

## **Persuasive Communication Strategies of Mediators in Divorce Case Mediation at the Teluk Kuantan Religious Court**

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### **Abstract**

*This study examines the persuasive communication strategies employed by mediators in divorce case mediation at the Teluk Kuantan Religious Court. Using a qualitative research approach, the study seeks to understand how mediators design and implement communication strategies to manage marital conflict and encourage constructive dialogue between disputing spouses. Data were collected through in-depth interviews, observation of mediation sessions, and document analysis, with the researcher serving as the primary research instrument. The findings reveal that mediators apply a series of structured strategies across the stages of planning, implementation, and evaluation, including conflict analysis, persuasive message formulation, empathetic communication, language reframing, emotional approaches, and caucus meetings. The effectiveness of these strategies is influenced by supporting factors such as mediator competence, institutional mediation procedures, and a conducive mediation environment, as well as inhibiting factors including emotional intensity, predetermined decisions to divorce, communication breakdowns, power imbalances, time constraints, and external social pressures. Overall, the study highlights that persuasive communication is central to the mediation process; however, its success depends not only on mediator skills but also on the psychological readiness of the parties and the broader institutional context of court-based mediation*

**Keywords:** *Persuasive Communication, Strategies of Mediators, Divorce Case, Mediation.*

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## **INTRODUCTION**

Marriage is a fundamental social institution that plays a crucial role in maintaining family stability and social order. From a legal perspective in Indonesia, marriage is understood as a formal and emotional bond between a man and a woman aimed at establishing a harmonious and enduring family. National family development policies further emphasize that a quality family is characterized by legal legitimacy, emotional well-being, economic stability, and harmonious relationships among its members (Sari & Hidayat, 2022). These principles indicate that marriage is expected to function as a space for cooperation, mutual respect, and effective communication between spouses.

However, empirical studies show that marital relationships are often vulnerable to conflict. Marital conflict commonly arises from differences in values, ineffective communication patterns, economic pressure, unequal role distribution, and emotional dissatisfaction between spouses (Nuroniyah, 2023). When such conflicts persist without constructive resolution, they may escalate into prolonged disputes that lead couples to seek divorce through legal channels. Research on family communication highlights that poor interpersonal communication is one of the strongest predictors of marital breakdown (Rahmawati & Pratama, 2021).

In Indonesia, divorce is not treated solely as a private matter but as a legal issue that requires judicial intervention. The Marriage Law mandates that courts must first attempt reconciliation before granting a divorce, reflecting the state's commitment to preserving family integrity. This commitment is reinforced by Supreme Court Regulation (PERMA) Number 1 of 2016, which requires mediation to be conducted in all civil cases, including divorce, prior to litigation. Mediation is considered an effective alternative dispute resolution mechanism because

it promotes dialogue, reduces adversarial tension, and offers flexible solutions tailored to the parties' needs (Hermanto et al., 2021).

Mediation is defined as a structured negotiation process in which disputing parties are assisted by a neutral third party to reach a mutually acceptable agreement without coercion. In divorce cases, the success of mediation largely depends on the mediator's communication competence. Persuasive communication involves influencing attitudes, beliefs, and behaviors through strategic verbal and nonverbal messages, which can be vital in helping spouses reconsider fixed positions and explore collaborative solutions (Putri & Edlina, 2024). Through persuasive communication, mediators can guide disputing spouses toward empathy, reflection, and rational decision-making.

Recent studies emphasize that persuasive communication in mediation includes techniques such as active listening, emotional validation, reframing of issues, and the use of neutral language to reduce hostility (Djuhrijjani, 2024). These strategies enable mediators to manage emotional dynamics and encourage openness, especially in divorce cases where parties often arrive with strong emotions and rigid demands. Effective persuasive communication has been shown to increase the likelihood of agreement and reduce the psychological burden experienced by disputing spouses (Kurniawan & Lestari, 2022).

In practice, mediators at the Teluk Kuantan Religious Court frequently encounter divorce cases marked by prolonged communication breakdowns and unresolved emotional conflicts. For instance, several mediation sessions involve couples who initially insist on divorce due to long-standing misunderstandings and economic disputes. Through persuasive communication strategies—such as emphasizing shared responsibilities toward children, clarifying misunderstandings, and encouraging reflective dialogue—mediators attempt to de-escalate conflict and foster constructive interaction. Although not all mediations result in reconciliation, these communication strategies often help parties reach more amicable agreements regarding separation, child custody, and financial arrangements.

Therefore, examining the persuasive communication strategies employed by mediators in divorce mediation at the Teluk Kuantan Religious Court is essential. Such an examination contributes to a deeper understanding of how communication functions as a central instrument in judicial mediation and how it can support more humane, effective, and socially responsible resolution of marital disputes. Scholarly studies emphasize that mediation outcomes are significantly influenced by the mediator's communication competence, particularly in managing emotional tensions, reframing adversarial narratives, and fostering cooperative dialogue (Wall & Dunne, 2012; Putnam & Roloff, 2016). In divorce disputes characterized by strong emotions and rigid positions, persuasive and empathetic communication enables mediators to transform confrontation into constructive engagement, thereby increasing the likelihood of sustainable agreements.

The Teluk Kuantan Religious Court functions as a first-instance judicial body for Muslim litigants in the settlement of specific civil matters, as stipulated in Law Number 7 of 1989 concerning the Religious Courts, which was subsequently amended by Law Number 3 of 2006 and further revised by Law Number 50 of 2009. Administratively and juridically, the Teluk Kuantan Religious Court falls under the jurisdiction of the Pekanbaru Religious High Court, and it plays a strategic role in providing access to justice for the Muslim community within its territorial authority.

Empirical data indicate that the number of cases handled by the Teluk Kuantan Religious Court remains relatively high. In 2024, a total of 515 civil cases, including lawsuits and petitions, were registered at the court. Specifically, in August 2024, the court received 25 new cases, while 39 cases from previous months remained pending. Similarly, in July 2024, 34 new cases were filed, with 46 unresolved cases carried over from earlier periods. These figures reflect a consistent workload and demonstrate the dynamic nature of case inflow at the court.

The relatively high number of incoming cases has direct implications for the implementation of court-annexed mediation. As mandated by procedural regulations, mediation is conducted in nearly all civil cases prior to formal adjudication. In the context of religious courts, mediation serves not only as a procedural requirement but also as a substantive effort to reduce divorce rates and promote reconciliation. Recent studies indicate that mediation in religious courts plays a strategic role in managing divorce disputes and minimizing prolonged litigation (Putri & Edlina, 2024). Consequently, the mediation process at the Teluk Kuantan Religious Court is relatively intensive, involving both judge mediators and non-judge mediators. This condition places significant demands on mediators to manage disputes effectively, particularly in divorce cases where emotional tension and interpersonal conflict are often pronounced.

Research on mediation communication further demonstrates that the effectiveness of mediation is closely related to the mediator's communication competence. Persuasive and empathetic communication has been identified as a crucial factor in encouraging disputing parties to reconsider rigid positions and engage in constructive dialogue (Saidaturrahmah, Lubis, & Nasution, 2025). In divorce mediation specifically, mediators are required to combine rational explanation with emotional sensitivity in order to reduce hostility and facilitate mutual understanding. Studies also emphasize that communication skills, negotiation techniques, facilitation abilities, and organizational competence significantly influence mediation outcomes (Wardana, Isroqunnajah, & Izzuddin, 2025).

With a substantial volume of cases and limited time, mediators are required to communicate persuasively, empathetically, and efficiently to facilitate dialogue, reduce conflict escalation, and encourage mutually acceptable solutions. The high caseload environment intensifies the need for adaptive communication strategies that can respond to varying psychological and relational dynamics between disputing spouses. Research shows that mediators who apply solution-oriented and emotionally responsive communication approaches are more likely to foster reconciliation or at least achieve peaceful settlements (Chaerudin Loma Faisal & Faruq, 2025).

High divorce caseloads in religious courts have been identified as a structural challenge that requires mediators to adopt more strategic and adaptive communication approaches in order to maintain mediation effectiveness (Riskin & Lubis, 2024). Research also indicates that the success of court-annexed mediation in divorce disputes is closely associated with the mediator's persuasive competence, particularly in guiding emotionally charged discussions toward rational and solution-focused outcomes.

In situations where disputing parties exhibit rigid positions and strong emotional reactions, mediators must employ empathetic listening, reframing techniques, and constructive dialogue strategies to reduce resistance and foster cooperation. To help disputants shift from entrenched emotional positions toward more constructive dialogue and collaborative solutions (Dewi, Pragawati, & Andriyati, 2025)

Furthermore, mediation in religious courts requires not only procedural compliance but also communicative sensitivity grounded in ethical and relational values, which enhances trust and openness between the parties. Studies emphasize that persuasive communication in divorce mediation functions as a transformative tool that encourages disputants to reconsider adversarial mindsets and explore mutually beneficial solutions. The growing number of divorce filings also reinforces the importance of strengthening mediator competencies in persuasive interaction, as communication quality significantly affects settlement rates and participant satisfaction in mediation processes.

## RESEARCH METHODS

This study employs a qualitative research approach to explore persuasive communication strategies used by mediators in divorce case mediation at the Teluk Kuantan Religious Court. Qualitative research is particularly appropriate for this study because it seeks to understand social phenomena from the perspectives of the individuals involved and to capture the complexity of human interaction within its natural context. According to Moleong (2012), qualitative research aims to comprehend phenomena experienced by research subjects such as behaviors, perceptions, motivations, and actions through detailed descriptions expressed in words and language. The researcher functions as the primary research instrument, playing an active role in collecting, interpreting, and analyzing data. This approach allows the researcher to engage directly with the research setting and participants, thereby gaining in-depth insights into the mediation process and the communication dynamics between mediators and disputing parties. Direct interaction with the research subjects enables a more nuanced understanding of persuasive communication practices as they occur in real mediation settings.

## RESULT AND DISCUSSION

### Result

In divorce mediation cases at the Teluk Kuantan Religious Court, the mediator serves as a neutral party whose role is to encourage both parties (husband and wife) to reach a mutual agreement. Such an agreement can only be achieved when effective communication is established between the disputing parties. The communication referred to in the divorce mediation process is persuasive communication carried out by the mediator.

Based on an interview with the Deputy Head of the Teluk Kuantan Religious Court, Muhammad Hidayatullah, who serves as a judge mediator, he explained the communication strategies used in mediation as follows:

“We begin mediation by reciting a prayer together. I guide the parties in the prayer. I hope that Allah SWT will soften their hearts during the mediation process. Next, we use language that is easily understood by the community. In terms of language, we are flexible. When I face Javanese parties, I use some Javanese; when I meet Sundanese parties, I use the Sundanese I can speak; likewise with people from North Sumatra, and so on. Regarding the local community in Kuantan Singingi, especially those living along the Kuantan River, they sometimes have difficulty speaking Indonesian, even though they understand it. Therefore, we use their mother tongue, the local village language. From a cultural perspective, I also apply cultural approaches, such as referring to the ‘pacu jalur’ tradition. I may open the mediation by asking which rowing team they support. This improvisation is done to build trust in the mediator so that the parties can later be more open during mediation.” (Interview with Muhammad Hidayatullah, 10 November 2025)

According to Muhammad Hidayatullah, several communication strategies are employed in mediation, including reciting a joint prayer before mediation begins, using language that is easily understood by the parties, and applying cultural approaches to create a cooperative and open atmosphere.



Figure 1.

#### Mediation Session Atmosphere in Divorce Cases at the Teluk Kuantan Religious Court

Furthermore, based on an interview with the Head of the Teluk Kuantan Religious Court, Genius Virades, he revealed the following communication strategies in the mediation process: *“By making the parties feel comfortable—introducing myself and greeting them—we try to ensure they are at ease with the mediation process by explaining its importance, emphasizing that mediation is not coercive because agreements cannot be forced. I tend to invite them to think and reflect again on their marriage. Usually, I focus on the children. I explain the impact and consequences of divorce on the children. In every mediation session, I consistently incorporate moral and religious messages, explaining how Islam views marriage and divorce.* (Interview with Genius Virades, 28 October 2025)

According to Genius Virades, the mediator first introduces himself and greets the parties to foster open communication. The mediator explains the significance of mediation and encourages the parties to reflect on their marital conflict, particularly by emphasizing the impact of divorce on children. Additionally, the mediator conveys moral and religious messages based on Islamic perspectives on marriage and divorce.

Meanwhile, in an interview with Moh. Koirul Anam, who also serves as a judge mediator, he described the communication strategies used in mediation as follows: *“The mediator’s language style, tone of voice, and gestures are very important for the parties, because although mediation sessions are more relaxed than formal court proceedings, the parties still feel some degree of fear when entering the mediation room.”* (Interview with Moh. Koirul Anam, 30 October 2025)

According to Moh. Koirul Anam, communication strategies in mediation include the mediator’s language style, gestures, and overall communication manner, which are crucial in creating a more relaxed and comfortable mediation environment.

Based on the research data and interview findings, the persuasive communication strategies implemented by judge mediators have been relatively successful in mediating divorce cases. Data from 2024 show that the number of successfully mediated divorce cases was higher than those that were unsuccessful. A total of 35 divorce cases underwent mediation. Of these, 14 cases were not successfully mediated, 18 cases were successfully mediated, 1 case failed, and 2 cases remained in process. It should be noted that successfully mediated cases fall into two categories: fully successful (full agreement) and partially successful (partial agreement). These findings indicate that persuasive communication approaches have had a significant impact on disputing couples undergoing mediation.

The percentage of mediation cases at the Teluk Kuantan Religious Court shows a success rate of 51%. The rate of unsuccessful mediation is 40%, failed cases account for 3%, and cases still in process constitute 6%. These data indicate that mediation has been relatively successful at the Teluk Kuantan Religious Court, although the rate of unsuccessful cases remained quite high in 2024.

**Discussion****Mediator Communication Strategies in Divorce Case Mediation at the Teluk Kuantan Religious Court****1. Planning Stage**

At the planning stage, mediators at the Teluk Kuantan Religious Court conduct structured preparation prior to the mediation process. This preparation is essential to anticipate emotional intensity and communication barriers commonly found in divorce disputes. Strategic planning enables mediators to align communication approaches with the psychological and social conditions of the disputing parties (Hermanto et al., 2021).

The first preparatory strategy involves conflict analysis, in which mediators identify the underlying causes of marital disputes, such as economic hardship, infidelity, incompatibility, third-party interference, ineffective communication, and domestic violence. Understanding the root causes of divorce petitions allows mediators to determine appropriate communication patterns and possible resolution pathways (Kurniawan & Lestari, 2022). Previous studies emphasize that comprehensive conflict analysis improves mediator effectiveness in guiding parties toward realistic and constructive solutions (Djuhrijjani, 2024).

Another important step in the planning stage is identifying mediation subjects. Mediators recognize not only the husband and wife as primary parties but also consider involving close family members or trusted third parties who may provide emotional support and positive influence. The involvement of significant others in family mediation has been shown to facilitate emotional stability and increase the likelihood of agreement, particularly in culturally rooted societies (Sari & Hidayat, 2022).

Mediators also engage in formulating persuasive messages tailored to the parties' circumstances. These messages emphasize shared responsibilities, family continuity, and the long-term consequences of divorce, especially for children. Persuasive communication in mediation aims to influence attitudes and emotional readiness rather than impose solutions, making message design a critical element of mediation success (Putri & Edlina, 2024).

In addition, mediators carefully select communication channels. Face-to-face communication is prioritized to allow direct interaction and emotional engagement, while caucus sessions are employed to manage high emotional tension and explore sensitive issues privately. Research indicates that caucus meetings enhance mediator access to deeper information and reduce confrontational interaction during joint mediation sessions (Widodo, 2023).

**2. Implementation Stage**

During the implementation stage, mediators apply persuasive communication strategies dynamically in response to the emotional and psychological reactions of the disputing parties. This stage reflects the practical execution of mediation planning within real courtroom settings (Nugroho, 2022).

Mediation sessions are typically opened with a structured introduction intended to establish a calm and respectful atmosphere. Such openings help reduce anxiety and encourage parties to engage more openly in dialogue. A clear and respectful opening has been shown to positively influence participants' willingness to cooperate during mediation (Rahmawati & Pratama, 2021).

Mediators deliberately use clear and accessible language, primarily formal Indonesian, while occasionally incorporating local expressions to foster familiarity and trust. Linguistic adaptability functions as a persuasive tool that reduces psychological distance and strengthens rapport between mediators and disputing parties (Putri & Edlina, 2024).

Communication style and nonverbal behavior also play a significant role in persuasive mediation. Mediators use a calm tone of voice, appropriate facial expressions, and empathetic gestures to regulate emotional tension. Nonverbal cues have been found to significantly

influence trust-building and emotional regulation in conflict resolution processes (Burgoon et al., 2021).

A key persuasive strategy involves reframing negative statements expressed by the parties. Mediators transform accusatory, harsh, or pessimistic language into neutral and solution-oriented expressions. Reframing helps shift the parties' focus from blame to problem-solving and encourages collaborative dialogue (Djuhrijjani, 2024).

Mediators also apply an emotional and empathetic approach by validating the feelings and experiences of the disputing parties. Empathetic communication fosters emotional safety and openness, allowing deeper exploration of underlying issues and potential solutions (Kurniawan & Lestari, 2022).

Furthermore, mediators emphasize religious and family values to encourage moral reflection and awareness of responsibility. Value-based persuasion has been identified as particularly effective in family dispute mediation, where emotional, cultural, and moral considerations are deeply intertwined (Sari & Hidayat, 2022).

The use of caucus sessions is another important implementation strategy. Separate meetings allow mediators to clarify emotional positions, reduce defensiveness, and prepare parties for constructive joint discussions. Studies indicate that caucus sessions enhance honesty and emotional disclosure in high-conflict mediation (Widodo, 2023).

Finally, mediators provide positive reinforcement and appreciation when parties demonstrate compromise or progress toward agreement. Acknowledgment and encouragement serve as motivational tools that strengthen cooperative behavior and sustain engagement throughout the mediation process (Nugroho, 2022).

### 3. Evaluation Stage

At the evaluation stage, the effectiveness of persuasive communication is assessed through four dimensions: attention, comprehension, yielding, and retention, which are commonly used to measure persuasive communication outcomes (McGuire, adapted in mediation studies).

In terms of attention, mediators are generally successful in capturing the parties' focus through interpersonal dialogue and counseling. However, ongoing emotional conflict often disrupts sustained attention to persuasive messages (Rahmawati & Pratama, 2021).

Regarding comprehension, most parties demonstrate an understanding of messages related to marriage, divorce consequences, and communication importance. Nevertheless, understanding does not always translate into behavioral change due to the complexity and depth of marital conflict (Hermanto et al., 2021).

The yielding stage presents significant challenges, as emotional dominance and psychological stress frequently prevent parties from fully accepting persuasive messages. Emotional instability has been identified as a major barrier to rational decision-making in divorce mediation (Kurniawan & Lestari, 2022).

Finally, retention of persuasive messages tends to be relatively low. Many parties enter mediation with predetermined decisions to divorce, emotional exhaustion, or prolonged resentment, which limits their ability to internalize and recall the mediator's communication (Widodo, 2023).

## **Supporting Factors of Persuasive Communication in the Divorce Case Mediation Process**

### 1. Mediator's Professional Competence and Communication Skills

The professional competence of the mediator is a fundamental supporting factor in persuasive communication during divorce mediation. Mediators who are well trained in conflict resolution, interpersonal communication, and mediation ethics are more capable of delivering persuasive messages effectively. Skilled mediators can manage emotional tension, reformulate hostile statements into constructive language, and maintain neutrality throughout

the process. These abilities enhance the mediator's credibility and increase the likelihood that persuasive messages will be accepted by the disputing parties (Putri & Edlina, 2024).

## 2. Trust and Willingness of the Parties to Engage in Dialogue

Persuasive communication is more effective when both spouses demonstrate openness and a willingness to participate in dialogue. Trust in the mediator's impartiality and confidentiality encourages parties to express their concerns honestly. When disputants feel respected and heard, defensive attitudes tend to decrease, creating space for reflection and reconsideration of rigid positions. This trust-based interaction significantly supports the persuasive efforts of the mediator (Rahman & Yusuf, 2023).

## 3. Conducive Mediation Environment

A supportive physical and psychological environment plays an important role in facilitating persuasive communication. Mediation conducted in a private, calm, and comfortable setting helps reduce stress and emotional escalation. Nonverbal elements such as seating arrangements, eye contact, and a peaceful atmosphere contribute to a sense of safety, allowing parties to focus on problem-solving rather than confrontation (Sari & Nugroho, 2022).

## 4. Cultural and Contextual Sensitivity

The mediator's understanding of cultural values, local norms, and social contexts strengthens persuasive communication, particularly in religious court settings. Messages that align with the parties' cultural background and lived experiences are more easily accepted and internalized. The use of familiar expressions and culturally appropriate examples helps build emotional closeness and reinforces the mediator's persuasive influence (Hidayat & Fauzan, 2023).

## 5. Institutional and Procedural Support

Institutional support from the court system also serves as a reinforcing factor for persuasive communication. Clear mediation procedures, sufficient time allocation, and formal encouragement for peaceful settlement enable mediators to perform their roles more effectively. When mediation is institutionally framed as a meaningful dispute-resolution mechanism rather than a procedural formality, persuasive communication is more likely to produce positive outcomes (Amalia & Prasetyo, 2024).

## **Inhibiting Factors of Persuasive Communication in the Divorce Case Mediation Process**

### 1. Emotional Intensity and Psychological Distress of the Parties

High levels of emotional tension, such as anger, resentment, disappointment, and feelings of betrayal, significantly hinder persuasive communication in divorce mediation. Parties who enter mediation with unresolved emotional wounds tend to reject rational arguments and persuasive messages delivered by the mediator. Emotional dominance often limits the parties' ability to listen, reflect, and reconsider alternative solutions, thereby weakening the effectiveness of persuasion (Kurniawan & Lestari, 2023).

### 2. Strong Determination to Divorce Prior to Mediation

Persuasive communication becomes less effective when one or both parties have already made a firm decision to divorce before the mediation process begins. In such cases, mediation is perceived merely as a procedural requirement rather than an opportunity for reconciliation. This rigid mindset reduces openness to dialogue and causes persuasive messages to be ignored or dismissed, regardless of the mediator's efforts (Amelia & Prabowo, 2024).

### 3. Poor Communication History Between Spouses

Long-standing communication breakdowns between spouses act as a major barrier to persuasive mediation. Patterns of mistrust, repeated conflicts, and ineffective communication habits make it difficult for parties to engage constructively. When negative interaction patterns

are deeply rooted, mediator-led persuasive communication struggles to penetrate entrenched perceptions and mutual blame (Sutrisno & Wulandari, 2022).

#### 4. Imbalance of Power and Unequal Participation

Power imbalances such as economic dependence, educational disparities, or dominant personalities can inhibit effective persuasive communication. When one party dominates the conversation or exerts control over the other, the weaker party may remain silent or comply superficially without genuine acceptance. This imbalance limits meaningful dialogue and reduces the mediator's ability to facilitate balanced persuasion (Hidayah & Karim, 2023).

#### 5. Limited Time Allocation for Mediation Sessions

Time constraints within court-mandated mediation procedures can hinder the depth and effectiveness of persuasive communication. Complex marital conflicts often require extended dialogue and gradual trust-building, which may not be achievable within limited mediation sessions. As a result, persuasive messages may not be fully processed or retained by the parties (Nasution & Fadli, 2024).

#### 6. Influence of External Parties and Social Pressure

Intervention from family members, legal counsel, or social circles can weaken the impact of persuasive communication during mediation. External advice or pressure may reinforce negative perceptions and strengthen the parties' determination to divorce. Such influences often override the mediator's persuasive efforts, especially when external parties promote adversarial rather than reconciliatory approaches (Putra & Ananda, 2023)

Persuasive communication plays a crucial role in the effectiveness of divorce mediation at the Teluk Kuantan Religious Court. While mediators employ various strategic approaches to facilitate dialogue and encourage reconciliation, their efforts are significantly influenced by both supporting and inhibiting factors. Emotional conditions of the parties, pre-existing decisions to divorce, communication breakdowns, power imbalances, time limitations, and external influences often constrain the persuasive process. Therefore, strengthening mediator competencies, enhancing institutional support, and creating more adaptive mediation frameworks are essential to improving the quality and outcomes of persuasive communication in divorce mediation.

## CONCLUSION

This study concludes that persuasive communication strategies employed by mediators play a vital role in the divorce mediation process at the Teluk Kuantan Religious Court. Mediators do not merely function as neutral facilitators, but also as strategic communicators who actively design, deliver, and evaluate persuasive messages to manage conflict and encourage constructive dialogue between disputing spouses. Through careful planning, empathetic engagement, adaptive language use, reframing techniques, emotional approaches, and caucus sessions, mediators seek to reduce tension and open pathways toward mutual understanding and potential reconciliation.

Furthermore, the effectiveness of persuasive communication in mediation is shaped by a combination of supporting and inhibiting factors. Supporting factors include mediator competence, institutional mediation frameworks, a conducive mediation environment, and the willingness of parties to engage in dialogue. Conversely, strong emotional distress, predetermined decisions to divorce, poor communication histories, power imbalances, time constraints, and external pressures often limit the impact of persuasive efforts. These findings indicate that while persuasive communication is essential, its success depends on both the mediator's skills and the broader psychological, social, and institutional context surrounding the mediation process.

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