



# Emotional Regulation on Members of the Polri Dalmas Range Polda East Java When Handling the Demonstration

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**Abstract.** Emotion regulation is a person's ability to manage emotions appropriately to achieve emotional balance. The purpose of this study was to identify and describe the emotional regulation of members of the Dalmas Police of the East Java Regional Police when handling demonstrations. This research uses a qualitative approach with a case study design. Data collection techniques using questionnaires, interviews and in-depth analysis. The sample in this study were members of the Dalmas line of the East Java Regional Police. The results of this study indicate that Dalmas in the East Java Regional Police experience emotional regulation, namely feelings of inability to control themselves, have an immature attitude and lack flexibility in dealing with masses or demonstrators, lack of tolerance and often frustrated when faced with threatening events and have a negative view of oneself and the environment. The right emotional regulation model for Dalmas police officers is by modifying the situation (situational modification). The importance of emotional regulation for members of the Dalmas Police of the East Java Regional Police in order to be able to regulate emotions positively, be able to control themselves, have good relations with demonstrators, have a mature attitude before acting, easily adapt to the environment, not easily give up and have a positive view of oneself and others. Environment.

**Keywords:** Emotion Regulation Model · Dalmas members · Demonstration

## 1 Introduction

The Unitary State of the Republic of Indonesia Police (POLRI) is a state apparatus whose task is to create security and maintain public order. POLRI has a duty as a guard for security and public order and is more low level treats (low-intensity threats/state internal threats). The characteristics of the POLRI are regulated in Law No. 2 of 2002 concerning the financial balance between the center and the regions. The development of capabilities and strengths as well as the use of police forces are managed in such a way as to support the implementation of the duties and responsibilities of the Indonesian National Police as the bearer of the internal security function. These duties and responsibilities provide a sense of security to the state, society, property from criminal acts and natural disasters.

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The National Police as a security and protecting the community helps in terms of security against crime, crime, disturbance of order carried out by individuals or individuals, small groups or large groups or the masses. To deal with these crimes with very large numbers up to thousands, such as demonstrations, requires special handling from the National Police unit, which is especially in the field. Based on the facts on the ground, demonstrations often end in clashes, arrogance and aggression or violence perpetrated by both parties, both by the apparatus and by the masses who are disciplined. The rebellion always caused victims from both sides, such as injuries, property losses, damage to infrastructure and caused anxiety and fear and feelings of insecurity in the surrounding community.

The high intensity of the task of Dalmas troops in crowd control activities that allow violent conflicts to occur, of course, is a challenge for every POLRI line at least to increase the professionalism of its members, especially in providing personnel with adequate equipment in accordance with procedures and good emotional regulation abilities in carrying out their duties. Duty as a servant of the state in maintaining order and security. Emotion regulation is the ability of a person to assess, cope, manage and express appropriate emotions in order to achieve emotional balance. A high ability to manage emotions will enable individuals to deal with tensions in their lives (Gross, 1998). Individuals who control their emotions can bring happiness to them, it is undeniable that members of the Dalmas personnel are human beings who can get angry, impatient and easily provoked by emotions on the side they face. So it is understandable that the relatively young Dalmas personnel are easily provoked by mass provocations. Emotions are the impetus for action. Usually emotions are reactions to stimuli from outside and within the individual. Emotion is action tendency (propensity to act) (Durand and Barlow, 2002). It means a tendency to behave in a certain way (e.g. running away), which triggered by an external event (threat) and by a feeling state accompanied by a physiological response that may be typical of Gross (in Durand and Barlow, 2002).

Some of the young Dalmas members who are not able to regulate emotions well so that these members are less able to control themselves, have an immature attitude, are less flexible in dealing with masses or demonstrators, lack tolerance and are often frustrated when faced with threatening events, have a negative view of themselves and the environment. However, according to Goleman (2004) there are some members who have good emotional regulation when facing demonstrators so they will be able to control themselves well.

## 2 Method

This study uses a sampling technique with random sampling. Using a qualitative approach with a case study design. The data collection technique used in this study was an interview technique, a questionnaire/google form which was given to members of the Dalmas line of the East Java Regional Police. Interviews were conducted to explore data on the emotional regulation of Dalmas members.

### 3 Results and Discussion

The results of the study reveal the fact that Dalmas members of the East Java Regional Police, which consist of more than 100 personnel who are in the East Java Regional Police's Sabhara barracks.

*“When there is activity, namely as a dispersal of the demonstrators, we should follow the orders of the commander in charge. We are obliged not to make arbitrary movements without any direction or orders from the commander. Sometimes there are demonstrators who are not orderly so that sometimes they become a trigger factor or become the culprit in bad actions. At that time, as Dalmas, we must remain patient and observe the various movements of these people in order to run the demonstration smoothly and think positively about the causes and effects of doing this”*

*“In carrying out our duties, we must focus and not do other activities other than guarding. We are also expected to stick to and follow the direction of the leadership in carrying out the various movements that we do. But sometimes there are some demonstrators who are not good so we need to observe the surrounding environment and ensure that the situation continues to run conducive and refrain from emotions when there is chaos in the middle implementation of demonstrations. When we are emotional, we have to regulate it by thinking positively, praying to God, and playing on a smartphone.”*

*“As officers who are at the forefront of the process of securing demonstrations, we as Dalmas are expected to be willing to follow directions from the leadership, trying to sincerely accept the situation, not being emotional, because we must be humane and prioritize prevention in handling demonstrations, and try to suppress anger and remind us of our duty to avoid conflict.”*

*“A good police officer should protect, and be humane, a police officer while on guard in the Dalmas unit is expected to stay focused on the leadership's orders and always do dhikr in his heart while asking Allah SWT for guidance and protection so that demonstrations can run according to the circumstances. However, sometimes I was provoked when a demonstrator mocked or cursed the police with bad accusations, so that sometimes many other members were also emotional about the situation. But we must not retaliate, there will be punishment for us when we retaliate against the demonstrators. When we are emotional, we will try to be patient and think positively.”*

*“As members of Dalmas who are in front of the line during demonstrations, we should always be patient in carrying out our work and we have made various efforts to change our emotions when demonstrators act anarchy, namely by means of remembrance or positive thinking about the situation, realizing the cause and effect that is done when someone does that and is always trying to dampen the emotions of the demonstrators.”*

Dalmas members are members or personnel whose task is to control the masses in an activity carried out by the Indonesian National Police unit in order to deal with

mass protesters. In fact, a member of Dalmas should have good mentality and morals so that when carrying out the task of securing demonstrations, he will avoid disgraceful actions. Dalmas members should have determination and high loyalty in their work, this is because Dalmas members are expected not to give up easily with the situation and also remain loyal to the interests of the task with the principle as a member who is subject to orders from superiors. Furthermore, a member of Dalmas is expected to be dedicated and highly disciplined, furthermore, a member of Dalmas is expected to have knowledge of regulations relating to crowd control, in the hope of supporting the implementation of tasks so that there are no errors in procedures and mistakes in carrying out tasks.

Then next a member of Dalmas is expected to be able to be neutral this is because members may not side with a group and are expected to be neutral in accordance with their duties, functions and role so that the task runs smoothly. A member of Dalmas is able to change formations quickly and skillfully using Dalmas equipment, this is because Dalmas equipment in securing the masses can support safety and a member of Dalmas required the ability to form formations quickly which is needed in anticipating mass changes to anarchy.

Based on the facts on the ground and the statements expressed by several resource persons who come from Dalmas members of the East Java Regional Police, can provide an illustration that a member is faced with obeying and following directions from the commander when crowd control takes place. When changing formations, making formations or carrying out other activities, it is expected to follow directions or orders from superiors in order to create conducive activities. The facts above are also there are some members who are less able to regulate emotions well, including new Dalmas members who are young who are easily provoked by emotions. To the demonstrators. There are several ways that these members can do to be able to control their emotions well, such as positive thinking, thinking about the causes and effects of demonstrators carrying out these activities, playing on gadgets, and trying to reduce the anger of the demonstrators by reminding the police officers' duties to avoid conflicts. Furthermore, the members understand about the applicable rules regarding demonstrations so that many members do not carry out activities that are less profitable for them. The members only pray to God that the demonstration goes according to the circumstances, and also try to be patient and make remembrance.

This phenomenon is important in regulating strategies in emotional regulation of Dalmas members in regulating demonstrations with situation modification emotional regulation models (*situational modification*) which is in the form of efforts made by individuals to change the situation they are experiencing. A the situation will be created to change the emotional effects that may be caused. This is done to change the emotional impact of a particular situation. The initial process of modifying the situation has been carried out by the police, namely by giving flowers to several demonstrators in the hope of creating an orderly demonstration, but this situation is not able to dampen the emotions of the demonstrators so that they are faced with other situation modifications, one of which is by concentrating on the environment. And the masses, spreading attention to the masses and contemplating the cause and effect of the masses doing this.

Dalmas members who have high emotional regulation, when dealing with demonstrators, they will be able to control themselves well by positive thinking, have good

relations with demonstrators, have a mature attitude before acting by observing their surroundings and concentrating, easily adapting to the environment, not easily discouraged and have a positive view of themselves and the environment about the causes and effects of demonstrators doing this. On the other hand, if the Dalmas member is less able to control himself, has an immature attitude, is less flexible in dealing with the masses or demonstrators, lacks tolerance and is often frustrated when faced with threatening events, has a negative outlook. Against themselves and the environment, then when demonstrators take anarchic actions, members are less able to regulate emotions properly (Goleman, 2004).

## 4 Conclusions

Based on the results of the research and discussion described previously, it can be concluded that the importance of emotional regulation in Dalmas members of the East Java Regional Police. The right regulatory model for Dalmas members when handling demonstrations is the situation modification emotion regulation model (situational modification) which is in the form of efforts made by individuals to change the situation they are experiencing. A situation will be created to change the possible emotional effects. This is done to change the emotional impact of a particular situation. Dalmas members who have high emotional regulation, when dealing with demonstrators, they will be able to control themselves well by positive thinking, have good relations with demonstrators, have a mature attitude before acting by observing their surroundings and concentrating, easily adapting to the environment, not easily discouraged and have a positive view of themselves and the environment about the causes and effects of demonstrators doing this. So on the contrary if a member is less able to control himself, has an immature attitude,

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