

Case Management of Counseling Guidance for Inmates Experience Stress During Early Coaching

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ABSTRACT

The phenomenon of stress in prisoners is currently an urgency for various researchers. This stress occurs because it is experienced due to changes in the atmosphere of the general public, but entering a criminal facility makes them feel uncomfortable, starting from mental pressure, anxiety, anti-social behavior, and even suicide due to stress. Therefore, there is a need for case management so that inmates can face situations of stress and fear when undergoing initial formation in state detention centers. This study used a qualitative research method with a case study research design, employing observation, study documentation, and interviews for data collection. There were 6 informants, 1 of whom was a prisoner, along with 1 guard officer, 1 registration officer, and 3 inmates. This research emphasizes interactive data analysis and qualitative confirmation of source triangulation results. The object of research lies in how prisoners can undergo an excellent initial coaching period to manage stressful situations and fears. The results of this research indicate that correctional guardians have a role in providing counseling guidance on the stress of inmates during initial training at the Painan Detention Center, where the stress levels of inmates are very high. The effective counseling guidance methods or techniques used include a religious approach to reduce stress on inmates during the initial training period. This action seeks to reduce stress levels and provide assistance to prisoners. This research presents a novelty that lies in the experience of stress management during the initial guidance of inmates.

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INTRODUCTION

The phenomenon of stressful situations is sometimes faced by prisoners and inmates during early formation, as well as by prisoners and inmates in the Painan detention center. Stressful behavior is shown by them often injuring themselves (Al-Asadi et al., 2014) and committing suicide (Darwin, 2019), as well as being aloof and antisocial. Sometimes, the stressful situations faced by prisoners cannot be separated from the condition of the overcrowded detention house. This also happened in the Painan detention center, where the occupancy capacity could only accommodate 60 people, but in reality, it was inhabited by 117 inmates. These conditions have an impact on disrupting the initial coaching so that it is not optimally implemented.

To overcome the problems of prisoners while in the penitentiary, a Correctional Guardian is formed to run the Regulation of the Minister of Law and Human Rights R.I No: M.01.PK.04.10 of 2007 on Correctional Guardians, where the regulations outline how to continue coaching optimally, including providing guidance and counseling to prisoners during the initial coaching period (Langston & Van Gordon, 2023; Rahmi et al., 2018). It is hoped that the presence of a correctional guardian will reduce the possibility of stress that could befall the inmates.

Life in prison is unpleasant because prisoners cannot access life outside the prison; therefore, they must make adjustments when entering. Both physical adjustments, adjustments to the social environment, and adjustments to new habits are necessary, which are different from life before entering prison. The space for prisoners, who are usually free to move, becomes narrow after entering the prison; this also causes stress in prisoners (Woodworth et al., 2013). If this phenomenon is allowed to continue, it will cause losses to inmates and also to the agency.

Stress is a form of self-response to the situation one receives, either as a challenge or a threat to one's existence. Stress is a form of pathological mental condition or a state of disorder that occurs mentally or psychologically in a person. Most people who experience stress feel worried, fearful, anxious, and under pressure, becoming more easily tired and often angry. There are three aspects of the disorder in people experiencing stress: physical, cognitive (mind), and emotional (Debowska & Boduszek, 2017).

Based on a statement from a health expert or nurse at the Painan State Detention Center, most of the prisoners who often complain of headaches are those who have just become prisoners (new prisoners); this headache occurs because they cannot accept the situation and conditions that happen to them at this time, leading to feelings of rejection and resulting in headaches (Equatora et al., 2022). This initial training period is when prisoners observe, introduce themselves to, and research the prison environment so that they know the rules contained in prison, recognize the prison environment, and understand the rights and obligations that they must fulfill while in prison (Nugroho, 2018). Based on the

findings of inmates experiencing stress in the Painan detention center, Counseling Guidance emerged as a solution to reduce stress levels in these inmates or to use an ex post facto approach (Fithri, 2011). Counseling Guidance is a service activity that is also in line with the existing norms, which are aimed at clients. Counseling Guidance can be done individually and can also be done in groups, with the aim that clients can develop themselves optimally and become independent (Cahyowati et al., 2022; Daulay et al., 2022).

Research from Prima Aulia (2017) suggests group therapy to reduce the stress of community-based students who will be freed. Juvenile Correctional Institutions, also known as Children's Special Development Institutions, are places for children who commit crimes to be educated and fostered so that they can be actively involved in the community. However, the life of a child in a Child Special Development Institution, known as LPKA, commonly referred to as "Correctional Students" or "*Andik-PAS*," is very different from that of a child living outside LPKA. Children in LPKA will lose their freedom and cannot live as freely as outside LPKA. Because imprisonment or confinement primarily deprives individuals of their right to liberty by confining them in prison cells, apart from being deprived of freedom and independence, other impacts will include psychological problems, including the emergence of depression, low self-esteem, and stress in children. The leading cause of high levels of pressure on the abilities of correctional students is also a lack of contact with the outside world (Appau et al., 2019; Matz & Lowe, 2020).

Several factors cause stress, including when children first enter and undergo coaching at LPKA. Stress occurs in children because they have to adapt to changes in their lives. After all, life inside LPKA is very different from life outside LPKA. Stress also occurs when correctional students, who are free and join the community, experience anxiety about their future being unclear and unstructured after being released, as well as due to a negative public view of former offenders (McKendy & Ricciardelli, 2021). Researchers used qualitative research to produce descriptive data. This study establishes content analysis principles, drawing attention to findings from various studies published in scientific journals in Indonesia, commonly referred to as literature research reviews. The research literature review is another name for literature review, theoretical research, foundational theory, literature review, and theoretical review. They analyze some of the journal results and processes to answer the formulation of the problem (Whittle et al., 2015).

The above studies are relevant to research carried out by researchers who apply guidance approaches to deal with the stress faced in situations or environments that prisoners newly enter. However, what distinguishes this study lies in the initial formation period, where correctional guardians and correctional officers can provide social guidance so that inmates can face early coaching well by being able to adapt to the new environment (Situmorang, 2020). Thus, this research will develop regarding case management counseling guidance for inmates

experiencing stress during early coaching. In this study, the novelty lies in how case management assists prisoners in facing the initial coaching period. When prisoners can manage their stress during the initial coaching period, it will make it easier for clients to serve well in Painan Prison.

METHODS

In this study, researchers referred to a qualitative research model by using a case study research design at the Painan State Detention Center. All data were collected from interviews with six informants, three of whom were officers and three of whom were inmates. Observations conducted by researchers became material to be used in an effort to improve the stressful situations experienced by prisoners during the initial formation at the Painan detention center. The age range in this study was 30 to 45 years. In addition to the discourse carried out with informants, researchers also collected documentation data from reports on the development of prisoners during the initial formation period to describe what prisoners faced at that time (Equatora et al., 2020). Other informants in this study also included correctional guardians and other correctional officers who were on duty during the initial formation period in the detention center (Chethiyar et al., 2020). This research also prioritized principles during the interview process with inmates so that researchers positioned themselves as colleagues and acted empathetically toward these inmates, thereby reducing the level of mental stress and providing more care.

The research location was the Painan State Detention Center, which housed inmates with indications of experiencing stress. Case management was taken as a protective step for inmates to reduce the risk of stress during their incarceration. The existing data sources were then reduced and displayed, and conclusions were drawn, as per the interactive model in the data analysis from Huberman and Miles (Equatora et al., 2022).

RESULTS AND DISCUSSION

Results

Based on the results of research collected by researchers consisting of interviews, documentation studies, and observations that were carried out for 2 months, from June to August 2022, at the Painan detention center, the implementation of initial coaching went smoothly and was followed by all inmates. This guidance was not only carried out for prisoners during the initial formation period; it was applied to all inmates in Painan Class II B Detention Center, which was attended by 71 inmates and conducted at the Musholla Rutan Class II B Painan.

Assistance for Inmates

This coaching is carried out regularly from Monday to Thursday, involving joint recitation activities and compulsory congregational prayers, periodically bringing *ustadz* as coaching for the personality of prisoners. Correctional officers, as the closest people in prisons or state detention centers, must be good listeners,

providing solutions and help for problems experienced by prisoners. The routine approaches, both mutual communication and interaction, are employed by the correctional service to assist inmates in adjusting to the detention center and accepting their situation. New prisoners in state detention centers, or prisoners who will carry out their criminal sentences, need to adjust and adapt to the new environment. As YM, the Guardian of Corrections at the Painan Detention Center, stated that:

"When convicted of or committed to a criminal act and having to atone for his actions by serving a criminal sentence in a penitentiary, a person will definitely feel anxious and haunted by negative thoughts. Negative thoughts about how life will be lived in the penitentiary, thoughts about how society views it, and various other negative thoughts will arise. These negative thoughts will have an adverse impact not only on the psyche but will also affect the prisoner's physique. In this way, the purpose of punishment and rehabilitation will not be achieved."

What is needed by prisoners during their incarceration is calm and comfort so that they can realize their mistakes and carry out coaching optimally, allowing the goals of coaching to be achieved. To overcome the problems of prisoners while in the penitentiary, a Correctional Guardian was formed, as stipulated in the Regulation of the Minister of Law and Human Rights R.I No: M.01.PK.04.10 of 2007 on Correctional Guardians. In addition to providing guidance, the duties and obligations of Correctional Guardians at Painan Detention Center are to approach, monitor, observe, and conduct guidance and counseling, as outlined in the Regulation of the Minister of Law and Human Rights Number 35 of 2018 Concerning Revitalization of Corrections, Article 12 concerning high-risk prisoners, Article 16 for prisoners in Maximum Security Prison, Article 20 for prisoners in Medium Security Prison, and Article 24 for prisoners in Minimum Security Prison.

Correctional Guardians have the duty and responsibility to provide assistance and guidance to correctional facility residents if they experience obstacles in communicating with assisted citizens and other representatives and participating in educational activities. In addition, Correctional Guardians are also obliged to conduct counseling guidance for prisoners to help them overcome the problems and obstacles they experience.

To determine the implementation of guidance and counseling by Correctional Guardians at the Painan Detention Center, researchers conducted observations, documentation studies, and interviews with Correctional Guardians. The results can be seen in Table 1. Based on the interview, the correctional guardian at the Painan State Detention Center carries out his duties as a community guardian who observes, supervises, and monitors prisoners, as well as conducts guidance and counseling for prisoners in the form of individual counseling. The correctional guardian at Painan State Prison already knows his duties and obligations as a correctional guardian, what to do, and how to behave as a

correctional guardian. He is also clearly aware of the division of duties, which is clarified by the Correctional Guardian Decree issued by the Head of the Painan Detention Center as follows.

Table 1. Interview Results

No.	Responden	Position	Information
1	YN	Head of Reporting and Order Sub-Section	Providing support, encouragement, and enlightenment to the inmates so they can adapt and continue living in the detention center well. Correctional guardian officers carry out this support at the beginning of the guidance and initial stages.
2	RL	Prison Reviewer	The distribution of correctional guardians is divided based on the cases experienced, such as 3 correctional guardians for prisoners in other criminal cases and 1 correctional guardian for extraordinary (terrorist) cases. Actions in the form of recitations and spiritual approaches are the main topics.
3	RS	Registration Officer	We have carried out guidance and counseling since the prisoner was first in the detention center, starting with building closeness as an initial form of guidance and counseling. Guidance and counseling are also often carried out both individually and in small groups.

The implementation of guidance and counseling carried out by correctional guardians at the Painan Prisoner Center is conducted in two ways: individually and in groups. This aligns with what is classified by Prasetyawan (2016), where counseling guidance services can be provided in the form of individual counseling and group counseling.

Individual counseling guidance is provided by the correctional guardian at the Painan Prisoner House face-to-face directly between the correctional guardian and the inmate. Individual counseling guidance allows clients (prisoners) to feel more comfortable and safe, aided by the counselor's ability—in this case, the correctional guardian—to create a calm and secure atmosphere for prisoners during counseling. In this individual counseling guidance, the correctional guardian will call or approach the prisoner to inquire about the prisoner's complaints and problems experienced. In the detention center, information related to the rights and obligations of prisoners is provided.

Information will be given to the inmate about who will be their guardian. At the same time, in the State Detention Center, the prisoner is allowed to meet the correctional guardian who has been appointed for them to express their complaints or ask about anything they want to know regarding their life while in detention and the problems they face, because the correctional guardian is the guardian of the prisoner while in the detention center (Stern, 2019).

Group counseling guidance is counseling guidance carried out by correctional guardians in Painan Detention Center for inmates in groups, which can be interpreted as being conducted with more than one person (Grimm et al., 2013).

In group counseling guidance, this usually takes place in two directions, similar to personal counseling guidance, but is conducted in a group setting. It allows prisoners to convey their complaints, problems, and feelings in front of their fellow inmates (Crewe, Schliehe, et al., 2023).

Group counseling is a problem-solving process carried out through group dynamics, so that individuals in the group collectively try to find a solution to the problem with the help and direction of the counselor (Correctional Guardian) (Warniyanti, 2017). One form of group counseling guidance is socialization about the rights and obligations of prisoners while in detention, socialization of PB, CB, and CMB, and forums held by correctional guardians to solve problems experienced by prisoners (Martinez-Iñigo, 2021).

Anxiety in Prison by Inmates

Based on observations made by the author at the detention center, the author found that several inmates experienced stress during the initial formation period. One of the inmates was diagnosed with manic schizoaffective depression. Schizoaffective disorder itself is characterized by a combination of symptoms of schizophrenia (thinking disorders, delusions, hallucinations) and affective symptoms. The symptoms experienced include difficulty connecting when spoken to, feeling always right, uncontrollable anger, hopelessness, and experiencing hallucinations and illusions (Dwiranto, 2020).

As contained in the medical records in the file archive of Painan Detention Center for a client by the name of RR, 19 years old, after observation and approach through chat and exploring the background of the case experienced by the client, it was found that the client experienced stress due to an inability to accept the fact that he was arrested for his actions. The client felt not entirely guilty and believed he should not be arrested for this act because he was involved with three other colleagues. Since the other three suspects were minors, only the client was detained. This situation caused the client to be unable to accept the situation and eventually experience stress. It can be seen that the cause of stress in clients is their inability to accept reality as it is, which affects their mental health.

The Correctional Guardian at Painan Detention Center approached and tried to conduct individual counseling for clients (prisoners who experience stress). The Correctional Guardians attempted to explore the causes of inmates experiencing stress and provided advice and input, inviting inmates to think better in order to accept the verdict. However, the prisoner was still unable to accept what happened to him, leading the Guardian of Requirements, together with the nurse at the Painan Detention Center, to collaborate with the hospital's psychiatric department to make a referral for the prisoner.

The focus of this study is the implementation of guidance and counseling for prisoners who experience stress. To determine the mental condition and anxiety of prisoners at the Painan State Prison, the author made observations and

conducted interviews with the main subjects of the study, namely prisoners during the initial formation period, as can be seen in the Table 2.

Table 2. Results Interviews with Prisoners

No.	Name	Types of Criminal	Information
1	M	Article 21 Paragraph 2 of RI Law No. 5 of 1990	Feelings of remorse within, due to a lack of knowledge, lead to actions that violate the law. When arrested or sentenced to a criminal term, there is often a feeling of not being accepted and disappointment because of the bad response and stigma from others due to mistakes made. Initially, when in the Detention Center, he had difficulty sleeping and mingling with other detainees and inmates at the Painan Class II B Detention Center. He experienced difficulties adapting, but not for long, due to the input and reinforcement provided by fellow inmates, family, and officers.
2	AS	Article 363 of the Criminal Code	Carrying out a criminal sentence was initially difficult because life inside the detention center is different from life outside. What one truly feels is the pain of being far away and separated from family, especially during important moments such as Eid al-Fitr, which is usually a time for family gatherings. While in prison, undergoing a criminal sentence means being separated from loved ones. This condition causes feelings of sadness and disrupts the activities of prisoners, leading to frequent daydreaming and sorrow when they remember their families.
3	IP	Article 363 of the Criminal Code	The first time one enters the detention center, there is a feeling of fear and anxiety because the community's perception of the detention center is that it is a scary, cruel place. Prisoners also feel fear and anxiety due to being separated from their families. Additionally, there is anxiety about whether, when released, their families will be able to accept them again and whether they will be able to find work to fulfill their own and their family's needs. While in the detention center, prisoners often feel unable to meet their family's needs, which adds to their sadness.

Based on the results of interviews that the author conducted with three (3) inmates during the initial formation period, it was found that prisoners experienced anxiety and fear while in the Painan State Detention Center due to the inmates' negative thoughts about life in the penitentiary or state detention center, about the views and thoughts of their families and people around them toward themselves, and their inability to accept their arrest for their actions. It is

this negative thought that eventually causes anxiety. Prisoners feel difficulty in adapting because being in the detention center environment is not as free as being outside the detention center. The stigma and general societal view of "prison" make prisoners even more anxious and afraid when they realize that their actions will lead to detention. Being distant and separated from family puts great pressure on prisoners, causing sadness, anxiety, and fear of losing family and loved ones who may not want to accept them back because of their status as prisoners. It also causes prisoners to experience stress and anxiety in detention.

Discussion

Based on the observations, documentation studies, and interviews that researchers have carried out, there are several effective approaches involving the application of individual social guidance and group social guidance for prisoners to reduce the stress experienced during the initial formation period:

Attending Behavior of Correctional Guardians

Attending behavior is also called the behavior of approaching clients or focusing attention on clients, who, in this case, are prisoners. According to Sofyan S. Willis, attending is a skill to approach, greet, and make clients feel at home and want to talk to a counselor (Willis, 2015). Correctional guardians, as counselors, must be able to focus attention on prisoners when conducting counseling guidance; this is done so that prisoners feel valued, making them feel more comfortable and more free to express themselves because they feel heard. This attending behavior can be in the form of eye contact, body language, or spoken language (Pangestu, 2022).

Results from research indicate that when the correctional guardian conducts counseling guidance for inmates, the correctional guardian should be friendly by showing a smile or using polite language to start because prisoners usually tend to be afraid to open up to officers in the detention center, including correctional guardians (Isa et al., 2021). This includes the division of duties of correctional guardians according to the experience of cases previously handled as a professional job. Moreover, unfriendly and rude service from officers can hinder communication. In addition, the guardian must also look at the client when the client speaks, not just be busy playing on mobile phones or chatting with other officers; this will give a sense of respect to the prisoner (Crewe et al., 2023).

Show Empathy for Inmates

Empathy is when the Correctional Guardian can feel the thoughts, circumstances, and feelings experienced by the inmate. According to Krevans & Gibbs (1996), empathy is an emotional condition in which a person feels what others feel as if he had experienced it himself, and what he feels is based on the feelings and conditions of the person concerned. Empathy can be shown by placing yourself in the prisoner's shoes so that you can feel what the prisoner feels. To be able to feel empathy, we do not have to do the same things as prisoners; increasing empathy can be achieved by increasing reading material

and flight hours, which, in this case, increases socializing and communicating with anyone, including prisoners. Showing empathy to prisoners will make them feel touched and more open in expressing their feelings, thoughts, experiences, and suffering (Chien et al., 2018).

Reflect and Explore the Problems Experienced by Clients

By reflecting on the statements and behavior of prisoners, correctional guardians can explore or dig deeper into the problems experienced by prisoners. It is critical to do this because many clients keep secrets, hide, and close themselves off, so they are reluctant to express their opinions. That way, the correctional guardian will not be able to find out the cause and background of the prisoner's problem. Thus, the correctional guardian will not be able to provide a solution to the prisoner's issue. If the correctional guardian does not know the cause of stress in the inmate, the correctional guardian will not be able to help the inmate deal with that stress (Genders & Player, 2022).

Interpretation

The interpretation carried out by the correctional guardian to the inmate will help the inmate gain a new perspective on a problem so that the prisoner's mind becomes more open. It will be more effective if the correctional guardian has sufficient knowledge about the issues experienced by the prisoner (Rawlings & Haigh, 2017). In reducing the stress level of prisoners, for example, the correctional guardian must be able to provide an overview of the purpose of the punishment served by prisoners in the detention center/prison so that prisoners can understand and accept the fact that they are currently serving their sentence. By understanding the problem and broadening the prisoner's view of the issues that cause stress during this early formation period, the inmate will be better able to deal with the problem and thus reduce their level of stress (Ansah et al., 2023).

Directing Inmates to Do Something Better

The Correctional Guardian is not only tasked with observing and monitoring the behavior of prisoners but also serves as a guardian for prisoners while in the detention center. In this way, the Correctional Guardian becomes a point of support for prisoners, where they can express their complaints and share their problems. It also serves as a role model for prisoners while in the detention center. Therefore, the Guardian must be able to provide good examples and guidance to prisoners, including directing them to behave better (Equatora et al., 2020). Of course, this begins with modeling good behavior as well. For example, a prisoner who experiences stress due to not being able to accept the fact that he is in the detention center can be directed by the Guardian to get closer to the Creator by inviting the prisoner to worship at the appropriate times. To see more clearly, the implementation of guidance and counseling by Correctional Guardians in Painan Detention Center can be seen in the figure 1.

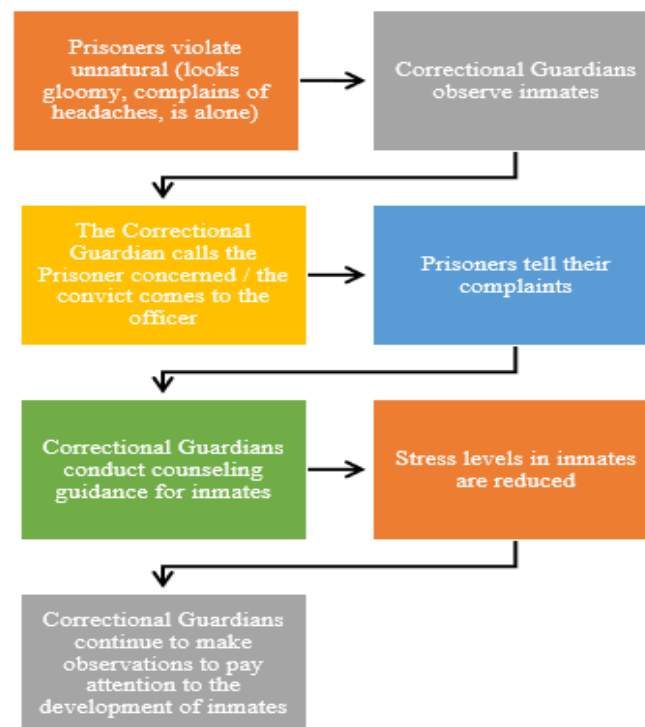


Figure 1. The implementation of guidance and counseling by Correctional Guardians in Painan Detention Center

CONCLUSIONS

The results indicated that all correctional guardians tried to provide guidance and counseling to inmates during the initial training period. In reducing the stress level of inmates, the correctional guardians provide an overview of the purposes of sentencing carried out by convicts in detention centers or correctional institutions so that convicts can understand and accept the fact that they are currently serving their sentence.

Based on the results of these observations, the authors conclude that there are several effective techniques used in conducting guidance and counseling, including a spiritual approach, whether reciting the Quran, lectures, individual or group approaches, and prioritizing good interpersonal communication. This technique is also carried out by taking into account the experience of correctional guardian officers so that it is not only a form of duty but also prioritizes professionalism. Implementing these effective techniques helps reduce stress levels for inmates. Therefore, correctional guardians must be able to provide good examples and lessons for inmates, including directing them to behave better; correctional officers are also required to exhibit good behavior so that every attitude displayed in daily life becomes a role model for inmates.

The limitations of this research are restricted to the scope of LPKA and the case of reduction in stress levels, which emphasizes the condition of correctional guardian officers. Future research can compare several LPKAs and conduct

studies in more than one location to obtain more comprehensive data and insights on the LPKA.

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