# Friendly Character of Civil Service Police

## (Descriptive Study on Civil Service Police in Bandung, West Java)

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*Abstract*—**Purpose of this study is to find the dominant characters of Bandung Civil Police personnel's. The instrument is Value in Action-Inventory Scale, based on the Peterson and Seligman theory, with 100 personnel of Bandung Civil Police located in Red Zone area as sample. Results showed five dominant characters: (1) Spirituality, (2) Gratitude, (3) Fairness, (4) Hope, and (5) Teamwork. The Spirituality, Gratitude and Hope characters are part of Transcendence Virtue. While Fairness and Teamwork characters are part of Justice Virtue. Some characters are common in that kind of job, and some are from culture origin. This combination makes their behaviors different from those of their college in different region.**

*Keywords—character strength; civil service police; Satpol PP*

## I. INTRODUCTION

Civil Service Police or *Satuan Polisi Pamong Praja* abbreviated *Satpol PP*, are well known in Indonesia as semi-formal police which are under the control of local government. Its duty is enforcing Regional Regulations. Unlike the formal police, *Satpol PP* is not equipped with weapons in order not to make any violence when they carrying out their tasks. Their existence is popular in this country and have a major role in orderliness. Their job is not quite easy because frequently they have to face aggressive crowds. Sometimes, the unweaponed condition of the personnel's make crowds dare to be more aggressive. For that reason, the personnel's have to depend on their teammates for helping from mass attacks. But in reality, not all of them have the same sense of cohesiveness. The limited number of personnel is one of the challenges that has to be faced as well. Some of personnel are over 50 years of age, making it less reliable in mobility. Because of this limitation, until 2017 there are still few Regional Regulations that cannot be monitored e.g. street vendors, alcoholic beverages, illegal buildings, people with social welfare problems, illegal billboards, business licenses, and tourism [1]. Based on those obstacles, certainly there are some characters needed in order to do their job effectively. The purpose of this study was to find out the Character Strength of Bandung Civil Service Police personnel's.

### A. Positive Psychology

Positive Psychology approach tends to improve the positive qualities possessed by individuals. Positive Psychology can be studied through 3 domains: (1) Positive Subjective Experience, such as Well Being, Happiness, Optimism (2). Individual Positive, Traits like Character, Talent, Virtue, (3). Positive Institution, that is the role of institutions in personal growth and positive experiences, such as families, educational institutions, workplaces [2]. A positive institution will be able to give a way to the emergence of positive trait such as character strength, which in turn can provide a positive experience [3]. In this study, focus is on Individual Level, that is Character Strength from the Bandung Civil Service Police personnel's.

### B. Character Strength, Virtue and Signature Strength

Character Strength is defined as a Positive Trait which is reflected in thoughts, feelings, and behavior [4], and when used, increase the likelihood of fulfilling outcomes [5]. In The Strength Revolution: Positive Psychology Perspective, it is said that the Strength of Character is plural, that is, good characters who are incorporated in a collection of positive traits. The consequences of the appearance of a character will vary depending on its strength. Characters are influenced by family, friends, and teachers. Therefore, characters are formed or appear with challenges and can be learned [6]. Character Strength also need Situational Themes that is specific habits that lead people to manifest Character Strength in given situations [7]. Through data collection of respondents with Value in Action-Inventory Scale (VIA-IS), found 24 characters by Peterson and Seligman, grouped into 6 Virtues (i.e. Courage, Justice, Humanity, Temperance, Transcendence, and Wisdom). Virtues are the core characteristics valued by moral philosophers and religious thinkers [7]. Besides grouped into 6 Virtues, these characters are also grouped into (1) Cognitive Strength (creativity, curiosity, judgment, love of learning and perspective), which is used to obtain and use knowledge; (2) Emotional Strength (bravery, perseverance honesty, and zest) involved in moving the will to achieve goals that face internal and external challenges; Interpersonal Strength (love, kindness, social intelligence) that directs and approaches others; (4) Civic Strength (teamwork, fairness, leadership) that underlies a healthy social life (5) Restraint Strength (forgiveness, modesty, prudence and self-regulation) that protects from excessive actions. (6) Transcendence/ Theology Strengths (gratitude, hope, humor and religiousness) is an appreciation of beauty and excellence [2].

## C. *Four Factor Analysis Based Dimensions*



Fig. 1.   Four factor analysis dimensions [6].

Christopher Peterson also grouped characters into Self-Others and Heart-Mind dimensions as we see on fig-1. Peterson found that individuals who score highly on characters that focus on self (creativity, curiosity, bravery, and love of learning), are less likely to have a score that is also high in characters that focus on others (modesty, fairness, teamwork). Likewise, having a high score that focus on Mind (open-mindedness and self-regulation) is unlikely to have a high score that focus on Heart (gratitude and religiosity). It does not mean impossible to have opposite characters simultaneously, but usually  the characters gather in the same cluster [8].

## D. *Relationship between Character Strength, Signature Strength with Job Satisfaction and Well Being*

By using the strengths that are already possessed, it is hoped that individuals will easily achieve happiness or Well Being. The goal of Positive Psychology is the achievement of the Well Being state which is marked by the presence of Positive Emotion, Engagement, Relationships, Meaning and Accreditation (PERMA). The use of Signature Strength is then related to the emergence of positive experiences in working such as pleasure, involvement and meaning in work [2]. Positive emotion can also improve cognitive ability (e.g. creativity, flexibility, problem solving, intrinsic motivation) [5]. These findings suggest that positive experiences in the work environment will be developed when individual signature strengths are applied at work. However, the use of character strength depends on the individual's need to have the character so that it can be shown in related behavior, and also need a conducive environment that allow to show the character [2]. Based on Job Demands-Resources theory by Bakker and Demerouti, Character Strength can be Resources (i.e. Buffer) for Individual from demands of the job that can make the individual overwhelmed by stress [9].

## II.   METHOD

The instrument used in this study is Value in Action - Inventory Scale (VIA-IS) based on the theory of Peterson and Seligman. Mean is calculated and rank to find out the five dominant Character Strength of Bandung Civil Service Police personnels. The 5 highest ranks will show the Signature Strength of the group. The samples are 100 personnel of the Bandung Civil Service Police, located in the red zone area of Bandung city.

## III.   RESULTS AND DISCUSSION

To be successful in handling challenges in their duties, the Bandung Civil Service Police personnel's use their Signature Strength. By using their dominant characters, they can feel positive emotions that can make them engaged in working. Characters of these personnel's in Indonesia are different across regions, depend on the culture of people they interact with. Those of people in some regions are 'rude' e.g. Sumatranesse and some are 'friendly' e.g. mostly Javanese. Certainly, people live in the regions, expect the personnel's to have certain characters [10]. Bandung, is part of Java, so the Civil Police personnel are also expected to have friendly character. Result in table 1 showed the 5 dominant characters of Bandung Civil Service Police personnel's, namely: (1) Spirituality, a strong faith in God and shows through worship activities to God, (2) Gratitude,  to be grateful for every favor given by God through real actions to do good for yourself or the environment, (3) Fairness, to act fairly for everyone so that they think and try to treat everyone fairly, (4) Hope, like to think the best results in the future so that they think the ways to implement them to materialize. and (5) Teamwork, being a member of a group so that they think and carry out their obligations as group members to the fullest.

TABLE I.        SIGNATURE STRENGTH, VIRTUE AND MEAN OF BANDUNG CIVIL SERVICE POLICE PERSONNELS

| Signature Strength | Virtue | Mean |
|---|---|---|
| Spirituality | Transcendence | 37.52 |
| Gratitude | Transcendence | 37.33 |
| Fairness | Justice | 36.14 |
| Hope | Transcendence | 35.79 |
| Teamwork | Justice | 35.59 |

Then these characters are grouped into Virtue. The Spirituality, Gratitude and Hope characters are in Transcendence Virtue. While Fairness and Teamwork are in Justice Virtue.   We can see that the Signature Strength converges on Transcendence and Justice Virtue, showing that in carrying out their duties, the personnel's prioritize sense of justice and acknowledge the existence of something more powerful outside themselves, i.e. the Almighty God. Another classification shows the same result, that they have i.e. Civic and Transcendence Strength.  If we refer to the Four Factor

Analysis Based Dimensions scheme, the characters mostly oriented to Others and Heart Dimension. Of course, this is very helpful in carrying out their duties, where their behavior, thoughts, and attitudes will prioritize the interests of Others, i.e. citizens, and will act with heart orientation, i.e. with empathy. However, there is still a negative side if they use heart too much without ratios, especially if it is related to the issue of enforcement of rules and order. Characters that prioritize Others are also needed to maintain group cohesiveness in carrying out their duties. Later we see that there is no Social Intelligence character that most relevant with this Others-Heart Dimension. Ideally, some civil police personnel have a social intelligence character that useful in handling aggressive citizens. Because of that character, they know how to handle the citizens' emotions and theirs as well [11]. But based on the finding, Bandung personnel are not the same, it can be assumed that they are not practically handling aggressive citizens with their intelligent, but rather just following order of the authority.

In detail, there are two kinds of character that responsible for their performance. Firstly, Teamwork, Fairness and Hope characters, that are needed in carrying out their duties. With teamwork character, they can work together in groups, to carry out the rules that have been set. Cohesiveness in groups is needed so that conflicts cannot easily occur in carrying out the tasks, e.g. when they have to help each other in facing aggressive mass. Cohesiveness and Togetherness will build hope to solving their work problems. Not so surprised if they have Hope character as well. While the Fairness character needs to be possessed in order to be fair to citizens who must be served and managed.

Secondly, that quite different from other Civil Service Police, is the two most dominant characters, i.e. Spirituality and Gratitude. Those characters seem not relevant to their job that need a strong character to discipline people. However, with the existence of these two characters, they will show humility that comes from belief that there is God who more powerful than humans that got rules of conduct to treat other people. Along with Gratitude character, guide them not to take harmful action and politer in giving instructions. In addition, the character of Gratitude also will create a sense of respect for their work, which has impact on seriousness of carrying out their duties. This character of Spirituality and Gratitude are different to those of other Civil Service Police in general, which often take aggressive action in carrying out policies. Personnel's of Bandung Civil Service Police prefer to act persuasively rather than repressively to mass. This character is certainly due to the role of cultural factors, where politeness, friendliness and religiousness tend to be dominant characters in the Sundanese culture.

## IV. CONCLUSION

The character of Bandung Civil Service Police personnel's come from the challenges faced every day in the working environment. There are two kinds of characters involved, the Common one that is needed in the profession i.e. Fairness, Teamwork and Hope, and the Specific one that only belongs to their team and make difference in behavior between *Satpol PP* Bandung and other *Satpol PP* in other regions i.e. Spirituality and Gratitude. The Specific characters based on culture that exists around them.

## ACKNOWLEDGMENT

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