



## Emotional Intelligence and Conflict Management Capabilities in Prisoners in Prisons

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### ABSTRACT

The purpose of this research is researchers want to see the relationship between emotional intelligence and conflict management abilities in prisoners at the Class II B Batusangkar detention house. The research method used is quantitative with the type of correlational research. The population in this study were prisoners in November 2020, 75 prisoners. The author uses a Likert scale to obtain the required data on emotional intelligence and conflict management skills. The results showed a significant relationship between emotional intelligence and conflict management abilities of prisoners in the Class IIB Batusangkar Detention Center. This is evidenced by the results of the correlation test that recount is greater than the table, thus it can be concluded that the alternative hypothesis ( $H_a$ ) is accepted and the null hypothesis ( $H_0$ ) is rejected. This means that emotional intelligence is related to conflict management skills.

**Keywords:** *Emotional Intelligence, Conflict Management Skills, Prisoners*

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## INTRODUCTION

The prisoners inside the detention c Of course, the prisoners inside the detention centre are inter connected the invteraction takes place, but there can be problems due to differences of opinion, competition and various conflicts. The problem is a conflict that inmates do not understand comprehensively or thoroughly. Changes in life patterns and

habits that occur suddenly in prisoners will have a serious impact, especially suppose very the character of weak individuals (Basha, 2019; Tongkachok, 2021; Üney, 2019).

Prisoners, as people who are found guilty, are people who have experienced failure in living a social life, so in the end, they fail to obey the rules of the State that apply in society (Alvarez, 2018; Hout, 2018; Turner, 2018). A person's failure in the state field is caused by many things, among others, due to the incompleteness of his neurological or psychological needs. As a result of not meeting these needs, it can result in a person becoming desperate and then committing acts that violate the rules of the State (Alemayehu, 2019; Ismail, 2020; Padfield, 2018).

One factor that affects conflict management ability is emotional intelligence. Emotional intelligence is a component that makes a person smartcompetentse emotions. Human emotions are in the region of feelings at out the bottoms of the heart, hidden instincts, and emotional sensations that, when recognized and respected, emotional intelligence provides a deeper and more complete understanding of oneself and others (Bullock, 2020; Hacin, 2018; Reta, 2020). The prisoner as an individual sees himself as a person who is not capable enough for the management of existing conflicts, and the low emotional intelligence possessed will include all his feelings and knowledge in the behaviour of conflict management in the penitentiary. All of the prisoner's feelings and knowledge will colour his behaviour, both in the pattern of interaction with the prisoner and other components (Brosens, 2019; Ginneken, 2020; Hemming, 2020). The capacity of an inmate with the above feelings and knowledge will make it difficult for him in the prison environment. Inmates who have low emotional intelligence will find it difficult to manage existing conflicts (Annaheim, 2018; Humblet, 2020; Sousa, 2019).

## **RESEARCH METHODOLOGY**

The type of research used in this research is quantitative research. Quantitative research is a research method based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, and quantitative/statistical data analysis with the aim of testing predetermined hypotheses (Bauer, 2019a). Meanwhile, in this study, penulis uses a correlational quantitative research method, namely research that examines the presence or absence of relationships between the variables (Bauer, 2019b).

Goleman mentions that emotional intelligence refers to the capacity to recognize the feelings of oneself and others, to motivate oneself, and to manage emotions well in ourselves and in relationships with others (Pérez-Fuentes, 2019). This illustrates that emotional intelligence is not a different ability from intellectual intelligence but complements pure cognitive abilities that are measured by IQ. Emotional intelligence is the ability of an individual to recognize, understand the feelings of himself and others, control his own feelings, establish relationships and motivate oneself to be better (Herrera, 2020; Pekaar, 2018; Zhoc, 2018). Emotional intelligence is an individual's ability to recognize, understand the feelings of himself and others, control his own feelings, establish relationships and motivate oneself to be better (Kotsou, 2019;

MacCann, 2019; Mattingly, 2019). From the above understanding, the author concludes that emotional intelligence is an ability to understand the feelings of himself and others in establishing relationships and motivate themselves to be better in the future.

Conflict management is the steps taken by actors or third parties in order to direct disputes to certain outcomes that may or may not produce an end in the form of conflict resolution, namely producing calm, positive things, creativity or consensus (Caputo, 2019; Cronin, 2019; Wang, 2018). Conflict management is the ability in the process or method used by individuals to deal with problems by finding solutions so that they can end conflicts or problems (Chen, 2019; James-Kangal, 2019; Klochkov, 2018). Conflict management is the ability in the process or method used by individuals to deal with problems by finding solutions so that they can end conflicts or problems (Tabassi, 2019). Conflict management is highly dependent on many factors, one of which is emotional intelligence (Al-Hamdan, 2019; Ibrahim, 2019; Yuan, 2019). From the understanding above, researchers can conclude that conflict management is an ability possessed by an individual who is facing a problem so that it can end the conflict that is happening.

According to the Big Dictionary of Indonesian (2016), an inmate is a person who is serving a sentence for having committed a criminal act. Article 1 paragraph (7) of Law Number 12 of 1995 concerning Correctional Services, explains that prisoners are convicts who are serving a sentence (loss of independence) in the Correctional Institution. According to Article 1 paragraph (6) of Law Number 12 of 1995 concerning Correctional Services, a convict is a person who is convicted based on a court decision that has obtained permanent legal force. An inmate is a person who commits a violation of the law and serves a sentence in a detention centre or in a penitentiary based on a court ruling. The inmates that the author is referring to are male or male inmates. The instruments that researchers use are in the form of scales. The subjects in this study were 75 male inmates. This research technique is total Sampling. The analysis in this study is the correlation of product-moment and the correlation of Spearman (Bauer, 2021).

## **RESULT AND DISCUSSION**

The Batusangkar Class IIB State Detention Center is a technical implementation unit located in the authority area of the Regional Office of the Ministry of Law and Human Rights (kemenkumham) West Sumatra. In carrying out its duties which have been regulated in the decree of the Minister of Justice of the Republic of Indonesia No.M.04.PR.07.3 of 1985 concerning the Organization and Work Procedures of the State Detention Center in accordance with the Correctional Technical Implementation Unit, which has duties, functions, authorities and responsibilities in the detention and treatment of prisoners.

1. Description of Emotional Intelligence Data on Inmates in Batusangkar Class IIB Detention Center

Table 1. Emotional intelligence variable score Inmates at the Batusangkar Class IIB Detention Center

**n=75**

No	Subject	Shoes (x)	Category
1	WOULD	127	Keep
2	YS	174	Tall
3	MC	177	Tall
4	AT	182	Tall
5	RS	179	Tall
6	HIS	175	Tall
7	KH	131	Keep
8	ROW	100	Keep
9	IF	122	Keep
10	FRI	193	Tall
11	MT	159	Tall
12	AS	144	Keep
13	RS	167	Tall
14	OR	183	Tall
15	JF	178	Tall
16	MS	127	Keep
17	LI	184	Tall
18	GO OUT	183	Tall
19	OF	192	Tall
20	ME	150	Tall
21	AGO	179	Tall
22	ME	141	Keep
23	RC	145	Keep
24	RD	168	Tall
25	NN	110	Keep
26	RE	162	Tall
27	YF	156	Tall
28	TO	149	Tall
29	AW	149	Tall
30	RP	157	Tall
31	EU	163	Tall
32	DF	152	Tall
33	NOR	144	Keep
34	DN	156	Tall
35	SS	121	Keep

36	SJ	146	Keep
37	OF	144	Keep
38	TO	163	Tall
39	HIS	154	Tall
40	GO OUT	163	Tall
41	MR	171	Tall
42	HIS	168	Tall
43	YH	161	Tall
44	HERSELF	154	Tall
45	DN	172	Tall
46	MD	169	Tall
47	IW	151	Tall
48	MD	175	Tall
49	SN	140	Keep
50	YG	162	Tall
51	AG	156	Tall
52	RD	160	Tall
53	ML	165	Tall
54	EP	158	Tall
55	RJ	167	Tall
56	NT	154	Tall
57	FOR EXAMPLE	174	Tall
58	IT	179	Tall
59	SH	192	Tall
60	TO	143	Keep
61	RK	151	Tall
62	RH	176	Tall
63	YOU	189	Tall
64	TG	176	Tall
65	DP	167	Tall
66	VJ	177	Tall
67	BH	142	Keep
68	AN	166	Tall
69	OF	162	Tall
70	THREE	133	Keep
71	KR	138	Keep
72	FRI	119	Keep
73	HO CHI MINH CITY	159	Tall
74	WP	177	Tall
75	JL	189	Tall

<b>Sum</b>	<b>10.435</b>	<b>Keep</b>
<b>Average</b>	<b>139,13</b>	

Based on the description of the level of emotional intelligence scores of prisoners in the Batusangkar Class IIB Detention Center, of the 75 inmates who were sampled by the study, there was a total score of 10,435 with an average score of 139.13 and was in the moderate category.

Table 2. Percentage of Inmates' Emotional Intelligence in the Batusangkar Class IIB Detention Center

<b>n=75</b>				
<b>No</b>	<b>Interval</b>	<b>Category</b>	<b>F</b>	<b>%</b>
<b>1</b>	148 – 200	Tall	56	74,66 %
<b>2</b>	94 – 147	Keep	19	25,33 %
<b>3</b>	40 – 93	Low	0	0
<b>Sum</b>			<b>75</b>	<b>99,99 %</b>

Based on the table above, it can be seen that the emotional intelligence of prisoners in the Batusangkar Class IIB Detention Center is 75 prisoners. In the high category, there are 56 prisoners (74.66 %), in the medium category, there are 19 prisoners (25.33 %), and in the low category, there are no prisoners. It can be concluded that, in general, inmates in the category have emotional intelligence.

2. Data Description of Prisoner Conflict Management Ability in Batusangkar Class IIB Detention Center

Table 3. Categories Quality of Inmates' Emotional Intelligence in the Batusangkar Class IIB Detention Center

<b>n=75</b>			
<b>No</b>	<b>Subject</b>	<b>Score (y)</b>	<b>Category</b>
1	WOULD	131	Keep
2	YS	147	Keep
3	MC	167	Tall
4	AT	153	Tall
5	RS	145	Keep
6	HIS	139	Keep
7	KH	140	Keep
8	ROW	133	Keep
9	IF	141	Keep
10	FRI	171	Tall
11	MT	162	Tall
12	AS	132	Keep
13	RS	166	Tall
14	OR	160	Tall
15	JF	164	Tall

16	MS	132	Keep
17	LI	168	Tall
18	GO OUT	154	Tall
19	OF	188	Tall
20	ME	158	Tall
21	AGO	169	Tall
22	ME	149	Tall
23	RC	127	Keep
24	RD	166	Tall
25	NN	137	Keep
26	RE	137	Keep
27	YF	150	Tall
28	TO	152	Tall
29	AW	144	Keep
30	RP	159	Tall
31	EU	160	Tall
32	DF	154	Tall
33	NOR	156	Tall
34	DN	145	Keep
35	SS	143	Keep
36	SJ	166	Tall
37	OF	160	Tall
38	TO	163	Tall
39	HIS	161	Tall
40	GO OUT	154	Tall
41	MR	168	Tall
42	HIS	170	Tall
43	YH	181	Tall
44	HERSELF	157	Tall
45	DN	169	Tall
46	MD	175	Tall
47	IW	155	Tall
48	MD	158	Tall
49	SN	147	Keep
50	YG	160	Tall
51	AG	166	Tall
52	RD	176	Tall
53	ML	164	Tall
54	EP	145	Keep
55	RJ	168	Tall

56	NT	167	Tall
57	FOR EXAMPLE	180	Tall
58	IT	180	Tall
59	SH	167	Tall
60	TO	144	Keep
61	RK	127	Keep
62	RH	174	Tall
63	YOU	173	Tall
64	TG	135	Keep
65	DP	149	Tall
66	VJ	152	Tall
67	BH	160	Tall
68	AN	153	Tall
69	OF	177	Tall
70	THREE	149	Tall
71	KR	155	Tall
72	FRI	132	Keep
73	HO CHI MINH CITY	154	Tall
74	WP	155	Tall
75	JL	142	Keep
<b>Sum</b>		<b>11687</b>	<b>Tall</b>
<b>Average</b>		<b>155,82</b>	

Based on the description of the level of conflict management ability score of prisoners in the Batusangkar Class IIB Detention Center, out of 75 prisoners who were sampled by the study, there was a total score of 11687 with an average score of 155.82. It can be concluded that prisoners are in the high category of carrying out conflict management skills.

Table 4. Percentage of Prisoner Conflict Management Ability in the Batusangkar Class IIB Detention Center  
n=75

No	Interval	Category	F	%
1	148 – 200	Tall	53	70,66 %
2	94 – 147	Keep	22	29,33%
3	40 – 93	Low	0	0
<b>Sum</b>			<b>75</b>	<b>99,99 %</b>

Based on the table above, it can be seen that the conflict management ability of prisoners in the Batusangkar Class IIB Detention Center is 75 prisoners; in the high category, there are 53 prisoners (70.66%), and in the medium category, there are 22 prisoners (29.33%). It can be concluded that, in



general, prisoners are categorized as being the carrying out conflict management capabilities.

Testing of data instruments in this study was carried out to see whether the data obtained in the field was feasible to use or not, this test used validity and reliability tests.

1. Validity test

To test the validity of the instrument in the study, a *corrected item total correlation* was used with the help of the SPSS 25 for windows computer. Yusup (2018) suggests that the statement item on the scale is said to be valid in terms of the comparison of the value of the person count coefficient (r-count) with the coefficient value of pearson table (r-table). If the calculated value of r-count > r-table, then it can be stated that the statement item on the scale is valid.

Based on the results of the validity test that has been carried out, a summary of the results is obtained as follows:

Table 5. Conflict Management Ability variable Validity Test Results

<b>Aitem</b>	<b>r-table</b>	<b>r-count</b>	<b>Information</b>
P1	0,227	0,296	Valid
P2	0,227	0,451	Valid
P3	0,227	0,315	Valid
P4	0,227	0,373	Valid
P5	0,227	0,319	Valid
P6	0,227	0,392	Valid
P7	0,227	0,488	Valid
P8	0,227	0,264	Valid
P9	0,227	0,452	Valid
P10	0,227	0,538	Valid
P11	0,227	0,420	Valid
P12	0,227	0,488	Valid
P13	0,227	0,355	Valid
P14	0,227	0,393	Valid
P15	0,227	0,474	Valid
P16	0,227	0,505	Valid
P17	0,227	0,547	Valid
P18	0,227	0,698	Valid
P19	0,227	0,525	Valid
P20	0,227	0,526	Valid
P21	0,227	0,501	Valid
P22	0,227	0,546	Valid
P23	0,227	0,434	Valid
P24	0,227	0,449	Valid
P25	0,227	0,505	Valid
P26	0,227	0,446	Valid
P27	0,227	0,386	Valid
P28	0,227	0,208	Valid
P29	0,227	0,325	Valid
P30	0,227	0,222	Valid

P31	0,227	0,273	Valid
P32	0,227	0,299	Valid
P33	0,227	0,328	Valid
P34	0,227	0,394	Valid
P35	0,227	0,255	Valid
P36	0,227	0,568	Valid
P37	0,227	0,246	Valid
P38	0,227	0,257	Valid
P39	0,227	0,384	Valid
P40	0,227	0,100	Valid

*Source: data olahan SPSS 25*

Based on the table above, after calculating the validity, some item is obtained that is declared valid because the r-count value obtained exceeds the r-table value with a range of values of 0.100 to 0.698.

**Table 6. Emotional Intelligence Variable Validity Test Results**

<b>Aitem</b>	<b>r-table</b>	<b>r-count</b>	<b>Information</b>
P1	0,227	0,512	Valid
P2	0,227	0,649	Valid
P3	0,227	0,588	Valid
P4	0,227	0,614	Valid
P5	0,227	0,695	Valid
P6	0,227	0,552	Valid
P7	0,227	0,571	Valid
P8	0,227	0,555	Valid
P9	0,227	0,499	Valid
P10	0,227	0,417	Valid
P11	0,227	0,397	Valid
P12	0,227	0,332	Valid
P13	0,227	0,745	Valid
P14	0,227	0,513	Valid
P15	0,227	0,533	Valid
P16	0,227	0,678	Valid
P17	0,227	0,687	Valid
P18	0,227	0,712	Valid
P19	0,227	0,778	Valid
P20	0,227	0,764	Valid
P21	0,227	0,711	Valid
P22	0,227	0,834	Valid
P23	0,227	0,566	Valid
P24	0,227	0,547	Valid
P25	0,227	0,390	Valid
P26	0,227	0,246	Valid
P27	0,227	0,316	Valid
P28	0,227	0,632	Valid
P29	0,227	0,605	Valid
P30	0,227	0,574	Valid
P31	0,227	0,627	Valid

P32	0,227	0,596	Valid
P33	0,227	0,574	Valid
P34	0,227	0,674	Valid
P35	0,227	0,300	Valid
P36	0,227	0,639	Valid
P37	0,227	0,628	Valid
P38	0,227	0,395	Valid
P39	0,227	0,394	Valid
P40	0,227	0,477	Valid

*Source: spss 25 processed data*

Based on the table above, after calculating the validity, 40 items of statements were obtained that were declared valid because the r-count value obtained exceeded the r-table value with a range of values of 0.246 to 0.834.

2. Reliability test

Reliability refers to the consistency or trust of measuring results that contain the meaning of measurement accuracy. Unreliable measurements will result in untrusted scores. In its application, reliability is expressed by a coefficient of reliability whose number is in the range from 0 to 1.00. The higher the reliability coefficient close to 1.00 means the higher the reliability. Conversely, a lower coefficient close to the number 0 means lower the reliability of Azwar (2011). Yusup (2018) states that the instrument is said to be reliable if the reliability coefficient of alfa Cronbach is between 0.70 – 0.90.

Based on the results of the reliability test that has been carried out, the following results are obtained:

Table 7. Reliability Test Results

<b>Variable</b>	<b>Item</b>	<b>Cronbach's Alpha</b>	<b>Conclusion</b>
Conflict management capabilities	40	0,866	Reliable
Emotional intelligence	40	0,946	Reliable
Total	80		

*Source: spss 25 processed data*

In table IV. The 27 visible respective items of statement in favour of variables of emotional intelligence and conflict management ability have produced cronbach's alpha above 0.70. So it can be concluded that each of these variables is variable or reliable.

Researchers used statistical analysis with the Product Moment correlation formula from Karl Pearson because the data obtained by the researchers were interval shape data. The use of these correlation formulas depends on the type of data being linked; for example, the type of interval or ratio data can use the Product Moment (r) formula. In general, the requirements of these formulas are 1) the data connection are linear patterned, 2) normally distributed, 3) they have the same pairs according to the same subject (Hanafi, 2011).

Based on the above opinion, it can be understood that the condition uses the Product Moment (r) formula, that is: the data must be normally distributed, the data

must be homogeneous, and the data must use intervals or ratios. The research that the author conducted is in accordance with the above, namely:

1. Normally Distributed Data

This study used normally distributed data. This can be seen in the following table about the normality test using Kolmogorov-Smirnov data said to be normally distributed if  $p \geq 0.05$ .

Table 8. Normality Test

<b>One-Sample Kolmogorov-Smirnov Test</b>			VKE	VMK
N			75	75
Normal Parameters <sup>a,b</sup>	Mean		159.25	157.16
	Std. Deviation		19.949	17.294
Most Extreme Differences	Absolute		.064	.087
	Positive		.045	.087
	Negative		-.064	-.049
Test Statistic			.064	.087
Asymp. Sig. (2-tailed)			.200 <sup>c,d</sup>	.200 <sup>c,d</sup>

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

*Source: SPSS processed data*

Based on the results of the normality test, a significance value of 0.200 was obtained, which means that it is greater than 0.05. It can be concluded that the data is **normally** distributed.

2. Data Must Be Homogeneous

In this study, it is already homogeneous. This is evident by the result of the homogeneity achieved i.e. . The results of the homogeneity of the data can be seen in the table below:

Table 9. Homogeneity Test

<b>Test of Homogeneity of Variances</b>		Levene Statistic	df1	df2	Itself.
VKE	Based on Mean	2.125	18	32	.031
	Based on Median	1.012	18	32	.473
	Based on Median and with adjusted df	1.012	18	17.414	.491
	Based on trimmed mean	2.055	18	32	.037

*Source : Processed SPSS 25 Data*

Based on the output of SPSS, it can be seen that the value of the significance of emotional intelligence and (variable X) and conflict management ability (variable Y) =  $0.037 < 0.05$  means that the data on emotional intelligence variables and conflict management abilities are not homogeneous.

3. Interval and Ratio Data Types

The data in this study already used interval data. This is proven in this study, researchers used the classification of emotional intelligence scores and the classification of prisoner conflict management ability scores in the Batusangkar Class IIB Detention Center, as shown below:

Table 10. Inmate Emotional Intelligence Score Classification in the Batusangkar Class IIB Detention Center

No	Interval	Category
1	148 – 200	Tall
2	94 – 147	Keep
3	40 – 93	Low

Table 11. Classification of Prisoner Conflict Management Ability Scores in the Batusangkar Class IIB Detention Center

No	Interval	Category
1	148 – 200	Tall
2	94 – 147	Keep
3	40 – 93	Low

Thus, it can be understood that analyzing the data in this study can be done using the *Product Moment* formula. This is because all the requirements for using *Product Moment* have been met to fill in data using *Product Moment*.

**Hypothesis Testing**

After the data above is obtained, then the data is correlated using SPSS with the following results:

Table 12. Correlation Test

Correlations				
			variable	VariabelMK
Spearman's rho	VariabelKE	Correlation Coefficient	1.000	.462**
		Sig. (2-tailed)	.	.000
		N	75	75
	VariabelMK	Correlation Coefficient	.462**	1.000
		Sig. (2-tailed)	.000	.
		N	75	75

\*\* . Correlation is significant at the 0.01 level (2-tailed).

*Source: Processed SPSS 25 Data*

Based on the calculation results above, it can be known that  $r_{xy}$  is 0.462 with a significant value of 0.000 ( $p < 0.001$ ), the result of the correlation coefficient value also shows the relationship between the two variables in a positive direction, where the higher the emotional intelligence obtained by the individual, the higher the individual's conflict management ability, and vice versa. So it can be concluded that an alternative hypothesis ( $H_a$ ) is accepted, which states that there is a significant relationship between emotional intelligence and conflict management ability in inmates in the Batusangkar Class IIB Detention Center. Meanwhile, the null hypothesis ( $H_0$ ) was rejected, which

stated that there was no significant relationship between emotional intelligence and conflict management ability in prisoners in the Batusangkar Class IIB Detention Center.

## **CONCLUSION**

Based on research that researchers have conducted on the relationship of emotional intelligence and conflict management ability in inmates in the Batusangkar Class IIB Detention Center, the authors can conclude that the correlation analysis of Spearman rank is 0.462 and significant 0.000. Thus an alternative hypothesis ( $H_a$ ) is accepted, which states that there is a significant relationship between emotional intelligence and conflict management ability in inmates in the Batusangkar Class IIB Detention Center. Meanwhile, the  $H_0$  hypothesis was rejected, which stated that there was no significant relationship between emotional intelligence and conflict management ability in inmates at the Batusangkar Class IIB Detention Center.

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