



Changes in the Client's Social Behaviour after Following the Guidance of Personality in the Penitentiary

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ABSTRACT

Class II Purwokerto Penitentiary plays an important role in changing clients' social Behaviour through personality guidance programs. This study aims to analyze personality guidance on changes in clients' social Behaviour at Class II Purwokerto Penitentiary. Using a qualitative approach and case study method, this study explores the experiences of clients who have participated in the personality guidance program. The subjects of the study were selected purposively, with the criteria of direct experience in the program and willingness to participate. Data collection techniques used interviews, observation and documentation, and data analysis using Miles and Huberman's theory, namely data collection, data reduction and data verification. The results showed that personality guidance had a significant impact on increasing clients' self-confidence, social skills, and changes in their mindset. Clients reported feeling more ready to interact with the community and were able to build better relationships with people around them. Despite experiencing positive changes, clients also faced obstacles, such as negative stigma from the community and difficulty in finding work. The emotional support provided during guidance proved important in helping clients overcome feelings of hopelessness and rebuild self-confidence. This study concludes that personality guidance at Penitentiary Class II Purwokerto can be an effective tool in helping former prisoners re-adapt to society, even though external challenges remain.

INTRODUCTION

Indonesia, as a country of law, recognizes the Integrated Criminal Justice System in the realm of criminal law. This system is implemented through certain stages that are interconnected with legal institutions in Indonesia. Correctional Institutions are the final stage in the implementation of the criminal law system with the aim of fostering criminals who have been found guilty and are required to be held accountable for their actions. In addition to Correctional Center, in the concept of the

correctional system, there is a special institution that focuses on guiding prisoners who are undergoing guidance in prisons, namely the Correctional Center (Asmawati, 2022). The Correctional Center has a primary role in carrying out various tasks of guiding correctional clients in its work area. Various forms of guidance are provided, ranging from religious guidance and skills development to personality development. The purpose of this guidance is to help clients live a better life in society as responsible individuals, as well as to encourage discipline so that clients can improve themselves and avoid repeating criminal acts (recidivism) (Salsabila, 2021).

The Penitentiary, as a correctional technical implementation unit, functions to guide correctional clients. Guidance programs are important to provide to correctional clients, considering that these clients are individuals who have problems. Humans are social beings who cannot live alone without interacting with others. Establishing social relationships, of course, does not always run smoothly because each individual has a different character and personality. These differences often lead to differences of opinion or misunderstandings (Supriyanto et al., 2019).

Everyone also has a different perspective in responding to a change, so groups are formed with the same perspective on the change. The formation of this group requires mutual agreement based on certain conditions. Change itself is not easy because it is a certainty that it will always happen anywhere (Goa, 2017). As individuals and social beings who live in society, clients need the services and assistance they need. In social life, humans depend on each other, especially those who have problems, so they need support to live independently. Correctional clients need guidance aimed at improving their physical condition, strengthening their mental condition, awakening the desire to recover, and increasing their social role so that they become a legally aware society and do not repeat violations of the law (Tahamata, 2021).

After individuals leave prison, they can experience stress. Some problems that inmates often face include internal conflict, traumatic experiences, personality disorders, deviant sexual Behaviour, a tendency to withdraw, difficulty controlling emotions, anxiety, excessive suspicion, difficulty adapting, boredom, longing for the social environment, unpreparedness to accept reality, loss of self-confidence, the potential to become a more serious criminal, even to committing suicide. Therefore, social support is very important for inmates to help manage their mental condition, encourage positive Behaviour, and reduce negative Behaviour (Subarkah & Resyanta, 2021).

Correctional institutions have an important role in helping inmates adapt and contribute to society after serving their sentences. In community life, there are always individuals who make mistakes or commit crimes, and the main challenge is how they can be restored so that they can be accepted back into society. Even though they have been released, former convicts often still face negative stigma from society, and even their families are affected. Especially if the crime committed is serious, society tends to find it difficult to accept them back. In fact, this view is not entirely correct, because in life, every human being can be in a right or wrong position. Awareness, maturity, and understanding of religion are needed to minimize mistakes and guide individuals back on the right track (Sunandar, 2021). Therefore, the task of the Correctional Center is to prepare inmates to have skills and self-awareness after serving their sentences so that they can reintegrate into society better (Sunandar, 2021).

Penitentiary is an institution that functions as a place of guidance and rehabilitation for prisoners. However, the Penitentiary does not only function as a place of guidance and rehabilitation but also as a place to help prisoners understand and overcome the personal problems they face.

One of the problems often faced by prisoners in Penitentiary is the problem of social Behaviour. Prisoners in Penitentiary often have unbalanced social Behaviour, such as aggressive Behaviour, depressive Behaviour, and other Behaviours that can disrupt harmony and security in Penitentiary.

The importance of personality guidance in Penitentiary is to help prisoners understand themselves, develop a balanced and positive personality, and improve the quality of life of prisoners. Personality guidance for Correctional Clients is a series of activities aimed at helping them form and

develop a better personality so that they can adapt again and live a normal life in society ([Najwa et al., 2024](#)). Guidance activities at the Penitentiary include personality and independence guidance. Personality guidance is a coaching program that aims to help Correctional clients understand and develop aspects of their personality. This program is designed to help prisoners recognize positive potential within themselves, understand the factors that influence Behaviour, and build skills in facing the challenges of life after release.

The implementation of personality guidance is carried out by the Correctional Center by involving Community Guidance (PK), who are functional law enforcement officials ([Diana, 2021](#)). Their duties include community research, guidance, supervision, and assistance for correctional clients both during and after the criminal justice process. At Penitentiary, personality guidance is an important part of the rehabilitation program to help clients understand and develop aspects of their personality ([Saputra & Muhammad, 2023](#)).

Guidance carried out by the Penitentiary is an effort to provide direction to improve the quality of piety to God Almighty, awareness of nation and state, intellectual intelligence, attitudes and Behaviour, physical and spiritual health, legal awareness, and the ability to reintegrate into society. The main objective of this guidance is to help Correctional Clients (Correctional Inmates) become better individuals, realize their mistakes, improve themselves, and not repeat criminal acts so that they can be accepted back into society. Based on Article 35 of Government Regulation No. 31 of 1999 concerning Guidance and Guidance of Correctional Inmates, clients under the guidance and supervision of BAPAS are divided into two categories, namely child clients and adult clients ([Imanulloh, 2021](#)).

Prevalence of social Behaviour in the Correctional Center, a study conducted by Liyon Afridonni and Mulyani Rahayu in 2023. The population used was all inmates at the Class IIB Tanjung Balai Asahan Prison. The sampling technique used the Kricjie and Morgan tables so that the final sample was 278 inmates. Data analysis used normality tests, simple linear regression analysis, significance tests, and determination tests ([Afridonni & Rahayu, 2023](#)). The results of the study showed that there was an influence between social support and aggressive Behaviour of prisoners as indicated by the significance value in this study of 0.000, so that $0.000 < 0.05$, then H_0 was rejected. H_a was accepted, so it was concluded that there was a negative and significant relationship between social support and the aggressive Behaviour of prisoners at the Class IIB Tanjung Balai Asahan Prison.

Research conducted by [Enggarati et al. \(2024\)](#) with the title Urgency of Crisis Intervention for Juvenile Prisoners with Mental Disorders in Correctional Institutions with research results Crisis intervention is very important for juvenile prisoners with mental disorders in correctional institutions because they face high mental vulnerability due to loss of freedom and harsh prison conditions. Research shows that juvenile prisoners are more susceptible to stress, depression, and suicidal ideation than adult prisoners ([Enggarati et al., 2024](#)). This study uses a literature study method by collecting secondary data from previous research on crisis intervention and mental disorders in juvenile prisoners. Crisis intervention helps prisoners manage mental conditions through steps such as defining problems, ensuring safety, providing support, exploring alternatives, planning actions, and ensuring commitment.

This study aims to analyze the impact of personality guidance on changes in clients' social Behaviour in Penitentiary Class II Purwokerto and understand the extent to which the personality guidance program contributes to changes in clients' social Behaviour, both in terms of social interaction, independence, and attitudes towards norms and rules that apply in society. The main focus of this study is how the guidance affects clients' social interactions, attitudes, and communication skills in everyday life.

METHODS

Research Design

This study uses a qualitative approach with a case study method. This approach was chosen because it is appropriate to explore in depth the phenomenon of changes in client social Behaviour after participating in personality guidance. This study was conducted at the Class II Purwokerto Correctional Center. Case studies provide an opportunity to understand client experiences in a specific and detailed context so that they can provide a holistic picture of the effectiveness of the guidance program. The subject of this study was one of the Penitentiary clients who was undergoing a personality guidance program.

Data Collection

The data in this study were collected using observation, interview, and documentation techniques ([Sugiyono, 2013](#)). In this study, the researcher conducted direct observation with the aim of obtaining direct data related to the observed aspects. Observation was carried out by directly observing the activities of the Penitentiary. Observation was also carried out by recording the daily activities of the Penitentiary in Purwokerto. Interviews were conducted to obtain in-depth information related to the research object. This interview was conducted with the BAPAS, wardens, and other prison inmates ([Raco, 2010](#)).

Procedure

Interviews were conducted by asking open-ended questions to prisoners in the Penitentiary. The questions asked included questions about background, motivation, and experiences while in Penitentiary. Interviews were also conducted by recording the prisoners' answers using a recording device. The information obtained by researchers from the documentation was photos of the counseling process activities and documentation related to the interview process ([Saputra et al., 2023](#)). Moreover, documentation was carried out by collecting documents related to early marriage and analyzing them to understand how prisoners received counseling services while in prison.

Instruments

The data collection instruments used in this study were adapted and modified for the research context. They use simple language that is easy for prisoners to understand and examples relevant to everyday life.

Data Analysis

The data analysis technique used in this study is qualitative data analysis developed by Miles and Huberman. This study's data analysis stages are data reduction, data presentation, and drawing conclusions or data analysis ([Matthew, 2014](#)). Data reduction reduces the collected data into a simpler and more easily understood form by grouping data related to identified themes and eliminating irrelevant or useless data. Presentation of data that has been analyzed in a form that is easier to understand and more interesting, namely using narratives to present data in more detail and depth and tables and graphs to present data visually about prisoners.

RESULT AND DISCUSSION

Result

Personality guidance also aims to help Correctional Clients understand themselves better, recognize factors that trigger criminal Behaviour, and develop skills in dealing with the challenges of everyday life. Correctional officers provide this guidance to help clients overcome personality, psychological, and emotional problems. However, without adequate social support, the effectiveness of this guidance is often difficult to achieve optimal results. The success of a guidance program

depends not only on the methods and techniques applied but also on the client's motivation and willingness to change, both from themselves and encouragement from the surrounding environment. Therefore, the level of social support the client receives plays an important role in the success of personality guidance.

Based on the results of interviews with clients who have followed personality guidance at Penitentiary, they provide in-depth insight into the changes in social Behaviour they have experienced. The client, a 50-year-old former notary, was previously involved in a case of Article 372 of the Criminal Code concerning embezzlement, which resulted in a four-year prison sentence. This experience not only affected his personal life but also impacted his interactions with society and his family.

One of the most striking changes was the client's increased self-confidence. Before attending the counseling program, the client felt inferior and anxious about interacting with others, especially because of the negative stigma attached to his status as an ex-convict.

The client expressed, "...I felt very afraid to look for a job and socialize with other people. I felt like everyone would negatively look at me..."

This fear hindered social interactions and affected the client's motivation to find a job and rebuild his life. However, after attending the counseling program, the client reported feeling more prepared to face society. He began to believe that he could make a positive contribution. This increase in self-confidence is very important because high self-confidence can encourage individuals to take the initiative in social interactions and seek employment opportunities.

In addition, personality counseling also contributed to improving the client's social interaction skills. The client reported that he gained better communication skills, which allowed him to interact more effectively. The client, who previously felt awkward socializing with others, could now build better relationships with family and friends.

He stated, "...Now I find it easier to talk to people and feel more comfortable in social situations..."

Improving social interaction skills is vital for reintegration into society because individuals who communicate well get support from those around them more easily. However, although the client experienced positive changes, he faced various obstacles in reintegration. Negative stigma from society was one of the main obstacles faced. The client reported difficulty in finding a job because of his criminal background. Rejection from society and family was also a challenge that had to be faced.

The client said, "...Finding a job is very difficult because people still see me as an ex-convict..."

This shows that although personality counseling can help individuals develop social skills, external challenges such as social stigma remain significant obstacles. The client felt that despite his efforts to change, society still views him based on his past, which alienated him.

The personality coaching process also helps clients overcome the negative stigma they experience. Through coaching, clients learn to stop feeling sorry for themselves and focus on self-improvement. They realize that the stigma is unavoidable but can be overcome by showing positive changes in Behaviour.

The client states, "...I know people still negatively see me, but I am trying to prove that I can change..."

This process shows that personality coaching focuses not only on the practical aspects but also on the mental and emotional changes needed to overcome the stigma. The client begins to understand that the changes they make are for themselves and to prove to others that they deserve a second chance.

The emotional support provided during the coaching is also very important. The client feels that he is not alone in facing these challenges, and the coach's support is very helpful in staying motivated.

The client said, "...The support from the coach makes me feel like I am not alone. They are always there to help me..."

This emotional support is important in helping the client overcome hopelessness and rebuild self-confidence. Clients who feel supported are more likely to be able to face challenges and strive to improve themselves.

Finally, the change in mindset experienced by the client is also a significant result of personality guidance. The client, who initially felt trapped in a negative stigma, now learns to change his perspective. He realizes that feeling sorry for himself will only hinder progress. This change in mindset is very important in the reintegration process because it can affect the actions and decisions taken by the individual.

The client develops a new life principle: "...Do not be afraid to do right even if you are wrong, but be afraid to do wrong and be right..."

This principle shows that he tries to stick to positive values even when facing challenges. Hopes for the future were also an important part of the interview. The client hoped that the personality guidance at BAPAS could be improved, including counseling from a psychology expert. He felt that more in-depth emotional support could help individuals who experience stigma and difficulties in reintegration.

The client stated, "...If there was an option for counseling, I am sure many would feel more open to sharing their problems..."

This hope reflects the need for more holistic support in recovery and reintegration into society.

Discussion

The social and economic life of society continues to develop. Changes in society are a natural social phenomenon because each individual has various interests and activities (Dunn et al., 2011). Change often occurs naturally without being realized (Arifin, 2017). Every individual must experience various changes throughout their life. These changes can have limited or broad impacts and occur slowly or quickly. These changes can include social values and norms, organizational Behavioural patterns, the structure of social institutions, social stratification, power and authority, social interactions, and various other aspects of life (Afandi, 2019). This change includes changes in values, attitudes, and Behavioural patterns that develop among various societal groups (Afandi, 2019).

Social Behaviour is a condition that requires interdependence to ensure human existence by its nature. A person's social Behaviour is reflected in reciprocal interactions between individuals, which are shown through positive response patterns from each party (Aulia et al., 2022). According to Baron & Bryne, social Behaviour is also related to a person's response to other individuals. This Behaviour can be manifested through feelings, actions, attitudes, beliefs, memories, or respect for others. Each individual responds differently to others, so social Behaviour is relative (Derung, 2018).

Personality guidance is a form of assistance or direction given to clients. This activity includes counseling and sessions conducted by Community Guidance (PK) when clients carry out their self-reporting obligations and during visits to the client's family or residential environment (Yanti, 2021). According to Samsul, M. Amin, personal guidance aims to strengthen personality and help individuals deal with various problems. This service focuses on achieving personal balance by considering the unique characteristics of each individual and the various problems they experience (Mahaly, 2021).

Personality guidance aims to shape the mentality and character of correctional clients to be pious to God Almighty and able to be responsible for themselves, their families, and the community in their environment. The activities include reciting the Koran, religious discussions, legal counseling, psychological counseling, and rehabilitation facilities in collaboration with IPWL (Institution for Receiving Compulsory Reporting), specifically for narcotics clients (Zaynudin & Muhammad, 2023). Personality guidance also covers various aspects, namely guidance on religious awareness, national and state awareness, development of intellectual abilities, increasing legal awareness, and guidance to help clients integrate with society (Ariani, 2023). Personality guidance is expected to help clients understand themselves and make more positive decisions. With this guidance, clients can control themselves, realize their mistakes, and commit not to repeat them in the future (Ramadhan, 2020).

Personal guidance covers various aspects that require assistance, such as an individual's ability to understand themselves, make decisions, and solve problems related to their inner condition, including their relationship with God. Personal guidance also aims to help someone recognize and develop their potential so that they can become independent individuals. Thus, individuals are expected to be able to overcome problems, make the right decisions, and determine attitudes in facing various life challenges (Najwa et al., 2024).

The results of this interview suggest that personality guidance in Penitentiary significantly impacts changes in individual social Behaviour. Although negative stigma and social challenges remain, the increase in self-confidence, social skills, and mindset experienced by clients indicate that this guidance can be an effective tool in helping ex-convicts adapt back to society. More in-depth emotional support and counseling are also expected to increase the effectiveness of this program in the future.

Overall, this study confirms that personality counseling in Penitentiary can be an effective tool in helping ex-convicts re-adapt to society. To increase the effectiveness of this program, more holistic social support, including counseling from psychology experts, is needed so that clients can be better prepared to face existing challenges and reduce the risk of recidivism.

Implication

The study implies that personality guidance at Class II Purwokerto Penitentiary effectively improves clients' self-confidence, social skills, and readiness to reintegrate into society. It highlights the potential of such programs in social rehabilitation. However, external challenges like social stigma and employment difficulties indicate the need for broader community support to ensure successful reintegration.

Limitation

The study implies that personality guidance at Class II Purwokerto Penitentiary effectively enhances clients' self-confidence, social skills, and social reintegration. It demonstrates the potential of personality-based programs in rehabilitation. However, limitations include persistent social stigma, employment barriers, and the study's narrow scope, which may limit generalizability beyond the specific penitentiary context.

CONCLUSION

Personality guidance at Penitentiary Class II Purwokerto has significantly impacted changes in clients' social Behaviour. Through this program, clients experience increased self-confidence, social

skills, and positive changes in mindset. Clients who previously felt isolated and depressed due to negative stigma from society now show better readiness to interact with others and build better relationships with their social environment. However, clients also face various obstacles in the reintegration process, such as social stigma that still sticks and difficulties in finding work. This shows that external challenges remain a significant obstacle even though personality guidance has provided the necessary support. Emotional support from the counselor during the guidance process is very important in helping clients overcome feelings of hopelessness and rebuild self-confidence.

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