



PATTERNS OF PERSONALITY REHABILITATION FOR PRISONERS BASED ON NATIONAL CHARACTER VALUES IN THE DISRUPTION ERA

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ABSTRACT

This research is prompted by researchers' concerns about the nation's morale which is increasingly declining due to the negative impact of the use of digital technology in the era of disruption, such as *smartphone*, laptops, smart televisions, tablets, etc. which should be able to help human activities in the aspects of education, communication, advertising, transportation, archiving and entertainment, but instead are misused to behave negatively in cyberspace in the form of fraud, free sex, online immoral acts, hate speech, or drugs. Therefore, the importance of character education is given to the public, especially for prisoners (*Warga Binaan Pemasyarakatan, which further refers as WBP*) so that good character is formed. This research aims to describe the pattern of rehabilitation for Women's Penitentiary Class III in Ternate for inmates based on national character values in the era of disruption. This research uses a qualitative approach with a case study method. The results of the research show that: 1) The pattern of prisoners rehabilitation based on national character values in the Women's Penitentiary Class III in Ternate is carried out in two forms, they are the Personality Rehabilitation Pattern through instilling national character values and the Independence Rehabilitation Pattern through skills and handicraft training, 2) The challenges and obstacles experienced by prisons in forming the character of inmates in the era of disruption are: a) Prison officers' efforts to create safe and comfortable conditions from various conflicts between inmates due to different backgrounds and personal characters; and b) The availability of digital technology facilities in prisons is still limited to foster independence, such as laptops and the Internet.

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1. INTRODUCTION

The era of disruption is marked by massive changes in society in various areas of life, including advances in digital technology, communication, and information. It cannot be denied that today's society in the industry 4.0 era requires digital technology such as, smartphone, laptops, smart televisions, tablets, etc. as tools to assist in daily activities including aspects of education, communication, advertising, transportation, archiving and entertainment. In other words, digital technology was the primary force behind industry 4.0, guiding economic development in the 21st century (Skare & Riberio Soriano, 2021). However, on the other hand, digital technology can have a negative meaning where some people misuse it to commit various crimes in cyberspace, such as fraud, corruption, drug transactions, free sex, theft, and terrorism. A.R. Tilaar (2001) states that "the era of disruption has brought challenges to all humans as a process of globalization. There is not a single human being, society and nation that escape the influence of globalization. In the world of education, the era of disruption (globalization) must be faced and prepared for the declining of morals, low quality of education, and human resources that are not yet professional" (Lamuri & Laki, 2022). Such conditions certainly cannot be allowed to occur continuously but must be immediately controlled so that they do not spread widely and increase the moral degradation of the nation. There needs to be more serious attention by the stakeholder including the government, academics, community leaders, non-governmental organizations, etc., to participate in dealing with problems. For academics, this can be done through efforts to instill national character values as a preventive measure for this problem.

Advances in digital technology must be balanced with good character as a capital for citizens to survive amidst today's increasingly competitive and advanced life. A Greek philosopher named Aristotle said that good character is living by carrying out correct actions with one self and others (Lickona, 2013). Good characters in everyday life include discipline, hard work, excellence, independence, responsibility, tolerance, etc. Such character can prevent citizens from misuse of digital technology so that they can create a safer, more peaceful, and prosperous life. Therefore, character education plays a very important role in forming the character of good citizens. Character education must be understood and instilled in every citizen to become a smart and good citizen. According to Thomas Lickona (2015), character education, properly understood, aims to develop people's personalities better.

One community of citizens who need to receive a touch of character education is correctional inmates/prisoners (WBP). They need to receive a touch of character development based on consideration of their poor social background or committing criminal acts in the past before occupying a correctional institution. Each prisoner has a background in various types of crimes, such as cases of murder, corruption, drugs, theft, fraud, etc. Therefore, character education in prisons is carried out as an effort to form good character. Character education can be carried out in the form of coaching for prisoners as mandated by Article 2 of the Corrections Law that The correctional system is organized for the purposes of: (a) providing guaranteed protection for the rights of prisoners and children; (b) improving the quality of personality and independence of prisoners so that they realize their mistakes, improve themselves, and do not repeat criminal acts, so that they can be accepted again by society, can live normally as good citizens, obey the law, be responsible, and can play an active role in development; and (c) provide protection to the community from repetition of criminal acts." (Undang-Undang RI Nomor 22 Tahun 2022 Tentang Pemasyarakatan, 2022)

Prisons play a strategic role in achieving the objectives of the Law. If this can be realized then the prisoners have gone through a good character development process. It is not just known, but also needs to be internalized and applied in everyday life. According to Lickona (2015), character education, properly understood with the aim of developing personality, makes the whole society better. Good character means there is harmony between good thoughts, attitudes, and actions. However, the character education of prisoners must be more focused on efforts to overcome the impact of the era of disruption where digital technology is used as an instrument in committing various crimes, but instead it can be used to improve the competence of the prisoners to become professional human resources so that they can later obtain decent work and livelihoods in society. This is important to study in more depth by researchers, where previous studies only studied character development.

This is what happens in one of the prisons in Ternate City, namely the Women's Penitentiary Class III in Ternate City. In this prison, inmates receive various kinds of coaching, both coaching related to personality formation and coaching related to independence. Personality development can be related to the formation of morals/character, such as religious character, social care, responsibility, democracy, tolerance, friend-ship, love of peace, discipline, independence, cooperation, environment awareness, curiosity, creativity, and hard work, in which these values can shape WBP's personality to be good. In other words, the concept of coaching for prisoners is an effort that is *ultimum remedium* (last resort) which is more focused on tools so that prisoners are aware of their actions so that when they return to society, they will be good from a religious, socio-cultural, and moral perspective to create harmony and balance in the middle of the society (Utoyo, 2015).

The development of independence is more focused on providing skills (skills) to WBP in the form of beauty courses, sewing courses, cooking training, processing snacks (bread, pastries), making drawstring bags, making lids and coasters from knitted wool thread, making roa chili sauce, as well as agricultural management both hydroponic and conventional systems (land farming). These various forms of independence development cannot be separated from the use of digital technology as a tool to assist WBP's work in producing quality products and can be used to support the promotion/sales of these various products. These two coaching patterns are a provision for WBPs after completing their criminal term to return to society, and to be ready to face an era of disruption that requires people to be creative and innovative and have good personality traits.

2. METHOD

This qualitative research was conducted at the Women's Penitentiary Class III in Ternate City in 2023, by using the case study method. Through this research, the researcher investigated a phenomenon that is experienced by

the prisoners before and after being in prison, which, according to researcher, is typical because it is not experienced by people in general.

The data collection techniques have been carried through observation, interviews, and documentation. The research subjects consisted of the Head of the Rehabilitation Sub-Section (*Kasubs*) and the prisoners. The selection of the Head of Rehabilitation Sub-Section was based on considerations to obtain information about the pattern of guidance for inmates that took place in the prison, while the selection of inmates as the main research subject was aimed at exploring the dynamics of the lives of inmates before and after being in the prison. Meanwhile, to strengthen the trustworthiness of the research data, the researcher based it on several data validity tests, they are triangulation, member check, prolonged time, and questions and answers from fellow researchers (*peer debriefing*) (Creswell, 2015). Triangulation means that the data must be checked with several informants to avoid high subjectivity on the part of the researcher. Then, member checking means that informants must be given the results of the research in the hope that they will agree to the research. Then a relatively long time (*prolonged time*) means that researchers must spend more time at the research location to become more familiar with the situation and conditions in the field, while finally the question-and-answer session between fellow researchers is intended to obtain additional information in the form of suggestions and objective views regarding the case being studied.

Furthermore, considering that this research is a case study, the data was analyzed using several methods simultaneously, which are data reduction, data presentation, and drawing conclusions or verification (Miles & Huberman, 2014). Data reduction means that research data obtained from research is sorted selectively and simplified so that a conclusion can be drawn. Data presentation is intended to present a collection of information from research results that have gone through a data reduction process, and the final step after the data is presented in a good and organized manner is to draw conclusions.

3. RESULTS AND DISCUSSION

Character education must be understood and instilled in every citizen to become a smart and good citizen. Character education in prisons can be carried out in the form of coaching for inmates as mandated by Article 2 of the Law (Republic of Indonesia Law Number 22 of 2022 concerning Corrections, 2022). As for the prison, there are 3 (three) in Ternate City, North Maluku Province, namely: 1) Ternate Class IIA Penitentiary which is occupied by male inmates; 2) Ternate Class III Women's Prison, which is occupied by female inmates, and 3) Children Penitentiary Class II Ternate, which is inhabited by under age's inmates.

Development based on national character values in this era of disruption is very possible to be implemented in prisons where prisons play a strategic role in achieving the objectives of the Law. "National character is a national personality that is imbued with *Pancasila* values and norms based on the 1945 Constitution of the Republic of Indonesia" (Budimansyah, 2010). Meanwhile, the term disruption can be interpreted positively, that old technology products are replaced with new technology at low prices but attract the attention and interest of customers, as in the opinion of Pérez et al. that "disruption should be seen as a process whereby small companies (entrants) are able to challenge established incumbent firms by offering new technology--often at a lower price--to overlooked customer segments" (Muliawaty, 2019). For example, computer technology used to be successful but has now been abandoned because it has been replaced by laptops and tablets. The era of disruption is marked by digital technology which is currently widely used by humans. This type of technology is experiencing very rapid development and innovation. Examples of digital technology such as laptops, smartphone, smart television, tablet, etc.

If it can be realized then prisoners have gone through a good character development process. It is not just known, but also needs to be internalized and applied in everyday life. Likewise, the women's penitentiary class III in Ternate, which is inhabited by 46 inmates, applies 2 coaching patterns, namely: 1) a personality coaching pattern that is oriented towards building personal character based on national character values, and 2) an independence coaching pattern that focuses more on skill building which is innovative and creative based on information technology. These two patterns of rehabilitation are really needed in the current era of disruption as the aim of national character education is forming a nation that is strong, competitive, has noble character, morals, tolerance, cooperation, patriotic spirit, dynamic development, science, and technology oriented, all of which is inspired by faith and devotion to God Almighty based on *Pancasila* (Gunawan, 2022). For more details, the author will explain below:

3.1 Prisoners Rehabilitation Pattern Based on National Character Values in the Era of Disruption

Ternate Women's Penitentiary Class III has organized a good coaching program for inmates. The coaching carried out includes 2 (two) patterns, namely the personality coaching pattern and the independence coaching pattern. These two coaching patterns have been running so far and can be said to be successful in forming good character for prisoners. This training is a provision for prisoners after serving their prison term to dedicate themselves to the community, nation, and state. Further details can be explained below.

First, the prisoner's personality rehabilitation pattern through instilling national character values. The coaching pattern implemented in women's prison class III Ternate focuses more on instilling character values, such as religious character, social care, responsibility, democracy, tolerance, friendship, love of peace, discipline, independence, cooperation, care for the environment, sense of curious, creative, and hard working. Instilling these character values can shape prisoners' personality to be good in the era of disruption. Moral/character education in the era of disruption is very important to prevent the massive negative side of information technology development, such as the spread of information technology hoax news, cyber bullying, fraud, hate speech, online prostitution,

sexual exploitation, pornography, child trafficking and others (Amiruddin, 2021). Further details can be explained below.

- Religious Character

Religious/spiritual character is one of the characters that are really paid attention to in the prison. The Head of Rehabilitation Sub-Section seeks to facilitate religious formation for prisoners, where in this case there are 2 religions, Islam, and Christianity. With a classification of 43 people as Muslims and 3 people as Christians. To instill the value of religiosity, prisons facilitate this with various personality rehabilitation programs. One of them is religious guidance for Muslim prisoners in the form of recitation of the *Al-Qur'an*, learning to recite the Qur'an (*Iqro and Al-Qur'an*), lecture or *tausyiah*, as well as lectures with themes related to self-reflection (how to improve oneself to be better) or related to morals. This activity is in collaboration with the Ministry of Religion (*Kemenag*) in Ternate which guides prisoners directly on a regular basis. Usually, speakers from the Ministry of Religion do this every Monday and Thursday, starting at 10:00 to 12:00 WIT. In general, the lecturers who come to prison are female lecturers (*Ustadzah*), but occasionally male lecturers (*Ustad*) come to give *tausyiah*. The theme of *tausyiah* is more often related to self-reflection or improving oneself to be better, which is related to morals. After participating in this activity there were changes from the prisoners' spiritual side, including, holding the obligatory prayers 5 (five) times a day without breaks except during menstruation, reciting the *Al-Quran* for the first time which was followed by reciting it repeatedly, being closer to Allah SWT, and being able to be more grateful with the blessings and sustenance that Allah has given us by being more patient and sincere in living our daily lives.

Likewise, Christian prisoners carry out worship activities at church which also focus on self-improvement of the prisoners. Religious formation for Christian prisoners is carried out 2 (two) times a week, Thursday, and Sunday. Worship activities on Thursdays are guided offline by instructors from the Ministry of Religion, while on Sundays they are conducted online, considering the prison regulations that on Sundays or other holidays no activities related to outside agencies are permitted. Religious formation activities carried out online/*online* carried out using a mobile phone (HP) provided by the prison and its implementation is supervised by prison officers.

Inmates felt their level of faith increase while in prison. Based on the confession of several inmates, before entering prison, sometimes the obligatory prayers were rarely carried out in full 5 (five) times, but after being in prison and felt that the time was very free, the obligatory prayers were never missed because there were no distractions. Then the prisoners felt his soul was closer to Allah SWT, every Friday night he routinely read Q.S. *Yasin*, recited the *Qur'an* several times, and was more grateful for all the blessings he had been given and more able to surrender to Allah SWT, especially when, for example, he was faced with an information about a sick child. The prisoners might feel that the power of prayer is very powerful. Such conditions imply the success of prisons whose existence has functioned like an Islamic boarding school so that inmates feel an increase in faith and piety.

- Social caring and responsibility Character

As for instilling the values of social care and responsibility, prison officers assign tasks based on the abilities and potential of inmates. The manifestation of the values of social care and responsibility can be seen, for example, when prisons hold training, but there are some inmates who cannot take part because they choose to cook and prepare food in the kitchen. This is done so that all prisoners can eat according to their eating schedule. The person responsible for the cooking section is managed by 2 or 3 prisoners.

Apart from that, exemplary examples are also shown by prison officers, such as treating all inmates equally and proportionally, with a family nature, which can have a positive impact on the good character of inmates so that they show a caring attitude towards each other by advising and encouraging fellow inmates so that they can make peace with their conditions and become a stronger and more resilient person to live life in prison. Because while in prison, of course many things are sacrificed, for example being tough about separation from parents, children, close family, and various other things. For them, the momentum in prison is an effort to change their personality for the better. If there is no change in them while in prison, they will be a person who will suffer a great loss.

- Tolerant, Democratic, Friendly/Communicative, and Peace-loving Characters.

The instilling of tolerant, democratic, friendly/communicative, and peace-loving values is carried out through interactions while in prison. Prison officers treat all inmates equally and are embraced, the rules apply to all and there is no special treatment that could create disparities and jealousy between inmates. Likewise, reward and punishment are given fairly. Giving punishment means, that when there is a dispute between inmates or it even escalates into physical contact (fighting), they will be subject to sanctions in the form of isolation in a quarantine room with the aim of enabling the inmates to reflect and introspect on their behavior. Giving reward, for example, if the inmate shows good behavior as reflected in his Standards of Prisoners' Development Assessment System (*SPPN*), the inmate is entitled to remission, which includes a reduction in the period of detention which is carried out 2 (two) times a year, usually during the Eid al-Fitr holiday for Muslims or the Christmas holiday for Christians, as well as the month of August coincides with Indonesian Independence Day. This is a strong commitment and integrity from the Head of Prisons, Head of Rehabilitation Sub-Section, and officers in instilling national character values in prisoners.

Then it relates to the procedure that all inmates must go through when they first enter prison, undergoing an environmental familiarization period (*MaPeLing*). Where they were placed in a detention room for 12 days and during that time, they could not leave the room. *MaPeLing* is intended so that officers can recognize the character of new prisoners so that when they have completed *MaPeLing* and entered the rehabilitation stage/period they can determine their detention room placement and combine them with inmates whose character matches them. This is done to minimize disputes even though the chances of disputes occurring are very high because they have very

varied backgrounds. When the prisoners live together with various backgrounds, whether religious, ethnic, educational, or different environments of origin, they can be trained in instilling the values of tolerance, democracy, friendship/communicativeness, and love of peace. In prison, inmates must be good at adapting to the prison environment and with fellow inmates, although at first it cannot be denied that there were disputes due to various background differences and they are still adapting to new people, but as much as possible they can quickly make peace so that they become closer because they know each other's characters. It means *the inculcation of national character values can be carried out through mingling each other in the social relationships by not seeing each other's differences and respecting others' opinions. When there is a misunderstanding in socializing, it can be resolved peacefully.*"(Noe et al., 2021).

- Character of discipline, independence, cooperation, and care for the environment

Instilling the values of discipline, independence, cooperation and caring for the environment among others, through community service programs or daily tasks. Each prisoners' room is the responsibility of the resident (the prisoners who lives in that room), but cleaning in the residential block and the parts in front of the rooms around the block are cleaned by the prisoners according to the schedule has been made by prison officials. With the community service and daily work program, each prisoner's room, residential block, and the front of the rooms around the block are clean and tidy. The community service is cleaning the inside and outside of the yard, as well as the office yard, which is carried out once a week by prison officers who work together with the prisoners, considering the size of the area to be cleaned. Meanwhile, for prisoner's daily routine activities, every morning and afternoon there is a daily tasks schedule for cleaning the environment, rooms and around the block. Indirectly, these routine activities have instilled the character of discipline, independence, cooperation, and care for the environment. Such characters are really required to live in society when they are being released.

- Character of Curiosity, Creativity, and Hard work

Instilling the values of hard work, creativity, curiosity, and a love of reading can be formed through skills training activities (related to **second** point namely the pattern of fostering independence). The Head of the Prison Rehabilitation Sub-Section facilitates prisoners with various skills training, including: making rope bags, cakes, cooking training, processing dry food (bread, pastries), making Roa chili sauce, farming both hydroponically and not, beauty courses, sewing courses, etc. The results of this skill can be sold to the public, where the profits can return to the prisoners themselves. Basically, these various training activities are very useful for them. This is a pattern of fostering prisoners' independence, the results of which will later become provisions and can become business opportunities for them. From this description, it can be briefly illustrated in the table below:

Table 1 – Pattern of Prisoners Rehabilitation Based on National Character Values in the Era of Disruption at the Women's Penitentiary Class III Ternate

No.	Values	Prisoners Rehabilitation Values Based on National Character	Indicators of Prisoners Rehabilitation Patterns Based on National Character Values
1	Religious Character	<ul style="list-style-type: none"> • Increasing the understanding of religion, • Increasing the value of worship. 	<ol style="list-style-type: none"> 1. The Head of the Prison Rehabilitation Sub-Section organizes religious activities in the form of <i>tausyiah</i>/religious lectures with the theme of self-reflection/moral improvement. Done face to face or online. 2. Habituation of prisoners in increasing personal piety, such as worship, study to recite the Qur'an (Iqro) until reaching the end of the Qur'an.
2	Caring Character social and Responsibility	<ul style="list-style-type: none"> • Have a caring attitude towards each other, • Concern for development of Human Resources (HR), • Responsible for enforcing the rules fairly. 	<ol style="list-style-type: none"> 1. Fellow prisoners show an attitude of caring for each other by advising and motivating each other to survive, be tough, and strong/resilient in living the life in prison, 2. Head of Prison Development Sub-Section holds various skills training (<i>skills</i>) to improve WBP competency, 3. The Head of Prisons imposes reward and punishment fairly and proportionally to prisoners in the absence of special treatment that can cause jealousy and inequality between the inmates.

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| 3 | Character of Democratic, Tolerance, Friendly, and Love Peace | <ul style="list-style-type: none"> • Be democratic and tolerant towards diversity, • Love peaceful oriented and friendly when have disagreement / dispute. | <ol style="list-style-type: none"> 1. The officers treat each prisoner well by getting to know the character of the prisoners more closely and embracing them regardless of their personal background, whether religion, ethnicity, educational level, or different environments of origin, 2. Even though prisoners have diverse backgrounds, fellow inmates mix with each other, are friendly/communicative, not divided, and be tolerant of differences, 3. When there is a dispute between inmates, it is immediately resolved in a friendly manner facilitated by prison officers so that the problem does not escalate and escalate to create a sense of peace among inmates |
| 4 | Character of Discipline, Independence, Mutual Cooperation, and Environmental care | <ul style="list-style-type: none"> • Discipline and independent in carrying out task/work individually, • Worked together in cleaning the environment. | <ol style="list-style-type: none"> 1. The officers give each prisoner the task of being involved in routine activities that have been scheduled every morning and evening. This activity is carried out in a disciplined manner by the prisoners, 2. Each WBP carries out individual tasks independently, such as cleaning the area of their respective residential block so that it looks clean and tidy, 3. All prisoners work together in community service activities to clean the yard outside the prison which is carried out once a week, guided by prison officers. |
| 5 | Taste Character Want to know, Creative, and hard working | <ul style="list-style-type: none"> • Curiosity runs deep in studying various type of skill, • Creative and hard-working in producing skill-based products. | <ol style="list-style-type: none"> 1. The Head of Prison Rehabilitation Sub-Section organizes various skills training to the prisoners including: making rope bags, cooking training, processing dry food (bread, pastries), making Roa chili sauce, farming both hydroponically and not, beauty courses, sewing courses, etc. The prisoners participated in all these training activities to increase their insight and creativity, 2. Prisoners' creativity and hard work has produced several products that can be marketed to the public both offline and online via social media. This experience has become a provision and business opportunity for inmates after being released from prison. |

Second, the pattern of fostering independence for prisoners is carried out by providing skills and crafts training to them. The pattern of fostering prisoners' independence, such as beauty courses, sewing courses, cooking training, processing snacks (bread, pastries), making drawstring bags, making lids and coasters from knitted wool thread, making Roa chili sauce, as well as good agricultural management systems hydroponics and conventional (soil farming). The instructor for each training program for prisoners is always accompanied by a prison officer. Skill-based products in the form of culinary arts can be marketed by request through offline and online marketplace, but still coordinate with prison officers. These are very good as an effort to build entrepreneurship character for prisoners. In other words, a productive prison is a prison that is not only a place for conventional development of prisoners, but can also be a means of encouraging the production of quality products, therefore productive activities in prison can support the development of prisoners (Melati et al., 2020). The proceeds from product sales by prisoners become one of the sources Non-Tax State Revenue in Women's Prison Class III Ternate. This is given with the aim of providing provisions for prisoners when they are released from prison and return to society, as stated by Samudra (2021) that providing special skills to prisoners can encourage them to contribute to the nation and by collaborating with third parties it can be a concrete way to prepare them to return to normal social life and not repeat their mistakes again.

The independence development program implemented by the Women's Prison Class III Ternate includes collaboration with the Ternate City Job Training Center (BLK), 6 (six) Faculties at Khairun University (UNKHAIR) Ternate, and the Ministry of Religion. However, specifically BLK can said to be the main stakeholder for Women's Prison Class III Ternate because it has many programs and packages that can be given to inmates. Until now, all self-reliance programs are still running independently, so after training from BLK and other related agencies, the prisons directly instructed prisoners to continue running the program independently. Until now, the program is still running well.

One of the keys to the success of the program in prisons has been running well because of the support of the local government. The government's attention so far has been very good, where they always make visits to the Women's Prison Class III Ternate. All prison needs and requirements can be accommodated by the regional government, such as providing equipment and supplies for implementing the prisoners' independence program. As a recent example, the prison received a sewing machine from the Women's Empowerment Service. Apart from that, the regional government also involves prisons when government agencies hold an activity involving women or women's resources in the form of seminars or training. For example, recently the prisoners attended a seminar on how to manage the household as an effort to prevent domestic violence. The knowledge and experience gained is very good for forming their own character.

Therefore, the prison always maintains good communication and cooperation with the stakeholder. The communication and collaboration model that was developed was carried out through collaboration with government agencies, including collaboration with the Health Service in the form of providing polyclinics in collaboration with the Jambula Community Health Center regarding medicines, free examinations, etc. Then collaborate with the Women's Empowerment Service in the form of goods assistance or involvement in training held by the Service. Then collaborate with educational institutions such as Khairun University which is marked by the existence of an MOU with 6 (six) faculties and has been running well, such as counseling and health checks for the prisoners by the health team of the Faculty of Medicine, Training to Increase Intellectual Abilities and HR Capacity of the prisoners from the Civic Education Study Program, the presence of students Independent Interns Program (*Program Magang Merdeka*) studying at the Faculty of Cultural Sciences, as well as providing skills training in making wall decorations from cheap materials, flowers from plastic bags, and several other activities. Until now, these 6 (six) faculties have really helped prison officers in carrying out coaching programs for inmates. A model of communication and cooperation that is built together with the stakeholder is an effort to establish positive interaction and communication between the community and prisoners. In Maryanto et al. (2014) terms, increasing active community involvement means that prison is not a closed and haunted area but an institution for developing people who have lost their way in life.

Personality and independence development is mandatory, considering that all activities in the program are positive and good, and have an impact on their daily assessment. The SPPN (Prisoners Development Assessment System) value influences WBP to obtain their rights later, including integration rights, remission rights, etc. One of the conditions is that they must behave well with indicators including their participation and active role in taking part in the development program carried out by the prison, except if they are sick which requires them to take complete rest or during menstruation for Muslim women because personality development activities (religious formation) are carried out in the prayer room. As a result, to date all inmates have participated in every program organized by the Head of Prison Rehabilitation Sub-Section voluntarily and many inmates have felt changes in themselves for the better in terms of spirituality, personality, or mindset. Referring to the Prisoner Development Assessment System (SPPN) where SPPN is one of the new instruments implemented to make it easier to grant integration rights to the prisoners (Keputusan Direktur Jenderal Pemasarakatan Nomor: PAS-10.OT.02.02 Tahun 2021, 2021). This SPPN is intended as a guide for prison officers in assessing the behavior of inmates in prisons, which is an implementation of the previous Minister of Law and Human Rights Regulation (Permenkumham Nomor 35 Tahun 2018 Tentang Revitalisasi Penyelenggaraan Pemasarakatan, 2018). Apart from having this aim, SPPN also aims to carry out assessments of inmate development through observing measurable and accountable behavior in the context of fulfilling prisoners' rights, as well as providing prisoner guidance in accordance with individual needs. The SPPN functions as an instrument for assessing changes in their behavior, which will then be used as the main supporting data in implementing rights and programs for them. With SPPN, the coaching assessment process can be measurable, objective, and systematic. All of this has been socialized by prison officers to inmates at the Women's Prison Class III Ternate.

From the two coaching patterns above, both personalities coaching and independence coaching implemented by the Women's Prison Class III Ternate, all aim to equip inmates to have good characters as a provision in facing the era of disruption, which requires people to be creative and innovative in using digital technology. Digital technology can be interpreted as an instrument to increase WBP innovation and creativity in accessing and conveying information quickly, precisely, with quality and efficiency. In other words, the prisoners not only rely on good character personality, but also needs to be supported by skills in using digital technology. This is important for them to improve their own competence to become better so that they will be ready to compete with advances in information technology. Digital transformation is a profound change and accelerates business activities, processes, competencies, and models to fully exploit the changes and opportunities in digital technology and its impact on society in a strategic and prioritized way (Kaltum et al., 2016). Digital technology can help speed up the activities, processes, and competencies of the prisoners so that it has a positive impact on them. It further means that digital technology is reliant on speed, which, in turn, is reliant on being sustainable and fast to market, to eventually influence digital technology's success (Bican & Brem, 2020).

In addition, the use of digital technology can change the mind-set of the prisoners which initially used conventional buying and selling transactions was transformed into buying and selling transactions online where aspects of promotion, marketing and sales can be broader and easier to reach the consumers. This transformation of buying and selling provides a greater opportunity to increase their income so that it automatically has implications for the level of their welfare. This is in line with the statement that digital technology entrepreneurs actively engage in digital technology and services to create their ventures, moving digital entrepreneurs' borders beyond existing ecosystems (Giones & Brem, 2017). Therefore, creativity and innovation in the use of digital technology must be possessed by the prisoners. Thus, they need to make optimal use of the various personality and independence training available in prisons to improve their competence and character related to business or business

management. Digital Technology, grounded in know-how, and Digital Business Model directly influence digital Innovation (Bican & Brem, 2020), as provisions when completing their sentence in prison.

3.2 Challenges and obstacles in forming the character of prisoners in Women's Prison Class III Ternate in the era of disruption

It is not easy for the Women's Prison Class III Ternate officers to form the character of the prisoners who require serious attention and sincerity in their efforts to provide the best service. The challenges faced so far are: **First**, the efforts of prison officers to create a sense of security and comfort for inmates while they are in prison. Disputes between fellow inmates sometimes occur due to misunderstandings and personal character traits. This is as stated by the Head of the Rehabilitation Division at the Women's Prison Class III Ternate who explained that conflicts occur among inmates because before entering prison they came from different backgrounds. However, the prison officers themselves are still trying to handle it seriously so that if a problem occurs it does not spread and escalate everywhere. Inmates as quickly as possible can reconcile the situation and conditions in prison so that they become closer and get to know each other. However, especially for the prisoners with drug cases, sometimes they need special attention because of the bad effects of drug use which have damaged their common sense. The difference can be felt from small things, such as when the ideal condition of every prisoner is that each room must be clean from morning to evening by encouraging each other and helping each other in cooperation, but this is quite difficult for the prisoners with drug case to do so this can be a source of triggers of the emergence of disputes/conflicts.

Second, the availability of digital technology facilities in prisons is still limited. Another obstacle that is also felt by the prison authorities, but which is a challenge, is the availability of technological facilities in prisons which are still quite limited in developing the independence of inmates. For example, laptops, internet, assembly, etc., which have not been able to meet the training needs of the prisoners. As a result, the prison authorities experienced difficulties when training using technology took place, which resulted in the results of the activities being less than optimal. Therefore, the prison authorities are looking for breakthroughs such as bringing in various technological tools and training equipment from outside the prison or other methods such as building cooperation with various agencies that have adequate technological facilities. In this case, the Job Training Center (BLK) is one of their stakeholders who have helped sponsor various types of training activities so that the independence development process given to the prisoner becomes more varied and innovative so that the impact returns to them to become more creative and innovative, which is a demand in facing the era of disruption. Pagau et al. (2018) stated that in the implementation of the coaching concept it should be based on being effective and pragmatic, in the sense of being able to provide the best possible solution to the problems faced, and pragmatic in the sense of basing existing facts in accordance with reality so that it is useful because can be applied in practice.

The prisoners need to obtain sufficient knowledge and experience in using technological devices because of the demands of increasingly advanced and competitive developments in the field of information technology. All lines of life cannot be separated from information technology so they must adapt quickly. They must improve their mastery of digital technology accompanied by improving their good character because basically this technology is like a double-edged sword. In Freeman's (2008), digital technology opens new modes of assessment (Fairburn & Patel, 2017). On the one hand, digital technology functions to help and facilitate the way humans work in their lives, but on the other hand, if humans are not wise in using it, it will only give rise to various new problems, including cybercrime, bullying on social media, immoral acts online, hate speech, etc. Cybercrime is an illegal act carried out by criminals using computer technology and internet networks to attack victims' information systems, such as committing crimes by hacking social media, hacking technological devices and victim's data.

Digital technology can help and facilitate the way people work, such as when the prisoners choose the profession of entrepreneurship. Digital technology-based entrepreneurship can open more open economic opportunities and improve their quality of life. There are two functions of digital technology in entrepreneurship, 1) digital technologies have rendered entrepreneurial outcomes and processes less bounded—And in terms of processes, this relates to the spatial and temporal boundaries of entrepreneurial activities (for example, when and where activities are carried out), 2) digitization has led to less predefinition in the locus of entrepreneurial agency (i.e., where the ability to garner entrepreneurial ideas and the resources to develop them is situated) (Nambisan, 2017). This means that digital technology can help them in entrepreneurship, such as working hours are more flexible because they are done individually online, connect more quickly with consumers, make buying and selling transactions easier, more varied, and innovative in promoting products, and more affordable and efficient capital and operational costs.

Therefore, in order not to be confused about digital technology, the Prison Development Division always tries to train and familiarize every prisoner to use digital technology, such as a breakthrough in introducing them to the importance of a technological approach in their life, such as procurement of self-service. This service is provided by the government with the aim of providing information technology-based transparency services to inmates so that their rights can be protected properly through fingerprint technology that is integrated with the Correctional Database System. The technology is currently still being accelerated, where the building facilities are still in the process of being built, which is followed by the stage of creating an access network to the prisoners' residential block, which is relatively far away. So currently they who want to access information about their crimes can come to the admissions room (staff) but if later the network is complete (internet and other supporting facilities) then the prison will have facilitated a tool/self-system service in blocks so that they can directly access them in their respective blocks.

Apart from that, the technology used in Women's Prison Class III Ternate which is related to the prisoners is the Correctional Database System (SDP) which is one server from the center. SDP is a reporting and consolidation mechanism for managing their data which functions as a work aid tool according to the needs of integrated service

unit (UPT), regional office (KANWIL) and Directorate General of Corrections (DITJENPAS). This SDP contains the prisoners' data at the beginning of their entry into custody, registration, all decisions related to them, where all these files are uploaded into the system. This will affect their assessment calculations in obtaining their rights until they are released later.

4. CONCLUSION

It is not easy to form good prisoners' characters in the Women's Prison Class III Ternate. It requires a high level of commitment from the staff stakeholder both the Head of Prisons, Head of Rehabilitation Sub-Section, Prison officers, Prison Partners, and Regional Government in providing guidance to the prisoners. Appropriate coaching patterns are needed to shape the character of the prisoners who are creative and innovative and have good character as a preparation for later completing their criminal term and returning to society, including: 1) Personality Development Patterns that are based on national character values, and 2) Independence Development Patterns through skills and crafts training. However, in the implementation of these two coaching patterns there are still obstacles and challenges, such as 1) Prison officers' efforts to create safe and comfortable conditions for inmates from various conflicts/disputes because they have the different characters of inmates; and 2) The availability of digital technology facilities in prisons is still limited to foster independence, such as laptops, internet, assembly, etc., which are not yet optimal in meeting the training needs of inmates. As for recommendations for further research, considering that this research has only reached the exploration stage of coaching patterns for the prisoners, it is hoped that future research will focus on the role of the prisoners in community life when completing their correction term in prison, so that this research is more comprehensive and complete.

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