

# Implementation of the Right to Visiting Service for Inmates in Class I Correctional Institution Surabaya

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## Abstract

The inmate visit service is very effective in contributing to reducing the crime rate and improving public safety. As a forum for coaching, protecting and guiding inmates, correctional institutions hold a great responsibility to fulfill the goals of corrections. One of them is the fulfillment of the right to visit prisoners. The purpose of this study is to find out the legal provisions and how to implement the inmate visit service in the Class I Surabaya Correctional Institution. The method used in this study is through a qualitative descriptive approach. Data was taken through interviews with visiting officers, inmates and related parties, as well as by direct observation at the Surabaya Class I Correctional Institution. In addition, analysis of documents and related literature is also used to support the findings of the research. The results of the study show that the fulfillment of the right to visit services for inmates still faces various challenges. Factors such as relatively complicated administrative requirements policies, lack of adequate facilities, as well as lack of resources. This study also found several recommendations to improve the fulfillment of the right to visit services for inmates. Measures such as the formulation of clear and firm policies, the improvement of adequate visiting facilities, and the increase of understanding and awareness of visiting officers and other related parties regarding the importance of fulfilling the rights of prisoners are needed.

## Keywords

Prisoners' Rights, Visits, Correctional Institutions



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## INTRODUCTION

Indonesia is a country of law that requires the country and its citizens to comply with the rule of law. As a legal entity, citizens have the obligation to submit and comply with the applicable laws and regulations. This is a codification of law that explains that a law or rule has binding and coercive power. This means that the law forces citizens to comply with the rules that have been set. Actions that are considered criminal acts can have legal consequences in the form of sanctions or punishments.<sup>1</sup> This provision applies absolutely in the country of law.

<sup>1</sup> A Aminah et al., "Implementation of The Effectiveness of Regional Autonomy in Indonesia," *JEJAK: Jurnal Ekonomi Dan Kebijakan* 14, no. 1 (2021): 14, <https://doi.org/10.15294/jejak.v14i1.2681>.

Indonesia has five types of criminal penalties listed in Article 10 of the Criminal Code, namely the death penalty, imprisonment, imprisonment, fine, and cover-up. Of the five sentences, prison sentences are carried out through the correctional system in correctional institutions. Article 1 number 18 of Law of the Republic of Indonesia Number 22 of 2022 concerning Corrections, Correctional Institutions are places to carry out the function of coaching inmates. All provisions related to corrections are regulated in Law of the Republic of Indonesia Number 22 of 2022 concerning Corrections, which is the legal basis for correctional technical service units to replace the previous Law, namely Law Number 12 of 1995 concerning Corrections.<sup>2</sup>

Correctional institutions are a forum that represents the government's maximum efforts in providing services and guidance to inmates. Referring to Article 1 paragraph 1 of Law of the Republic of Indonesia Number 22 of 2022 concerning Corrections, corrections are a criminal justice subsystem that carries out law enforcement related to the treatment of prisoners, children, and inmates. Therefore, the implementation of the correctional system is expected to achieve the goals of correctional services which include protection, guidance, and coaching in accordance with the principles of the correctional system.<sup>3</sup>

This principle is in line with the protection of human rights that protects the rights of every prisoner. Therefore, the current prison penal system is implemented as a forum for moral reform of prisoners. When it comes to the rights of prisoners, it should not be forgotten that they are still human. Although the public is of the view that prisoners, as perpetrators of criminal acts, do not need to be treated properly and appropriately, in essence every human being has absolute rights or in their term called Human Rights.<sup>4</sup>

The positive legal perspective says that prisoners should be given the right to live a decent life. This is based on Article 3 letter g of Law Number 22 of 2022 concerning Correctional Services which states that "loss of independence is the only suffering". Thus, as inmates, they have received the appropriate punishment and have taken responsibility for their actions before the law. Therefore, neither the state nor the community has any reason to deprive them of their absolute right as human

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<sup>2</sup> Kuntadi Kuntadi, "House of Restorative Justice as a Forum of Actualizing the Nation's Culture in Solving Criminal Cases," *Jurnal Dinamika Hukum* 22, no. 2 (July 2022): 323–33, <https://doi.org/10.20884/1.JDH.2022.22.2.3242>.

<sup>3</sup> Lina Herlina and Asep Suryana, "Implementation Efforts of Regional Autonomy Policy in Education (Analysis of Strategic Plans of District/City Education Offices in Indonesia 2013-2018)," 2020.

<sup>4</sup> Arifin Maruf, "Legal Aspects of Environment in Indonesia: An Efforts to Prevent Environmental Damage and Pollution," *Journal of Human Rights, Culture and Legal System* 1, no. 1 (2021).

beings to live a decent and prosperous life.<sup>5</sup>

The implementation of the implementation of inmates' rights in correctional institutions is related to the existing housing conditions. A correctional institution has the responsibility to fulfill the purpose of the correctional institution as a place of coaching, protection, and guidance for inmates. Correctional institutions continue to be required to reflect an effective correctional system. However, excess capacity is an inhibiting factor in correctional services. This situation raises questions about the efforts made by the Correctional Institution to properly fulfill the rights of prisoners.<sup>6</sup> The problem of fulfilling the rights of prisoners is an interesting research background for researchers to study it.

Correctional institutions have an important role in carrying out the functions of coaching, protecting, and guiding inmates. One of the important aspects that affects the welfare and rehabilitation of inmates is the fulfillment of the right to visitation services. This right includes the freedom of inmates to receive visits from family, friends, or other parties.<sup>7</sup>

The fulfillment of the right to visitation services has significant implications for the psychological, emotional, and social conditions of prisoners. Visits from close people provide an opportunity to strengthen family relationships, provide social support, and provide hope and motivation in the recovery process.<sup>8</sup> In addition, visits can also play a role in reducing the sense of isolation and social loss that is often felt by inmates. However, in practice, the fulfillment of the right to visit prisoners in correctional institutions often faces various obstacles and challenges. Factors such as penitentiary policies, administrative procedures, limited facilities and infrastructure, and excess capacity can affect the access and quality of inmate visits.<sup>9</sup>

Limitations in fulfilling the right to visitation services can have a negative impact on the mental and social well-being of prisoners. Lack of interaction with family and close people can lead to feelings of isolation, loneliness, and loss of important social connections. This can hinder the rehabilitation process, reduce motivation to change, and disrupt inmates' social reintegration efforts

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<sup>5</sup> M. Madaninabawi and Jawade Hafidz, "Legal Consequences of Financing a PT Established by Husband and Wife Without a Marriage Agreement on the Signing of a Lease Agreement" 3, no. 4 (2021): 1286–98.

<sup>6</sup> Ngboawaji Daniel Nte, Vigo Augustine Teru, and Nadiyah Meyliana Putri, "Intelligence Education for National Security and Public Safety Policy: A Comparative Analysis of Nigeria, South Africa, and Indonesia," *Lex Scientia Law Review* 6, no. 1 (2022): 187–218.

<sup>7</sup> Stanley Greenstein, "Preserving the Rule of Law in the Era of Artificial Intelligence (AI)," *Artificial Intelligence and Law* 30, no. 3 (2022): 291–323.

<sup>8</sup> La Ode Bariun, Rahman Hasima, and Rizki Ramadani, "Incest in the Intersection Between Criminal Law and Bugis Custom," *International Journal of Management and Education in Human Development* 2, no. 01 (2022): 64–71.

<sup>9</sup> Anthon F Susanto, Mella Ismelina F Rahayu, and Liya Sukma Muliya, "Law Community of 'Tatar-Sunda': Preservation of Forests and Climate Change," *Utopía y Praxis Latinoamericana* 25, no. 7 (2020): 165–70.

after release.<sup>10</sup> Therefore, it is important to discuss in more detail the fulfillment of the right to visit services for inmates in correctional institutions in order to understand the challenges faced and to formulate solutions that can improve access and quality of these visits. This research is expected to provide a more comprehensive understanding of this problem as well as policy recommendations that can improve the fulfillment of the right to visit services for inmates.<sup>11</sup>

Thus, the purpose of this study is to analyze the factors that affect the fulfillment of the right to visit services for inmates in correctional institutions, evaluate existing policies and procedures, and formulate recommendations to improve the fulfillment of the right to visit services for inmates to support the rehabilitation and social reintegration of prisoners. It is hoped that the Class I Surabaya Correctional Institution in carrying out its main duties and functions will implement services to inmates, one of which is by providing family visit services, in its application it involves two parties directly, namely the community and inmates. Correctional institutions are obliged to exercise the guaranteed right of prisoners to continue communicating with their families or certain people.

## METHOD

The method used in this study is to use a qualitative descriptive approach. Qualitative research is research that is carried out using observation methods and approaches, interviews or questionnaires, this research uses field studies that aim to answer legal problems related to legal rules and other scientific principles. Empirical legal research includes research on the identification of unwritten laws and research on legal effectiveness. So, this study explains more about a law that is not written or not regulated in detail and specifically in laws and regulations and the effectiveness of the application of the law.<sup>12</sup>

The analysis technique used is a qualitative technique. Analysis with this qualitative approach is carried out on data that cannot be counted monographically or in the form of cases that cannot be arranged into a classification structure, namely by collecting materials, qualifying and then connecting theories related to the problem and drawing conclusions to determine the results.

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<sup>10</sup> Jun Honna, "The Law and Politics of Military Call-Outs in Indonesia's Counterterrorism," in *Military Operation and Engagement in the Domestic Jurisdiction* (Brill Nijhoff, 2022), 286–306.

<sup>11</sup> Ilyas Ilyas et al., "The Accommodation of Customary Law to Islamic Law: Distribution of Inheritance in Aceh from a Pluralism Perspectives," *Samarah: Jurnal Hukum Keluarga Dan Hukum Islam* 7, no. 2 (2023): 897–919.

<sup>12</sup> Nina Wood et al., "Qualitative Exploration of the Impact of Employment and Volunteering upon the Health and Wellbeing of African Refugees Settled in Regional Australia: A Refugee Perspective," *BMC Public Health* 19 (2019): 1–15.

The analysis of legal materials is carried out using descriptive analytical assessments. This study does not intend to test hypotheses or theories, but rather to assess legal concepts (analyse van juridische pegevens) which include legal meanings (hetrechtssysteem).

## RESULTS AND DISCUSSION

The fulfillment of the right to visit prisoners has an important urgency in the work program of Correctional Institutions. First, supporting the rehabilitation process of prisoners. Visits from family and close friends can provide moral and emotional support for inmates who are currently in prison. This can help inmates to maintain relationships with the community and feel more motivated to improve themselves and prepare to return to society after release.

Second, improve family relationships: Family visits can strengthen the relationship between inmates and their families. This can help maintain healthy family relationships and prevent despair or stress in the family due to separation.

Third, increase transparency and accountability: Conducting visits to correctional institutions by inmates' families or lawyers can help ensure transparency and accountability of the criminal justice system. Families and lawyers can monitor and report on the condition of inmates, as well as provide input on the ongoing correctional process.

Fourth, increase inmate compliance: Inmates who receive support from family and close friends tend to be more obedient and obedient to the rules and regulations in the Correctional Institution. This can help improve security and order within the Correctional Institution.<sup>13</sup>

The fulfillment of the right to visit prisoners must be an important part of the work program of the Correctional Institution. Correctional institutions must ensure that the rights of inmates to receive visits from family and close friends are protected and properly met. In addition, the Correctional Institution must also ensure that the visit is carried out by paying attention to security and order in the Correctional Institution, as well as in accordance with applicable rules and regulations.

Prisoner visits can be a very important moment for inmates to be able to meet their families and friends outside the Correctional Institution. However, inmate visits can also be an opening for detrimental activities, such as smuggling prohibited goods into Correctional Facilities or security

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<sup>13</sup> Sana Akhter, Fatima Mahr, and Anoosha Imtiaz, "Exploring Restorative Justice: An Alternate Dispute Resolution Mechanism in Islamic Law and Customary Law," *Journal of Law & Social Studies (JLSS)* 5, no. 4 (2021): 625–36.

disturbances.

By establishing strict regulations, Correctional Institutions can ensure that inmate visits take place safely and under control. It can also help avoid security and order issues within the Correctional Institution, such as riots or criminal acts related to inmate activities.

Additionally, strict regulations can help ensure that the rights and obligations of all parties in inmate visits are properly met. Inmates have the right to receive visits from their family and friends, but this must be done within the limits and rules set by the Correctional Institution.

Thus, strict provisions in the implementation of prisoner visits are an important step to maintain security, order, and the rights of all parties involved in prisoner visits in Correctional Institutions.

The fulfillment of the right to visit services for inmates is regulated in several laws and regulations in Indonesia, including:<sup>14</sup>

1. Law Number 12 of 1995 concerning Correctional Services

This regulation regulates corrections and the provision of legal protection for prisoners, including the fulfillment of prisoners' right to visit. Some articles related to the fulfillment of the right of visit of inmates are as follows:

- a. Article 31 paragraph (1) states that inmates and students are given the right to receive visits from their families and closest people, taking into account security and order considerations in the correctional institution.
- b. Article 31 paragraph (2) states that the conditions, conditions, schedules, and number of visits that inmates can receive are determined by the decision of the head of the correctional institution.
- c. Article 31 paragraph (3) states that inmates have the right to receive visits from their lawyers or their legal representatives, which are allowed by the head of the correctional institution.
- d. Article 31 paragraph (4) states that the visit of an inmate from his family or close person can be represented to another person appointed by the inmate, with the approval of the head of the correctional institution.
- e. Article 62 paragraph (1) states that inmates have the right to receive visits from their families, advocates, and authorized officials.

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<sup>14</sup> John Kenedi, "Criminal Policy (Penal Policy) In the Effectiveness of Law Enforcement in Indonesia," *Multicultural Education* 6, no. 1 (2020): 68–74.

- f. Article 62 paragraph (2) states that visits must be carried out in a calm and controlled atmosphere.

In addition, Law Number 12 of 1995 concerning Correctional Services also emphasizes that the fulfillment of the right of visit of inmates must pay attention to aspects of security and order in correctional institutions. This is in line with the purpose of corrections, which is to improve the behavior of inmates so that they can return to being productive and law-abiding citizens.

2. Regulation of the Minister of Law and Human Rights Number 29 of 2021 concerning the Implementation of Corrections.

This regulation further regulates the fulfillment of the right of visit for inmates in Indonesia. Some of the provisions in this regulation related to the right of visit of inmates are as follows:<sup>15</sup>

- a. Article 72 paragraph (1) states that visits to the inmate's family and close people must be carried out in accordance with the visit schedule that has been set by the correctional institution.
- b. Article 72 paragraph (2) states that the number of visits received by inmates must be adjusted to the capacity of the correctional institution and pay attention to security and order considerations in the correctional institution.
- c. Article 72 paragraph (3) states that visitors who come to make a visit must comply with the rules of visit that have been set by the correctional institution, including regarding the clothes worn and the goods brought.
- d. Article 73 paragraph (1) states that inmates have the right to receive visits from their lawyers or their legal representatives, taking into account security and order considerations in the Correctional Institution.
- e. Article 73 paragraph (2) states that visits from lawyers or legal representatives of inmates can be made outside the schedule of visits by family members and close people, with the approval of the head of the correctional institution.
- f. Article 73 paragraph (3) states that visits from lawyers or legal representatives of inmates must be carried out in a special visiting room that has been determined by the correctional institution.
- g. Article 73 paragraph (4) states that Muslim inmates have the right to receive a visit from a

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<sup>15</sup> Haris Maiza Putra and Hisam Ahyani, "Internalization in Islamic Law Progressive in Criminal Law Changes in Indonesia," *Jurnal Ilmiah Al-Syir'ah* 20, no. 1 (2022): 68–90.

pastor or religious officer, taking into account security and order considerations in the Correctional Institution.

- h. Article 73 paragraph (5) states that visits from pastors or religious officers must be carried out in a special visiting room that has been determined by the correctional institution.
- i. Article 74 paragraph (1) states that inmates have the right to receive visits from consular or diplomatic parties, taking into account security and order considerations in the Correctional Institution.
- j. Article 74 paragraph (2) states that a visit from a consular or diplomatic party must be carried out in a special visit room that has been determined by the correctional institution.
- k. Article 75 paragraph (1) states that visits from the inmate's family and close people must be carried out in person, except in the event that the visit takes place virtually through information and communication technology means.
- l. Article 75 paragraph (2) states that virtual visits must be carried out accordingly.
- m. Chapter VI Article 80 paragraph (1) states that inmates have the right to receive visits from family, friends, or acquaintances, advocates, and authorized officials. Article 80 paragraph (2) states that visits must be carried out with attention to security and order in the Correctional Institution.

Some of the things regulated in the Regulation of the Minister of Law and Human Rights Number 29 of 2021 related to the fulfillment of prisoners' right to visit include:<sup>16</sup>

a. Restrictions on the Number of Visits

This regulation provides maximum restrictions on visits for inmates' families and people who are granted the right to visit. For inmate families, the limit of visits is once a week, while for people who are granted other visitation rights, the limit is once a month.

b. Conditions of Visit

Regulation of the Minister of Law and Human Rights Number 29 of 2021 also provides conditions that must be met by inmate visitors. These conditions include:

- 1) Be at least 17 years old
- 2) Not being pregnant
- 3) Not carrying prohibited items such as drugs, weapons, and the like

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<sup>16</sup> Aan Asphianto, "Criminal Law Study on the Effectiveness of Prison Criminal in the Settlement of General Criminal Actions Related to the Indonesian Criminal Justice System," *Global Journal of Politics and Law Research* 11, no. 3 (2023): 54–71.



- 4) Not being intoxicated or under the influence of other addictive substances
- 5) Do not wear inappropriate clothing or contain pornographic or violent elements

c. Visiting Time

This regulation also regulates the visiting time given to the inmate's family and other persons granted the right of visitation. The visit time starts from 08.00 to 14.00.

d. No Visits

Regulation of the Minister of Law and Human Rights Number 29 of 2021 also provides a ban on visits for certain cases:<sup>17</sup>

- 1) There is a security threat
- 2) There is an investigation or judicial interest
- 3) There is a medical reason
- 4) There is a reason for the policy or order of the Correctional Institution

e. Implementation of the visit

This regulation also regulates the implementation of inmate visits, where visitors are required to report to Correctional Institution officers, conduct body and luggage inspections, and comply with the rules that apply in the Correctional Institution.

The implementation of anjangsana services at the Class I Surabaya Teaching Institution provides significant benefits for inmates. Through these activities, they get the opportunity to develop skills, gain moral and spiritual support, and gain access to essential health services. Anjangsana services also help inmates prepare for reintegration into society after the sentence is over.

In order to maintain security, the process of identity checks, physical examinations, and strict supervision needs to be implemented. However, sometimes challenges arise when security officers have to balance security and visitors' privacy rights. Adequate training for security personnel and the use of advanced security technology can help overcome these challenges.<sup>18</sup>

Some of the challenges in the implementation of anjangsana services are one of the limited resources owned by the Sharia Institute in accommodating anjangsana activities. Limited budgets and facilities are often an obstacle in organizing a wider and more diverse activity. In addition, there

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<sup>17</sup> Honglan Shuai and Jianhong Liu, "The Relationship between Criminology and Criminal Law: Implications for Developing Chinese Criminology," *Humanities and Social Sciences Communications* 10, no. 1 (2023): 1–11.

<sup>18</sup> Arief Budi Pratomo, Sabil Mokodenseho, and Adit Mohammad Aziz, "Data Encryption and Anonymization Techniques for Enhanced Information System Security and Privacy," *West Science Information System and Technology* 1, no. 01 (2023): 1–9.

needs to be good coordination between the Teaching Institution and external parties to maintain the sustainability and effectiveness of the service itself. More details will be included as follows;<sup>19</sup>

a. Capacity and Space Limitations

One of the main challenges is the limited capacity and space in the Institution of Corrections. Correctional institutions often face the problem of overcapacity, where the number of inmates exceeds the available capacity. This results in difficulties in providing sufficient space for the visit of the elderly. The existence of limited space makes the visit schedule limited and visitors have to compete for limited visit time as well. Efforts need to be made to increase the capacity of correctional institutions and expand the available space to be more adequate for correctional services.

b. Relatively Complicated Administrative Requirements

After conducting interviews with several inmates and their families, they explained that complicated and convoluted administrative processes are often an obstacle in making visits to the Institution of Corrections. Visitors have to go through a long and complicated procedure, such as filling out forms, submitting applications, and attaching the necessary documents. Excessive or difficult-to-meet administrative requirements can hinder visitor access potentially providing important support to inmates. Therefore, it is necessary to simplify the administrative process and provide clear and easily accessible information for visitors.

c. Security and Surveillance

Security and supervision challenges are important in the service of the Institution of Education. Correctional institutions must ensure that any visitors and inmates do not carry prohibited items or violate established security rules.

d. Schedule Management and Coordination

Effective coordination in managing the visit schedule is another challenge in the service of the Institution of Education. In a crowded penitentiary, scheduling inmate visits is a complicated task. Good management is needed to ensure that every inmate has a fair opportunity to receive visits. Effective coordination between correctional institutions, visitors, and inmates needs to be done to avoid schedule clashes and ensure that visits run smoothly. The use of an integrated and efficient visit management system can help overcome these challenges.

e. Psychological and Social Support:

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<sup>19</sup> Rizkan Zulyadi, "Judge's Role in Court to Eradicate Corruption According to Law Number 20 in 2001 (Study of Decision 16/PID. SUS. K/2011/PN. MDN)," *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)* 3, no. 2 (2020): 1280–88.

Anjangsana services are not just physical encounters between inmates and visitors, but also provide important psychological and social support for inmates. However, challenges arise when inmates and visitors face difficulties in building and maintaining positive and supportive relationships. Inmates may experience social stigmatization, emotional problems, or difficulty adapting to the outside environment. Visitors also need to get adequate support and understanding in supporting the rehabilitation process of inmates. Therefore, there is a need for a comprehensive psychological and social support program for inmates and visitors in anjangsana services.

f. Resource Limitations

No less important challenge is the limitation of resources, be it in terms of manpower, budget, or facilities. Institutions often face limitations in providing adequate staff to supervise and facilitate visits. In addition, limited budgets can limit the ability of correctional institutions to improve infrastructure and expand visiting facilities.

In increasing the effectiveness of anjangsana services, several things that need to be considered include:<sup>20</sup>

- a. Collaboration between correctional institutions, relevant authorities, and community organizations, Good cooperation between correctional institutions, relevant authorities such as police agencies and prosecutors' offices, as well as community organizations concerned with correctional issues is essential. This collaboration can help in overcoming various challenges faced and ensuring that the services run well.
- b. Improving communication and coordination, effective communication between correctional institutions, inmates, visitors, and other related parties is an important key in ensuring the smooth operation of anjangsana services. Good coordination in the preparation of visit schedules, the completion of administrative requirements, and the handling of complex situations will help overcome the challenges that arise.
- c. The use of technology, the use of technology in the service of the public can help improve efficiency and safety. For example, the use of online registration systems for visits, the use of scanning tools for identity checks, or the use of CCTV for surveillance. The right technology can help address several challenges related to administration and security.
- d. Increasing the training of security officers, security officers have an important role in

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<sup>20</sup> B F Sihombing and Adnan Hamid, "Impact of the Omnibus Law/Job Creation Act in Indonesia," *International Journal of Scientific Research and Management (IJSRM)* 8, no. 10 (2020): 266–81.

maintaining security and order during service activities. Therefore, good training should be provided to security personnel so that they are able to identify potential threats, handle complex situations, and maintain a balance between security and the privacy rights of inmates and visitors.

- e. Continuous evaluation and improvement, it is important to continue to evaluate the service process and identify areas that need improvement. Through regular evaluation, correctional institutions can identify obstacles and challenges that still exist, as well as take corrective steps necessary to improve the effectiveness of correctional services.

## CONCLUSION

Effective visitation services contribute to reducing crime rates and improving overall community safety. With comprehensive and coordinated efforts in facing the challenges of visiting services in Correctional Institutions, it is hoped that inmates can get adequate support for rehabilitation, while the community can benefit in the form of better security and welfare. The following are the conclusions that are the highlights of this study: Legal provisions regarding the implementation of the right to visitation services for inmates are regulated in Law Number 22 of 2022 concerning Corrections, Law Number 12 of 1995 concerning Corrections, Regulation of the Minister of Law and Human Rights Number 29 of 2021 concerning the Implementation of Corrections, and Decree of the Minister of Law and Human Rights Number M.HH-19. PK.01.04 of 2019 concerning Guidelines for the Implementation of Correctional Services. These legal provisions regulate both the process of carrying out visits, visit conditions, visit restrictions, visit procedures and violations of visits. Then with these legal provisions, the Correctional Institution can prepare provisions for visiting services in the form of administrative requirements, management of visiting schedules and security as well as good supervision while still considering the capacity of space and the number of resources available in the Correctional Institution.

Visiting services in Correctional Institutions have an important role in supporting the rehabilitation and reintegration of inmates into society. Effective visitation services can help inmates get social support, improve relationships with their families, and better prepare to reintegrate into society. In the implementation of visiting services at the Class I Surabaya Teaching Institution, there are several principles and procedures that must be followed. This is done to maintain security and order in the Institution and ensure that the activity is in accordance with the purpose of rehabilitation of prisoners. Challenges faced in visiting services include limited capacity and space,

relatively complex administrative requirements, strict security and supervision, complex schedule management, lack of psychological and social support, and limited resources.

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