

Understanding Emotional State on Female Correctional Officers in Java, Indonesia

Anggun Resdasari Prasetyo
Faculty of Psychology
Universitas Diponegoro,
Indonesia
(corresponding author)
anggun.resdasari@gmail.com

Ika Zenita Ratnaningsih
Faculty of Psychology
Universitas Diponegoro,
Indonesia
zenitid@gmail.com

Unika Prihatsanti
Faculty of Psychology
Universitas Diponegoro,
Indonesia
unik0206@gmail.com

Abstract

Correctional institution has employees who are tasked with guarding inmates. High-risk job tasks that have to be faced by correctional officer can potentially affect the emotional state, moreover, if the officer is female gender. Based on the background, the study was aimed to know about the emotional state on female correctional officers. The research method used was clinical exploration by conducting in-depth interviews on 30 female correctional officers in Bandung and Semarang. The results can be concluded that the emotions experienced by the subjects in the study are mostly negative emotions. Negative emotions of anger, sadness, guilty, and anxiety is felt almost entirely by the 26 subject and only 4 subjects have positive emotional state, namely happiness and pride. From the data, there were 23 subjects who did positive emotion regulation, consist of 4 subjects who indeed were subjects who had positive emotional state and 19 subjects who initially had negative emotional state but were able to regulate emotions well. 19 of the 26 subjects who experienced negative emotional conditions tried to regulate positive emotions so that they could do a good job. Positive emotional regulations have been done by 23 subjects are *positive reappraisal, refocus on planning, positive refocusing, and acceptance*. The emotional regulation strategy used by 7 subjects was negative strategies, such as blaming other, self-blaming, and rumination or focus on thought.

Keywords: Emotions at work, Correctional officer, Female.

Received 27 May 2020/Accepted 22 December 2020 ©Author all rights reserved

Introduction

Correctional Institutions is a Unit under the Directorate General of the Ministry of Law and Human Rights Indonesia (Kemenkumham). The role of Correctional Institution (Lembaga Pemasyarakatan/LAPAS) in Indonesia is important because the increasing numbers of crimes which contribute to the number of prisoners. Each institution has employees, known as correctional officers.

Those correctional officers' main roles are guarding, guiding, and assisting the prisoners. At present, correctional officers must face the high level of population of residents of state detention centers and correctional facilities that exceed the capacity of available space or are called overcrowded. Based on the Directorate General of Corrections staffing data in the Minister of Law and Human Rights of the Republic of Indonesia, in 2016, the human resources of correctional officers amounted to 30,132 people, consisting of 23,707 men and 6,425 women. Meanwhile, the ratio between officers and inmates is 1:44. Moreover in the provincial capital prison, the ratio of officers to occupants can reach 1:92.

In the code of Indonesian ethics correctional officer number 4, it is explained that each correctional officer in carrying out official duties and daily life obligations must behave and be guided by ethics in: a) organizing; b) providing services to the community; c) provide services, coaching, and coaching for Penitentiary Guides; d) carry out management of confiscated objects and booty; e) engage with other law enforcement agencies; and f) social life, as regulated in this Ministerial Regulation. The duty of correctional officer is to provide services to the community and also to provide services and guidance. Guidance to prisoners is a very difficult task when the number of detainees continues to increase. Having those main roles, correctional officers are prone to stressful conditions (Blaug, Kenyon & Lekhi, 2007). The experience of living in a correctional institution is the most stressful experience compared to other negative experiences in life.

Correctional officers in Indonesia consist of both male and female officers. Dynamics experienced by female officers potentially lead to more complex conflicts. Personal life, such as marriage and newborn children or raising children, can influence the dynamics of work and family adjustment. The characteristics of working as correctional officers like long and irregular working hours or heavy workload in handling difficult inmates are most challenges faced by female officers. The research is further research to reveal more deeply how the emotional condition and emotion regulation in female correctional officers, based on the preliminary research in 2013-2014 at the correctional Institution in Semarang and Bandung, showed that prison officers are prone to experiencing high work stress (Prihatsanti, Ratnaningsih & Prasetyo, 2013). The results of the study found that the condition in Lapas affected the correctional officer both physically, psychologically and their daily behavior. The problems

experienced by female correctional officer are not only about their work but also about maintaining work and family balance.

In terms of health and well-being, Female correctional officer experiencing condition of psychological distress and emotional exhaustion (Paoline, Lambert, & Hogan, 2015). When negative emotions and physiological fatigue occur, an individual will experience performance disruption and the inability to manage feelings, both at work and in personal affairs (Pollock, 2004). Besides that, Whiteacre (2006) reported in the study on Correctional Services officer in Chicago that 54 percent of respondents feel hindered in their career or work. In addition, problems in the household are not only reciprocal of this stress, but can also be the causes of stress. According to Pollock (2004) "*Correctional officers often reports that they allow conflicts at home, tighten the discipline at home and spend less time at home on their day off*". Work-family conflict affects three times higher on correctional officers and their family. Barton, Hogan, & Lambert (2004) stated that work-family conflict occurs when two main focuses in one's life (that is work and family/social) are imbalanced and trigger conflicts that lead to disputes in work or in family/social. Eventually, this results in individual negative emotions.

A high-risk work environment certainly requires an understanding on the role of emotional state and regulation of emotions. Daniel Goleman (2002) stated that emotion refers to a particular feeling and thought, a biological and psychological condition and a set of tendencies to act. Emotion is a reaction to the stimuli from the outside and within the individual. Safaria and Saputra (2009) defines emotions as an arousing state of the organism encompassing deep changes of awareness, in-depth nature, and behavioral change. Emotions tend to occur in relation to behaviors that approach or avoid something. The behavior is generally accompanied by physical expressions so that others can know if someone is expressing emotions (Walgito, 2010).

Rene Descartes (Gunarsa, 2002) explained that there are 6 basic emotions in individuals, like *love, joy, wonder, hate, desire and sadness*. Besides that according to Robert Plutchik (Hude, 2006), there are some basic emotions such as *anticipation, joy, acceptance, surprise, fear, sadness, disgust, and anger*, which are described in a circle along with various mixed emotions. Dwoskin (2005) explained 9 emotional

states such as: apathetic, sad, scared, passionate, angry, proud, enthusiastic, accepting, and sincere. While Lazarus (1991, Gunarsa 2002) believed that there are emotions in individuals like: *anger, anxiety, fright, guilt, shame, sadness, envy, jealousy, disgust, happiness, pride, relief, hope, love and compassion*. 1). *Anger* is the feeling of anger perceived by an individual, an insult toward himself and his possessions, 2). *Anxiety* is the feeling of anxiety experienced by individuals towards something that has not yet occurred, and basically arises from feelings of inadequacy, 3). *Fright* is the feeling of fear that arises in the individual caused by, among other things, the concrete, extraordinary and short-term physical danger, being alone in a dark place, traveling by night, and confronting strangers or a big number of people, 4). *Guilt* is a feeling for an individual who has violated moral values or is a kind of negative self-assessment that arises when a person realizes that his behavior is not in accordance with a certain common value of morality, which generally must be embraced, 5). *Shame* is a failure to meet an ideal ego. The feelings of shame felt by an individual, due to failing to meet what is desired, or an unpleasant feeling experienced by a person after he perceived negative opinions about himself, 6). *Envy* is the feeling in an individual caused by the abilities or goods possessed by others beyond the ability of the individual, 7). *Jealousy* is a feeling caused by the loss of one's affection due to the presence of a third party, 8). *Sadness* is a sad feeling caused by the loss of something that cannot be replaced, 9). *Disgust* is a feeling of an individual to be close to a person or an object that is not liked, this feeling can be expressed through the behavior of not wanting to be friends or connect with anything that he deems disgust, 10). *Happiness* is a sense of pleasure felt by the individual caused by, among other things, achieving a goal or making significant progress to pursue a goal and being able to eliminate the fear, anxiety, jealousy, and anger, 11). *Pride* is a sense that is felt by the individual caused by the achievement or something that is appreciated by the community, 12). *Relief* is the feeling experienced by the individual because the conditions caused by stress have disappeared or changed for the better, 13). *Hope* is an anticipation of dealing with the worst possible, but also the individual's expectation that things will get better, 14). *Love* is a feeling of affection that is felt by an individual who is shown by, among other things, always trying to be near a beloved person or friend, or trying to make others happy, 15). *Compassion* is the feeling of pity that comes from being moved by the suffering of others and triggering a willingness to help.

Humans do not only have emotions but also have to control them. Individuals who can control their emotions can bring happiness to them, as stated by Karl C. Garrison in Mappiare (2003) that one's happiness in life is not because of the absence of emotional forms in him, but his habit of understanding and controlling emotions. This emotional control process is also called the process of emotional self-regulation or regulation of emotions. Emotional self-regulation can be interpreted as the ability to evaluate and change emotional reactions to certain behaviors that are appropriate to the current situation (Garnefski, Boon, & Kraaij, 2003). Emotional regulation is concerned with reducing and raising negative and positive emotions (Gross, 1999). Positive and negative emotions arise when the intended individual interacts with his or her environment and others. Positive emotions arise when the individual can reach his goal and negative emotions arise when the individual deals with obstacles in the way of reaching his goal.

According to Garnefski, et.al. (2003) there are some strategies to perform emotional self-regulation, namely: 1). *Self-blame* refers to the mindset of self-blame. Some studies have found that self-blame is associated with depression and other health measures, 2). *Blaming others* refers to the mindset of blaming others for what happened to him, 3). *Acceptance* refers to a mindset of accepting and resigning over what happened to her. *Acceptance* is a coping strategy which is positively related to optimism and self-esteem measurement and negatively related to anxiety measurement, 4). *Refocus on planning* refers to thinking about steps to take to deal with negative events. It should be noted that this dimension is performed in the cognitive stage only, not until the execution. *Refocusing on planning* is a coping strategy that has a positive relationship with the measurement of optimism and self-esteem and has a negative relationship with the measurement of anxiety, 5). *Positive refocusing* is an individual tendency to think about more pleasant and joyful things than to think about the current situation. Focusing on the positive can be considered helpful in the short term, but it could be maladaptive in the long run. 6). *Rumination or focus on thought* is when individuals tend to focus on feelings related to the current situation. Nolen, et.al (Garnefski, Boon, & Kraaij, 2003) stated that *rumination* tends to associate with high depression level, 7). *Positive reappraisal* is the individual's inclination to take on the positive meaning of the current situation. Carver, et.al, [21] shows that *positive reappraisal* is associated with optimism and self-esteem and is negatively correlated with anxiety, 8). *Putting into perspective* is when

individuals tend to act indifferently or underestimate a situation. This concept has never been included in the measurement of any coping so there is no data about the correlation of *putting into perspective* with anything, 9). *Catastrophizing* is the individual's inclination to assume that he is the less fortunate of the situation. Generally, *catastrophizing* is closely related to *maladaptation*, *emotional distress* & *depression*. From the elaboration of the strategies, the best strategies to perform emotional self-regulation according to Garnefski, et.al (2003) are *acceptance*, *refocus on planning*, *positive refocusing*, *positive reappraisal*, *putting into perspective*, because those strategies show positive optimism and self-esteem and low anxiety level. While the strategies that are considered bad according to Garnefski, et.al (2003) are *self-blame*, *blaming other*, *rumination or focus on thought*, and *catastrophizing* because those strategies to perform emotional self-regulation are associated to high level depression and stress.

The role of the study of emotional handling of workers, of course, affects the development of the organization that is the increase of creativity, cognitive flexibility, labor, productivity and job satisfaction through the availability of communication and negotiation skills. Ilies and Judge (2005) exposed that employees who have pleasant emotional condition tend to be able to set higher goals and objectives. A large-scale, qualitative study of the effects of workplace events on the emotional state of the worker presents that positive experiences or events in the workplace will generate positive feelings about pride, belonging, feeling, relief, joy, optimism, affection, nostalgia, and empowerment. While negative experiences will result in disappointment, fatigue and stress, bitterness and anger, anger, anger, shame, pain, disgust, upset and shock, regret, guilt, sadness, fear, despair, uncertainty, rejection, worry and frustration (Basch & Fischer, 2000; Boudens, 2005). Based on these studies, employees reported greater variation in terms of experiencing negative emotions when getting inappropriate or unpleasant conditions at work.

A positive mood is essential for everyday functions and cooperation. Mood is very important to respond to the survival situation (Spoor & Kelly, 2005). In a sampling study on work experience, Miner, Glomb, and Hulin (2005) learned that negative events affect five times stronger to employees' mood compared to positive events although positive events occur three to five times more often. Similarly, employees remember negative events better, thus negative events have a greater impact on them

(Dasborough, 2006). For that, the company or institution should really create and maintain positive culture that leads to positive performance.

Based on the background, this research is a preliminary study to find out more about the emotional state and emotional regulation of female prison officers. Research on correctional officers, especially in female officer is still rarely carried out both nationally and internationally. During this time the study of female correctional officers more associated with work stress (Dowden & Tellier, 2004, Lestari et al, 2015). Therefore, the results of this study will then be used by the researcher team for research on optimizing work happiness for female correctional officers. With the results of research describing the emotional state and emotion regulation in female correctional officers, then it can then be used as a basis for providing a description of the application of happiness theory that is appropriate and can be applied for the development of psychological well-being for female correctional officers in Indonesia.

Method

Participants

The research was conducted in two Correctional Institutions for Women, located in Central Java and West Java. The research involved 30 subjects, consisting of 15 subjects in Lapas Semarang and 15 subjects in Lapas Bandung. Subjects were selected using purposive sampling approach. Purposive sampling is the type of sampling technique that is most suitable for research employing descriptive or qualitative methods (Smith, Flower & Larkin, 2009). The selected subjects are married subjects, and have worked between 1-10 years. The focus of the research was to explore the emotional state and emotional regulation strategy applied.

The implementation of this research has been carried out by meeting the ethical requirements of the study. All of the participants were informed regarding the study's objectives, procedures, potential risks and benefits, voluntary participation, and protection of confidentiality and rights to withdraw at any point in the study. Prior to signing the informed consent form, participants were assured of their confidentiality and anonymity and they were given enough time to ask questions about the study.

Measurement

The method mainly used in the research was descriptive exploration. This was a preliminary study of a 2-year research to build a grounded theory on work happiness in female correctional officers. The data collection method applied in the research was in-depth interview guided by questionnaire using open-ended questions which was discussed to research subjects. The subjects were asked to provide answers to some open questions about problems that have been experienced in recent time and the strategies to solve the problems. The analysis on the data was conducted by analyzing the subjects' answers on open-ended questions. The main questions asked are: 1). What problems have been faced by correctional officers, 2). How emotional conditions experienced related to the problems faced by correctional officers, 3). how to overcome emotional problems that arise.

Result

The result of questionnaire using open-ended questions which was answered by the research subjects about problems that have been experienced in recent time and the strategies to solve the problems are elaborated in the table presented below. Exploration of emotional state by subjects based on the theory of Lazarus (1991, Gunarsa, 2002) and emotional regulation experienced by theory of Garnefski et al (2003).

Table I
Emotional State and Regulation strategies in Correctional Officer

Subject	Problem	Emotional State	Emotional Regulation
I	<p>a. The workload must oversee the large number of inmates</p> <p>b. Tiring work trips because of this the distance between home and the workplace is very far away approximately takes about 5 hours so the difficulty has to divide time between work and family</p>	<p>1. Anxiety (related to the task of guarding many inmates)</p> <p>2. Guilty feeling (role adjustments for work and family)</p>	<p>Rumination or focus on thought: This negative emotional regulation (<i>focus on thought</i>) is characterized because the subjects always think about the distance of the house-work is very far and tiring for her and felt there was no right solution because indeed the distance of his home and office was very far. So she no longer knew what he had to do</p>

- | | | | |
|---|---|---|---|
| 2 | Must be adaptive to policy changes, some are contrary to conscience, so she often feels anxious because she is afraid if it is sinful for her (in this interview, the subject did not want to explain any policies or regulations that were contrary to conscience, because he felt it was the secret of his institution) | 1. Anxiety
2. Guilty feeling | Positive Refocusing:
Subject has not figured out how to solve the problem appropriately because the rules have been set by her superiors and must be implemented. So that, <i>positive refocusing</i> done by subject. She has tried to find distractions that are more fun than the situation, example performing prayers, completing work targets, chatting with friends during office breaks |
| 3 | The spouse works in different city and the children live with the husband | Guilty feeling about family, because she feel unable to carry out their roles as wife and mothers | Rumination or focus on thought:
Always think about her family condition. Already proposed to move, but the employer disapproved so she has no other ideas. This problem disturbs the concentration of the subjects in carrying out her work. |
| 4 | Often overwhelmed for almost daily supervision of the inmates because of the large number and the inmates often conflicted and she as prison staff must always be aware of the situation. | Anxiety | Refocus on planning:
Subject do <i>refocus on planning</i> because she try to find solutions with co-workers and consult with the superior (Kalapas) about appropriate steps to carry out their duties as prison officers. |
| 5 | The increasing numbers of inmates (about 300 inmates per year), so she often overwhelmed for almost daily supervision of the inmates because of the large number and the inmates often conflicted and she as prison staff must always be aware of the situation | Anxiety
(experiencing nightmares) | Catastrophizing
<i>Catastrophizing</i> is the individual's inclination to assume that he is the less fortunate of the situation. This can be concluded because subject feels useless, trying to do her job but actually feel uncomfortable because of the heavy task. |
| 6 | The source of the problem faced by subject number 6, the same as the problem faced by subjects number 4 and 5 | Anxiety | Positive Reappraisal:
<i>Positive reappraisal</i> is the individual's inclination to take on the positive meaning of the current situation. This positive emotional regulation is seen because subject is trying to always find the wisdom that her job is a good deed |

7	Felt there was no problem because this job was very good jobs related to moral and religious responsibility	Happiness, Pride	Acceptance: Positive emotional regulation in the form of <i>acceptance</i> , characterized by subjects feels lucky to be a government employee, getting a job that can be a charity field and improve herself
8	The subject assumes she does not have work problems because work can handled well	Happiness	Refocus on Planning: Subject implement <i>refocus planning strategies</i> , she is always trying to find solutions for every problem at her work
9	Subject felt have big responsibilities because working in security department and related to human being	Anxiety	Refocus on Planning: Subject implement <i>refocus planning strategies</i> , she is always trying to stay alert and find solutions for problems
10	The subject felt sad because there was a problem with her spouse because her work was often overtime and time-consuming, besides that she felt his job was not successful and there were no challenges because her job was a monotonous career but the risk was heavy	Sadness	Catastrophizing The subject feels useless (<i>catastrophizing</i>). Subjects felt they could not do anything what's more related to family and work conditions, trying just to work as best she can because it also there are no challenges in career paths.
11	No problems related to job	Happiness	Acceptance: Accepting jobs with all the consequences and live it well
12	Subject feels to have risk responsibilities at her work	Anxiety (afraid to make mistakes)	Refocus on Planning: Subject do <i>refocus on planning</i> because she try to find solutions with co-workers and consult with the superior (Kalapas) about appropriate steps to carry out their duties as prison officers
13	The subject felt to have a high workload i.e. to oversee a large number of prisoners and to be compliant with work shift schedules	Anxiety	Positive Refocusing: Basically, subject often experiences anxiety but she tries to find distractions to reduce her negative emotions (sharing with co-workers, sharing with spouse)

14	Have coworkers who work one shift, but not each other support and cannot be invited to cooperation	Angry	Catastrophizing Subject feels unlucky because the employer does not provide solutions. So ,she felt there was nothing more he could do and was confused about how to behave
15	The subjects felt they had a daunting job assignment. She was afraid of making a mistake because he was given the task of supervising the visitors of prisoners.	Anxiety	Refocus on Planning: Trying to be always careful and trying to immediately find a solution for any problems
16	Subjects often get angry and protest because many daily task that is not in accordance with job descriptions of each department	Angry	Positive Refocusing: Basically, subject feels annoyed to her co-workers and her head of department, but she tries to find distractions to reduce her negative emotions (sharing with co-workers, sharing with spouse, going on vacations)
17	Jobs having high risks. Afraid if: missing the target, children experiencing health problem, dissatisfied, making mistakes.	Anxiety	Refocus on Planning: Trying to work well, and finding solutions for any problems (sharing with co-workers, sharing with spouse, attend training to improve self capacity)
18	Can handling and dealing with subordinates with different characters	Happiness, Pride	Refocus on Planning: Analyzing problems carefully, by stages, and studying the subordinates' characters.
19	The subject was afraid when he had to be involved in the implementation of prison activities where the budget was not in the state budget.	Anxiety	Refocus on Planning: Trying to work well and consulting the employers Trying to work well when facing problems to avoid mistakes.
20	Subject felt that work is not in accordance with the educational classification	Sadness	Refocus on Planning: Work is not in accordance with the educational classification and extending wishes to head of department to get a position related to the educational background
21	Subject had experienced a misunderstanding with teammates so that it interfered with the current task process	Sadness	Refocus on Planning: Trying to work well and settling misunderstanding with co-workers

22	Subject as correctional officer, getting additional assignment as cooperative officer for at least 5 years.	Anxiety	Refocus on Planning: Pursuing hobbies, having positive thoughts and getting benefits from the responsibilities
23	Subject felt have big responsibilities because working in security department	Anxious	Refocus on Planning: Keep doing the job well, and if any problem occurs, trying to solve it by herself of by consultation.
24	Wishing for being reassigned to different locations or position, anger towards yourself and also at work, for not being able to develop	Anger	Self-blaming: Anger Feeling, lack of competence because asking for reassigning yet disapproved
25	1. Dominating seniors that results in stressful condition 2. Too tight rules 3. Problem with family or spouses because the job.	1. Anxiety 2. Guilty feeling 3. and Sadness	Positive Refocusing: Subject feels uncomfortable but she tries to shift focus on fun activities to reduce negative emotions (talking to co-workers, sharing with spouse, shopping at weekend)
26	Too many jobs to be finished in a period of time and getting assigned at the main post that makes the jobs delayed	Anxiety	Refocus on Planning: Keep doing the job well, and if any problem occurs, trying to solve it by herself of by consultation.
27	Less employees but the inmates are increasing that makes her overwhelmed	Anxiety	Refocus planning: Trying to always be vigilant, maintaining health with sports, establishing good cooperation or communication with the inmates and co-workers.
28	Assigned in health department, subject needs to be extra cautious when checking inmates' health condition	Anxiety	Positive reappraisal: The subject finds meaning that she must perform duties as a medical team with the best efforts.
29	Need to adjust with spouse who feels objected with subject's job	Sadness	Catastrophizing Subject feels unlucky and can't do anything about it.

30	Working for 6 days a week with high risk and demanding jobs	Anxiety	Positive Refocusing: Subject feels uncomfortable but she tries to shift focus on fun activities to reduce negative emotions (talking to co-workers, sharing with spouse, going on vacation)
----	---	---------	---

Based on Lazarus' emotional theory, that of the 26 subjects experienced negative emotions, namely anger, sadness, anxiety, and guilty. That is:

Angry

The causes of negative emotions, namely anger at female correctional officers, are unclear roles between officers, and lack of coordination between officers, resulting in frequent miscommunication even though their duties are very heavy and frightening because they have to look after prisoners so that it requires clear division and coordination. This was disclosed by subjects number 14 and 16. The following data is:

"I often protested, got angry too but rarely paid attention, the protest that I conveyed was clear coordination, there were lots of prisoners who had to be guarded" (Subject 16).

In addition, there is also anger towards oneself experienced by the subject, namely subject number 24, who conveys his feelings as follows:

"I don't know, I have protested to my superiors, asked about various procedures, is there a possibility of changing assignments or changing positions but it can't, how else can I?"

Guilty Feeling and Sadness

The cause of sadness experienced by the research subjects (subject 10, 21, 25 and 29), occurred because the heavy work had an impact on family relationships (husband and children). They feel that they cannot function properly as both wife and mothers to their children. In addition, they also feel sad

because the job is so stressful and frightening more than they imagined when applying for a job. Example of interview result is:

"It's sad, I often miss time with my husband, can't monitor my children" (subject 10).

Anxiety

Most of the subjects felt anxiousness (except for 4 subjects, namely subjects 7, 8, 9, and 18). The anxiety they experienced was that they had to look after and foster prisoners whose numbers were very large and even exceeded the prison capacity. They are required to stay focused on work. They are afraid that when the inmates have conflict in detention and it could cause a dangerous situation.

Data related to positive emotions were only felt by 4 subjects, namely subject's number 7, 8, 9, and 18. They felt happiness (positive self-acceptance) and pride about their job. That is to accept from the start and know the consequences, they also feel they have done their best job and feel there is no problem. They are also proud because this work is considered noble because it is related to morals and goodness.

From the data above there were 23 subjects who did positive emotion regulation, consist of 4 subjects who indeed were subjects who had positive emotional state and 19 of 26 subjects who initially had negative emotional state but were able to regulate emotions well. However, although 26 subjects felt negative emotions, 19 of the 26 subjects who experienced negative emotional conditions tried to regulate positive emotions so that they could do a good job. Positive emotional regulations have been done by 23 subject are *positive reappraisal, refocus on planning, positive refocusing, and acceptance*. The emotional regulation strategy used by 7 subjects is negative strategy, such as blaming other, self-blaming, and rumination or focus on thought.

Positive reappraisal carried out by the female correctional officers is trying to reinterpret or find a positive meaning from their work. They try to discuss this with colleagues, spouses, superiors, and

even talk to inmates to seek positive experiences or stories. Strategies to *refocus on planning* are carried out by making improvements to performance, self-capacity, as well as improving relationships with families. Meanwhile, the emotional regulation strategy for *self-acceptance* was owned by 4 subjects who had positive emotions from the start because they felt happy to have been accepted to work in prison because according to them the work was proud besides that it was also a job that had high moral values and kindness.

The regulation of negative emotions carried out by 7 subjects among *self-blaming*, that is blaming themselves for why they used to choose to work in prison and did not think that the work was heavy and risky, *Blaming others*, namely when experiencing negative emotions or problems at work tend to look for mistakes from colleagues, superiors or couple at home. As well as the existence of *rumination or focus on thought*, which is excessive worry and fear without being able or willing to find the right solution?

Discussion

Based on above data, problems faced by the subjects, in addition to their high-risk jobs, are also related to adjustments in family relationships. Basically, working women who also play the role as a mother have greater possibility to experience conflict than men because of their roles in the family. Working mothers still have to do a lot of things after doing activities in the office because of their responsibility to the family. Considering the condition mentioned above, working mothers are likely to face challenges in maintaining work-family balance. The challenge in maintaining the work-family balance is mentioned in a research by Qonitatin (2006) stating that broader opportunity for women to gain higher education results in changes in participation levels of female workers. The roles of women as breadwinners and housewives are potential to result in conflict since both roles require time, energy, and concentration. Based on a research, the role of women in both family or marriage and in job often leads to conflict as a result of various requirements of such roles, for example, the gender role requires a woman to be able to raise a child, serve her husband, but on the other hand she has responsibilities in he career that must be met. From the research above, it can be concluded that those

roles are the cause of stress which lead to adjustment disorder. Commonly, prolonged stress can lead to feelings of anxiety, fear, and depression, loss of security, low self-esteem, restless, excessive cold sweat, heart palpitations, dizziness, lost or increasing appetite to eat and sleeping disorder. Excessive anxiety can also lead to a decrease in the ability and efficiency of individuals to live their life functions.

The workload faced by female correctional officer, based on the data above in accordance with what is explained that correctional officers carry risks related to safety and health (Ferdik, Smith, & Applegate, 2014). The safety risks range from physical injury to the risk of death. In risks related to mental health, correctional officers are at high risk of experiencing stress and burnout (Ferdik, Smith, & Applegate, 2014; Finney, Stergiopoulos, Hensel, Bonato, & Dewa, 2013). The results of this study are in line with Brough and Williams's research, which stress can be caused by overcrowding in correctional institutions. This stress contributes to the level of anxiety and depression experienced by correctional officers (Brough & Williams, 2007). Stress and burnout on correctional officers can lead to reduced productivity, reduce life satisfaction, lead to conflicts between work and family roles, absenteeism, and turnover intentions (Finney et al., 2013; Lambert, Minor, Wells, & Hogan, 2015; Brough & Williams, 2007).

The research conducted by Keene & Quadagno (2004) clarifies that 60% of working adults have difficulties in maintaining balance, especially working husbands and wives having children under 18 years old. Related to the definition of work-family balance, researchers have different concepts, even according to Frone (2003), also Jones, Burke, & Westman (2006), oftentimes, work-family balance is hard to define. Basically, there is no similar understanding on the definition of work-family balance. Various definitions on work-family balance have been more complicated when the understanding rooted from Western culture, which is the opposite of Eastern Culture. Meanwhile, work-family balance is beneficial for organization, family, and individual.

Well-being condition or maintaining positive emotions in working mothers is one the factors that can't be neglected from important issues in a company or organization because of the positive impact from employees' well-being. Well-being condition has a significant effect on cost related to illness and health

(Danna & Griffin, 1999), absenteeism and employee turnover (Spector, 1997), work performance and work satisfaction (Russel, 2008). Well-being in jobs and family is resulted from individuals who are able to obtain and apply happiness in their life. Every individual is looking for a happy and prosperous life, physically, socially, and spiritually. A research conducted by Argyle (2001) presents that happiness is the most influencing factor in life quality and more important than health and sexual activities. For a mother, psychological well-being influences her confidence in nurturing her children which contributes to her children's positive development. Experiencing well-being is everyone's purpose in live, including working mothers. Yet, the efforts to solve the problems experienced by working mothers to increase their well-being have not been optimized. For this reason, the results of this study can be used as a basis for further research to optimize work happiness in female correctional officer.

Conclusion

Correctional officers, especially female officers, are prone to negative emotions that lead to work related stress and burnout. Heavy workload, high-risk responsibilities, and monotonous assignments to supervise a large number of inmates which is imbalance to the number of officers contribute to the emotional condition of the officers. They also have to adapt to their family condition because they have to work in shift and should be ready for emergency call by ignoring their rights for having days-off. The condition leads to work family conflict that triggers negative emotion in correctional officers. Further handling is needed to establish and develop positive character of human resources to provide benefits for individuals and the institution itself. Based on the reasons mentioned above, further research will be conducted to establish grounded theory on work happiness in female correctional officers.

Acknowledgements

This research was supported by Universitas Diponegoro. We would like to extend our gratitude to our colleagues at Faculty of Psychology, Universitas Diponegoro, especially the staffs of CEPS (Centre of Experimental and Psychometrics Studies) and subject research that greatly assisted the research.

References

- Argyle, M. (2001). *The psychology of happiness, 2nd ed.* New York: Routledge.
- Blaug, R., Kenyon, A., & Lekhi, R. (2007). *Stress at work : A report prepared for the workfoundation's principal partners.* London: The Work Foundation.
- Barton, M., Hogan, L., & Lambert, E. G. (2004). The nature of work-family conflict among correctional staff: an exploratory examination. *Criminal Justice review, 29*, 145-172.
- Basch, J., & Fisher, C. D. (2000). *Emotions in the workplace: Research, theory, and practice.* Westport, CT: Quorum Books.
- Boudens, C. J. (2005). The story of work: A narrative analysis of workplace emotion. *Organization Studies, 26*, 1285-1306.
- Brough, P., & Williams, J. (2007). Managing occupational stress in a high-risk industry. *Criminal Justice and Behavior, 34*(4), 555-567
- Danna, K., & Griffin, R.W. (1999). Health and well-being in the workplace: A review and synthesis of the literature. *Journal of Management, 25*, 3, 357-384.
- Dasborough, M. T. (2006). Cognitive asymmetry in employee emotional reactions to leadership behaviors. *Leadership Quarterly, 17*, 163-178.
- Dowden, C., & Tellier, C. (2004). Predicting work-related stress in correctional officers: A meta-analysis. *Journal of Criminal Justice, 32*(1), 31-47. doi:10.1016/j.jcrimjus.2003.10.003.
- Dwoskin, H. (2005). *Sedona method: How to get rid of your emotional baggage and live the life you want.* London: Element.
- Ferdik, F.V., Smith, H.P., & Applegate, B.K. (2014). *An assessment of job satisfaction among South Carolina correctional officers.* Columbia, SC: South Carolina Department of Corrections
- Finney, C., Stergiopoulos, E., Hensel, J., Bonato, S., & Dewa, C.S. (2013). Organizational stressors associated with job stress and burnout in correctional officers: A systematic review. *BMC Public Health, 13*(1), 82-94.
- Frone, M.R. (2003). Work Family Balance. In J.C.Quick, & L.E. Tetrick (Eds). *Handbook of occupational health psychology* (pp.143-162). Washington, DC: American Psychological Association.
- Garnefski, N., Boon, S., & Kraaij, V. (2003). Relationships between cognitive strategies of adolescents and depressive symptomatology across different types of life events. *Journal of Youth and Adolescence, 32*, 401-408.

- Goleman, Daniel. (2002). *Working with emotional intelligence (terjemahan)*. Jakarta: PT. Gramedia Pustaka Utama.
- Gross, J. J. (1999). Emotion regulation: past, present, future. *Cognition and Emotion*, 13, 551- 573.
- Gunarsa, Singgih. (2002). *Psikologi perkembangan*. Jakarta: PT BPK GunungMulia.
- Hude, D. (2006). *Emosi penjelajahan religio-psikologis tentang emosi manusia dalam Al Qur'an*. Jakarta: Erlangga.
- Ilies, R., & Judge, T. A. (2005). Goal regulation across time: the effects of feedback and affect. *Journal of Applied Psychology*, 90, 453-467.
- Jones, F., Burke, R.J., & Westman, M. (2006). *Work-life balance, a psychological perspective*. New York: Psychology Press.
- Keene, J.R., & Quadagno, J. (2004). Predictors of perceived work-family balance: Gender difference or gender similarity. *Sociological Perspectives*, 47, 1-23.
- Lambert, E. G. (2001). Absent correctional staff: A discussion of the issues and recommendations for future research. [Electronic version]. *American Journal of Criminal Justice*, 25, 279-292.
- Lestari, B.S.A., Wahyuni, I., Ekawati. (2015). Hubungan karakteristik individu dan komunikasi interpersonal dengan stres kerja pada petugas penjagaan (sipir) di lembaga pemasyarakatan (lapas) klas IIA wanita semarang. *Jurnal Kesehatan Masyarakat*, 3(3), 326-332.
- Mappiare, A. (2003). *Psikologi remaja*. Surabaya: Usaha Nasional.
- Miner, A. G., Glomb, T. M., &Hulin, C. (2005). Experience sampling mood and its correlates at work. *Journal of Occupational and Organizational Psychology*, 78, 171-193.
- Pollock, J. (2004). *Prisons and prison life: Costs and consequences*. Los Angeles, CA: Roxbury.
- Paoline, E. A., Lambert, E. G., Hogan, N. L. (2015). Job stress and job satisfaction among jail staff: Exploring gendered effects. *Women & Criminal Justice*, 25, 339-359.
- Prihatsanti, U., Ratnaningsih, I.Z., & Pasetyo, A.R. (2013). Menurunkan stres kerja petugas pemasyarakatan melalui teknik COPE. *Jurnal Psikologi Universitas Gajah Mada*, 40(2), 159-168.
- Qonitatin, N. (2006). Manajemen stress ditinjau dari konsep diri pada wanita karir yang berperan ganda. *Jurnal Dinamika Sosial Budaya*, 8(2), 94-102.

- Russel, J. E. A. (2008). Promoting subjective well-being at work. *Journal of Career Assessment*, 16(1), 117-131.
- Safaria, T & Saputra, N.E. (2009). *Manajemen emosi sebuah cara cerdas bagaimana mengelola emosi positif dalam hidup anda*. Jakarta: BumiAksara.
- Smith, J. A., Flowers, P., & Larkin, M. (2009). *Interpretative phenomenological analysis: Theory, method and research*. Chennai: SAGE Publications India Pvt Ltd.
- Spector, P. E. (1997). *Job satisfaction: Application, assessment, causes, and consequences*. California: SAGE Publications, Inc.
- Spoor, J.R., & Kelly, J.R. (2004). The evolutionary significance of affect in groups: Communication and group bonding. *Group Processes and Intergroup Relations*, 7, 398-412.
- Walgito, B. (2010). *Pengantar psikologi umum*. Yogyakarta: ANDI.
- Whiteacre, K. W. (2006). Measuring job satisfaction and stress at a community corrections center: An evidence-based study. *Corrections Today*. 68, 70-7.