.

The counselling duration was grouped into five categories: 0–3 months, 4–6 months, 7–12 months, 13–24 months, and more than 24 months. Data were analysed descriptively to describe the distribution of compliance levels and how they varied by the length of time participants underwent counselling. The descriptive results were then interpreted qualitatively by referring to legal provisions, relevant theories, and community guidance literature to assess guidance implementation and develop a model to strengthen compliance aligned with the characteristics of Correctional Clients.

RESEARCH RESULTS

Conditions of Compliance of Correctional Clients with the Obligation to Carry Out Guidance

Table 1 presents an overview of the clients' compliance level based on the processed research data. The results showed that the non-compliant category was the largest group, at 43.6%, followed by the very compliant category at 32.4%, compliance at 18.6%, and moderately compliant at 5.4%. The distribution indicates that Correctional Clients' compliance levels remain diverse, with the non-compliant category as the largest group. This provides a basis for further examining whether compliance patterns vary by the length of the mentorship period

Table 1. Compliance Levels of Correctional Clients

Compliance Categories	Total	Percentage
Highly compliant	162	32,4%
Compliant	93	18,6%
Moderately compliant	27	5,4%
Not compliant	218	43,6%
Total	**500**	**100%**

Source: Data on guidance for Medan Class I Correctional Centre Clients, July 2026, processed.

Compliance Patterns Based on the Length of Mentorship

The compliance pattern is then seen based on the length of the guidance period which can be seen on Table 2. The distribution of compliance by guidance period length showed a non-linear pattern. The percentage of non-compliant Clients decreased from 43.9% in the 0–3-month guidance group to 34.4% in the 7–12-month group, but increased to 55.0% in the 13–24-month group and 62.5% in the more than 24-month group. In contrast, the proportion of Clients in the compliant and highly compliant categories tended to be lower in the group with a longer guidance period. These findings suggest that guidance length does not, by itself, reflect increased compliance. However, this pattern should be understood descriptively and cannot be interpreted as a direct cause-and-effect relationship.

Table 2. Distribution of Compliance Categories Based on Length of Guidance

Length of Guidance	Total	Not compliant	Moderately compliant	Compliant	Highly Compliant
0–3 months	173	43,9%	0,0%	15,6%	40,5%
4–6 Months	122	37,7%	6,6%	28,7%	27,0%
7–12 months	93	34,4%	11,8%	19,4%	34,4%
13–24 months	80	55,0%	7,5%	11,3%	26,2%
>24 months	32	62,5%	6,2%	12,5%	18,8%

Source: Data on guidance for Medan Class I Correctional Centre Clients, July 2026, processed.

DISCUSSION

Structure and Effectiveness of Guidance Implementation in Supporting Client Compliance

Community Guidance is carried out through guidance and supervision activities to support the Client's social reintegration. In this study, mandatory reporting refers to the Client's obligation to report as part of that guidance. It also allows Community Counsellors to monitor the Client's development, identify obstacles, and provide direction based on the conditions faced. This aligns with Law Number 22 of 2022 on Correctional Services, which includes guidance as part of implementing the Correctional System oriented toward social reintegration.

The study showed that the non-compliance category covered 43.6% of Clients, making it the largest group compared to other categories. These findings showed that fulfilling guidance obligations remains a challenge in implementation. The existence of mandatory reporting obligations and supervision mechanisms does not, by itself, guarantee compliance for all Clients. This aligns with Poetra & Wibowo (2022), who identified Clients' commitments, economic and environmental factors, and supervision as challenges in implementing guidance in Correctional Centres. Thus, this study assesses the effectiveness of guidance narrowly through mandatory reporting compliance, not as an overall measure of guidance success or recidivism prevention.

The relatively high proportion of non-compliant Clients (43.6%) suggests that fulfilling mandatory reporting obligations may involve challenges beyond individual willingness to comply. Economic constraints may limit Clients' ability to cover transportation expenses, particularly for those residing far from the Correctional Centre. Geographical distance and limited access to public transportation may further increase the time and financial resources required to fulfil reporting obligations. In addition, employment commitments and family responsibilities may create competing demands that interfere with scheduled guidance sessions. These circumstances suggest that non-compliance should not necessarily be interpreted solely as a lack of willingness to participate in guidance, but may also reflect practical barriers affecting Clients' ability to fulfil their obligations.

The difference in compliance levels by guidance duration further showed that longer guidance does not automatically increase compliance. The percentage of non-compliant clients decreased from 43.9% in the 0–3-month guidance group to 34.4% in the 7–12-month group, but increased to 55% in the 13–24-month group and 62.5% in the more than 24 months group. This pattern showed that compliance does not increase linearly with guidance duration. However, because this study is descriptive, the difference cannot be used to conclude that guidance length causes changes in compliance levels. Instead, these findings reinforce the need to consider clients' characteristics, needs, and barriers when implementing guidance.

From the Risk-Need-Responsivity (RNR) perspective, interventions should be adjusted to clients' risk levels, relevant needs, and individual responsiveness. Research by Qurniawati & Santoso (2024) at the Pamekasan Class II Correctional Centre identified residential distance and work demands as factors associated with the non-fulfilment of mandatory reporting obligations. These findings suggest that non-compliance may reflect practical obstacles and individual circumstances rather than simply a lack of willingness to participate in guidance. Such barriers are particularly relevant to the responsivity principle, which emphasises adapting interventions to individual characteristics and circumstances. For example, Clients experiencing transportation or economic difficulties may require additional facilitation, while those facing employment or family commitments may require more flexible scheduling where institutionally permissible. Accordingly, compliance monitoring should be accompanied by efforts to identify potential barriers and determine guidance responses that address both compliance status and the circumstances underlying non-compliance.

Beyond adjustments to individual needs, the Client's involvement also depends on the quality of the relationship between the Community Counsellor and the Client. The Therapeutic Alliance perspective emphasises the importance of working relationships that support understanding of the guidance goals, openness in conveying obstacles, and the Client's involvement in the change process. Oktarina's (2025) research on the Palembang Class I Correctional Centre outlines the importance of interpersonal communication, trust, the Client's social background, and the officer's workload in the relationship between the Community Counsellor and the adult Client. Meanwhile, the Procedural Justice perspective emphasises fair treatment, clear communication, consistent

implementation of obligations, and opportunities for the Client to convey the conditions they are facing. These two perspectives complement the RNR by supporting a counselling relationship that helps the Client understand their obligations and participate in their implementation.

Based on these empirical findings and theoretical perspectives, compliance strengthening should use mandatory reporting monitoring results to identify obstacles, determine guidance responses, and periodically evaluate the Client's development. This approach allows follow-up to adjust to the Client's conditions while maintaining mandatory reporting as a means of supervision and guidance. This strengthens the basis for a compliance model that better fits the characteristics and needs of Correctional Clients.

The Need to Strengthen Client Compliance

The study findings showed that Clients' compliance with the guidance obligation has not been established evenly. The proportion of Clients who have not complied, especially in the group with a longer guidance period, indicates that continuity of guidance does not, by itself, guarantee compliance. This condition confirms the need to strengthen compliance not only through administrative monitoring, but also by considering the conditions that affect the Client's involvement in the guidance.

Nevertheless, the identification of these potential barriers remains limited by the nature of the available data. The administrative records used in this study document the fulfilment of mandatory reporting obligations but do not provide detailed information on the economic, geographical, employment-related, or family circumstances of individual Clients. Consequently, these factors are discussed as potential explanations informed by previous research rather than empirically verified non-compliance in the study sample. Future research should incorporate interviews or other qualitative data collection methods to investigate these barriers and better understand how they influence Clients' compliance with mandatory reporting obligations.

Based on these findings, three main needs emerge for strengthening compliance. First, guidance should be individualised according to each Client's conditions, risks, needs, and development. Second, communication and interaction should be strengthened through clear explanations of obligations, constructive feedback, and opportunities for Clients to communicate their difficulties. Third, responses to non-compliance should be differentiated by distinguishing routine compliance monitoring from interventions addressing the factors that hinder fulfilment of mandatory reporting obligations.

These three needs indicate that compliance assessment results should be used as a basis for decision-making in guidance. Information on the level of compliance does not stop at grouping clients; it must be followed up by identifying obstacles and determining appropriate responses. Thus, strengthening compliance is not achieved solely through increased administrative control, but through guidance that accounts for differences in the Client's conditions.

Conceptually, these needs can be explained by integrating multiple perspectives. Risk-Need-Responsiveness (RNR) provides a basis for adjusting interventions to individual risks, needs, and responsiveness. Therapeutic Alliance emphasises working relationships that support Client engagement, while Procedural Justice provides principles of fair treatment, clear communication, and regular exercise of authority. Meanwhile, the desistance perspective provides a long-term orientation by supporting behaviour change and sustainable social reintegration.

The four perspectives provide complementary foundations for formulating guidance responses according to the Client's conditions. Building on this integration, this study proposes a compliance-strengthening model that positions mandatory reporting compliance as operational information for determining subsequent guidance measures. The model links compliance assessment with the identification of potential barriers, determination of appropriate reinforcement or interventions, and continuous monitoring and evaluation of the Client's development. Through this approach, administrative compliance monitoring becomes a basis for adaptive guidance rather than merely a mechanism for recording the fulfilment of obligations.

Model of Strengthening Compliance of Correctional Clients as an Effort to Prevent Recidivism

Based on the study's findings on variations in clients' compliance levels and the need to strengthen guidance, this study formulates a responsive, adaptive compliance-strengthening model. This model is not intended as a new theory of compliance or a replacement for the existing Community Guidance mechanism, but rather as a conceptual framework linking compliance conditions to guidance responses appropriate to the Client's conditions.

The model's main idea, shown in Figure 1, is to use the compliance assessment results as the basis for determining the guidance response. The assessment does not stop as an administrative record; it becomes the initial information for determining the form of reinforcement or proportional intervention. In practice, the compliance category serves as the initial basis for decision-making and must be supplemented with a tracing of the conditions and obstacles the Client faces. Thus, the guidance response is determined not only by the compliance category, but also by the factors behind the community guidance client's fulfilment or non-fulfilment of mandatory reporting obligations.

The flowchart uses compliance assessments to determine responses, which are then implemented through reinforcement or intervention based on the Client's conditions. Monitoring and feedback provide information on implementation, the Client's progress, and the obstacles still faced. The evaluation results inform the follow-up needed for ongoing guidance. Thus, the evaluation informs further decision-making.

This model distinguishes coaching responses based on the level of compliance. The distinction is not intended to provide arbitrary differential treatment, but to ensure that the form of reinforcement is appropriate to the Client's conditions, remains proportionate, and does not ignore applicable obligations or accountability.

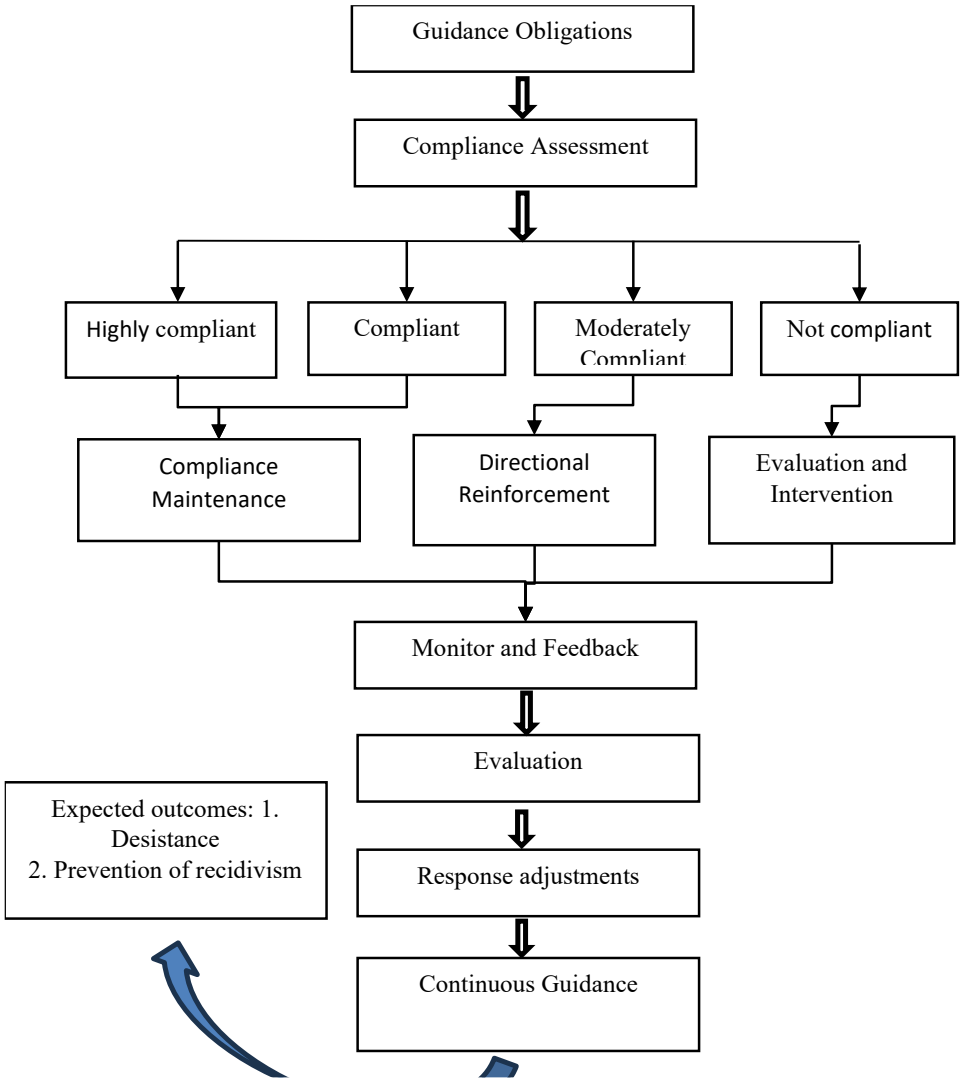


Figure 1. Correctional Client Compliance Strengthening Model

Source: Processed based on the results of research and synthesis of theories, legal provisions, guidelines, and related literature.

Table 3 showed that strengthening compliance is not the same as providing the same response to all Clients. For highly compliant or compliant Clients, responses focus on maintaining consistency, strengthening independence, and supporting sustainable guidance. For moderately compliant Clients, attention focuses on identifying constraints and strengthening consistency through communication, realistic targets, and feedback. Meanwhile, non-compliant Clients require a more in-depth evaluation to identify inhibiting factors and determine appropriate follow-up. In the latter category, restoring compliance still requires attention to obligations and accountability under applicable provisions.

Table 3. Guidance Responses Based on Compliance Levels

Compliance Level	Focus Response	Reinforcement/Response Form
Highly compliant	Maintain compliance and independence	Appreciation, positive feedback, strengthening self-reliance, and monitoring
Compliant	Maintaining consistency	Progress feedback, recognition of compliance, setting of next goals, and monitoring
Moderately compliant	Increase compliance	Identify barriers, targeted communication, short-term targets, feedback, and reinforcement
Not compliant	Restoring compliance	Condition evaluation, obstacle identification, intervention adjustment, improvement plan, monitoring, and accountability according to the provisions

Source: Processed based on the results of research and synthesis of related theories, provisions, guidelines, and literature.

Determining such responses must account for the fact that the compliance category indicates mandatory compliance with reporting obligations, not a comprehensive picture of the Client's characteristics or risks. Therefore, the category cannot be used as the sole basis for determining the intensity of the intervention. Further assessment of the Client's needs and obstacles is necessary so that the response provided is oriented not only to the symptoms of non-compliance, but also to the conditions that affect it.

Conceptually, this model integrates RNR, Therapeutic Alliance, Procedural Justice, and desistance as the underlying principles guiding implementation. RNR guides adjustments to responses based on the Client's risk, needs, and responsiveness. The Therapeutic Alliance supports constructive working relationships so that Clients can understand the objectives of guidance and convey the obstacles faced. Procedural Justice provides principles of fairness, clarity of communication, consistency, and opportunities for Clients to convey relevant conditions. The desistance perspective offers a long-term orientation toward behaviour change and sustainable social reintegration.

These four perspectives are not separate stages in the model, but a foundation for determining and implementing guidance responses. This integration places strengthening compliance not solely as an effort to increase administrative control, but also as a process that considers individual needs, the quality of the guidance relationship, the equitable exercise of authority, and support for behaviour change.

Regarding recidivism prevention, strengthening compliance is positioned as part of efforts to support the sustainability of the guidance process, not as a factor that directly guarantees the non-recurrence of criminal acts. Research by Poetra & Wibowo (2022) on the implementation of guidance in correctional centres showed that various challenges hinder efforts to prevent recidivism. In this study, strengthening compliance is expected to increase clients' engagement in guidance so that conditions and obstacles can be identified and addressed through appropriate responses. This process can support behaviour change and social reintegration.

However, this study did not measure behavioural change longitudinally or test the relationship between compliance and recidivism. The formulated model has also not been tested experimentally, so it cannot be declared effective in reducing repeat offending. The research contributes a conceptual framework that links compliance data to proportional, individual, and adaptive guidance responses.

Thus, the proposed compliance-strengthening model provides direction for developing Community Guidance practices by using compliance assessment results to determine responses, identifying obstacles, implementing reinforcement or intervention, and monitoring and evaluation. Its application is expected to help meet guidance obligations and sustain social reintegration as part of efforts to prevent recidivism. However, applying this model still requires further testing across client characteristics and different correctional facility conditions to assess feasibility, implementation consistency, and results.

CONCLUSIONS AND RECOMMENDATIONS

A study of 500 clients at the Medan Class I Correctional Centre showed that compliance with mandatory reporting obligations is uneven. As many as 32.4% of clients are very compliant, 18.6% are compliant, 5.4% are moderately compliant, and 43.6% are not compliant. In addition, variation in compliance by guidance period length showed that guidance duration alone does not guarantee higher compliance. These findings confirm the need to strengthen guidance that relies not only on supervision but also on clients' conditions and needs.

This study proposes an adaptive compliance-strengthening model that includes compliance assessment, response determination, reinforcement or intervention, monitoring and feedback, evaluation, and continuous adjustment of guidance. This model uses compliance assessment results to determine follow-up proportional to the client's condition, while considering individual needs, the quality of the coaching relationship, and fair, consistent communication. The model is a conceptual framework that needs further testing to determine its effectiveness in increasing compliance and supporting recidivism prevention efforts.

ADVANCED RESEARCH

Further research should examine the implementation and effectiveness of the proposed model through empirical testing in several correctional centres. Longitudinal studies are also needed to monitor changes in clients' compliance throughout the guidance period and track subsequent re-offending rates after the completion of guidance. Such research would help determine which guidance responses are most effective in improving compliance and provide further evidence of the relationship between compliance patterns, guidance outcomes, and recidivism.

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