Transformation of Prison Staff Services towards Sustainable Professionalism and Job Satisfaction Development (Case Study of Class IIA Salemba Prison, Jakarta)

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ARTICLE INFO	ABSTRACT
	This activity involves cooperation with various parties, including correctional officers, professionals in the field of Education and the Government in this case the Ministry of Education, Research and Technology in the field of Community-Based Empowerment. Through this community service activity, it is expected that correctional officers can improve their capacity and welfare through various professional and personal development programs. This program is designed to support the effectiveness of officers' work and their work-life balance. In this training, it is explained how Service Excellence and Managerial Skills can be carried out. This training was delivered to officers in the service sector totaling 30 people who are ASN Salemba Prison. Participants are 25-33 years old with a Bachelor's degree in Law, Education, Economics and Social. Male participants 60% and female 40%. Among the participants were 2 structural officials. Preparation for the implementation was carried out in two meetings. The first meeting discussed the event rundown, division of tasks for each lecturer, provision of materials and preparation of questions to be asked to participants, availability of supporting equipment to make it easier for Prison 2A officers to listen to presentations from the Perbanas Institute. The second meeting involved the head of the Salemba Class IIA Prison who discussed the revised material and adjusted it to the situation at the Salemba Class IIA Prison. This Community Service Activity was carried out on Thursday, August 22, 2024 face-to-face and the material provided was about how IIA Prison officers provide the best service, improve employee managerial skills, and provide solutions to obstacles and results obtained from the situations discussed previously. The implementation went smoothly according to the predetermined schedule, the speakers delivered their materials according to the prepared concept, namely regarding service excellence and managerial skills. Keywords: Community Service, Managerial, Effective, Service Excellence.

INTRODUCTION

Community Service is one of the tri dharma activities of higher education that must be carried out by a lecturer to meet the needs of the lecturer's workload carried out every semester. This Community Service was carried out at the Class IIA Salemba Penitentiary (Lapas), Jakarta. A country's correctional system reflects how a society views and treats criminal acts and perpetrators of crimes. The prison is one of the institutions that is the center of this system. (1) To understand the condition of the prison comprehensively, a thorough analysis of the potential of the region, community dynamics, and existing problems is needed. The potential factor of the region has a significant impact on the condition of the prison. Geographical location, infrastructure, and environmental conditions can affect various aspects of the operation and sustainability of the prison:

1. Geographical Location: The selection of the location of the prison must take into account accessibility, security, and the availability of supporting facilities. A strategic location will facilitate the process of supervision, transportation of prisoners, and interaction with the community.
2. Infrastructure: The availability of buildings, health facilities, clean water, and electricity are important in supporting the continuity of prison operations. Good infrastructure will ensure that the conditions of prisoners and guards are maintained.
3. Environmental Conditions: The environment around the prison can affect the psychology of prisoners and officers. A safe, clean, and orderly environment can create a conducive atmosphere for the rehabilitation and reintegration of prisoners into society.

The community around the prison also plays a significant role in determining the condition and success of the correctional system. Interaction between the prison and the community can affect the rehabilitation of prisoners and their reintegration into society:

1. Workforce: The community around the prison can be a potential human resource for the prison workforce. Community cooperation programs can assist in the implementation of rehabilitation programs and skills training for prisoners.
2. Social Support: The community around the prison can be a social support network for prisoners during their detention and after they are released. Reintegration programs that involve the community can help reduce stigmatization and increase acceptance of prisoners who have completed their sentences. (2)
3. Community Involvement: Active community involvement in supporting rehabilitation and reintegration programs is essential. Programs such as job training, legal counseling, and social activities can help inmates prepare to reintegrate into society.

Despite the potential of areas and communities that can be utilized to improve the correctional system, prisons also face a number of problems that need to be addressed so that the goals of rehabilitation and reintegration can be achieved properly:

1. Overcrowding: One of the main problems in prisons is overcrowding or excess capacity. Exceeding capacity can lead to increased tensions among prisoners, worsen sanitation conditions, and hinder the provision of adequate rehabilitation services.
2. Lack of Resources: Prisons often face a lack of resources, whether in terms of manpower, facilities, or operational funds. This lack of resources can hinder the implementation of effective rehabilitation programs and cause prison conditions to worsen.
3. Prisoner Welfare: The welfare and treatment of prisoners is an important concern. Cases of human rights violations, abuse of power, and violence in prisons often occur and worsen the social and psychological conditions of prisoners.
4. Social Engineering: The existence of social engineering in prisons, such as the spread of criminal group influence, drug abuse, and corruption among officers, can threaten the security and effectiveness of rehabilitation programs in prisons.

Although there is potential in areas and communities that can be utilized to improve the correctional system, prisons also face a number of problems that need to be addressed so that the goals of

rehabilitation and reintegration can be achieved properly. From the description above, this Community Service (PkM) is carried out with the theme of improving service excellence and managerial skills of Class IIA Salemba Prison employees so that they can serve the inmates as well as possible. So that with this community service, some of the problems in the prison can be solved.

METHODS

The community service methodology among Correctional Institution (Lapas) officers is specifically designed to meet the needs and challenges they face. The followings are the methodological steps:

Needs Analysis: 1). Problem Identification: conducting surveys and interviews with prison officers to identify the main problems they face, both in their work and in terms of personal well-being. 2). Work Environment Assessment: studying the physical and mental conditions in the workplace, including workload, facilities, and existing policies.

Program Planning: 1). Goals and Objectives: Determine the specific goals to be achieved, namely improving communication skills, stress management, or career development. 2). Program Design: designing a program that includes training, workshops, and mentoring. 3). Choosing the Right Approach: using an appropriate approach, namely participatory (encouraging active participation from officers).

Implementation: 1). Conduct training involving simulations, case studies, and role-playing to equip officers with practical skills by providing ongoing mentoring to ensure officers can apply the knowledge gained in their daily work, by involving the prison management to support this program institutionally and ensure its smooth implementation. 2). The following is an explanation of the method of stages of implementing community service in prisons which include socialization, training, and application of technology:

1. Socialization: Socialization is carried out to introduce the objectives, benefits, and implementation process of community service programs in prisons to related parties, such as prison staff, prisoners, and external parties involved, aiming to gain support and understanding from related parties regarding the service program and ensure that all parties involved understand their roles and responsibilities in implementing the program.
2. Training: Training is carried out to provide the knowledge, skills, and understanding needed by prison staff and prisoners to develop self-reliance and improve services in prisons.
3. Implementation of Technology: Implementation of technology is carried out to improve the efficiency, effectiveness, and accessibility of community service programs in prisons. Technology can be used in the implementation of training, data management, or communication between related parties, to accelerate and facilitate program implementation through the use of technology and improve the quality of services and information management in prisons.

Evaluation and Monitoring: 1). Process Evaluation: Conducting an evaluation of the implementation process, whether the program is running according to plan, and identifying any obstacles that arise. 2). Outcome Evaluation: Measuring the impact of the program on the knowledge, skills, and welfare of prison officers, through surveys, interviews, or direct observation. 3). Feedback: Collecting feedback from officers to understand the effectiveness of the program and for future improvements.

Sustainable Development: 1). Program Improvement: Based on the evaluation results, make improvements to the service program. Add new modules if necessary. 2). Capacity Building: Conduct advanced training and facilitate discussion forums between officers to share experiences and solutions.

Documentation and Publication: 1). Documentation: Record all processes and results of this service to be used as future references or for program development elsewhere. 2). Publication: Publish the

results of this service through journals, seminars, or social media to disseminate its impact and attract wider attention.

RESULTS AND DISCUSSION

The results obtained from the Community Service carried out by Perbanas Institute lecturers to the employees of Class IIA Salemba Prison are that the employees have better or increased service excellence and managerial skills. This ability should be implemented with the situation and circumstances that have been owned by the employees so that the employees are expected to be able to overcome the problems faced by them and the inmates. As in the case of Prisoner Welfare: for example, cases of human rights violations, abuse of power, and violence in prisons that often occur. These can worsen the social and psychological conditions of prisoners, in addition, this can be reduced little by little in the form and manner of employees giving advice without offending the feelings of the inmates. Likewise, in terms of Social Engineering: social engineering in prisons can be reduced, such as the spread of the influence of criminal groups, drug abuse, and corruption among officers, can threaten the security and effectiveness of rehabilitation programs. With the implementation of service excellence, inmates feel comfortable and appreciate the employees of Salemba IIA Prison more, so it is expected to change the attitudes of inmates to be better. The process of Community Service activities can be seen in the following image:

Figure 1. Inmates at Class IIA Salemba Prison
Source: PKM Documentation

Figure 2. Resource Persons and Structural Officials at Salemba Class IIA Prison
Source: PKM Documentation

CONCLUSION

Community Service among Class IIA Salemba Prison employees, Jakarta with the theme of providing service excellence and improving managerial skills has been implemented well. The employees number 30 people who are ASN Salemba Prison. The age of the participants is 25 - 33 years with a Bachelor's degree background. With this Community Service, employees can improve their service excellence skills and improve their managerial skills well.

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