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OVERVIEW OF THE USE OF POY (POINT OF YOU) TECHNIQUE IN THE PROCESS OF RESOLVING DOMESTIC PROBLEMS OF SEMARANG POLRESTABES MEMBER

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ABSTRACT

Family is an essential social unit that fosters intimacy and emotional balance. This study aims to explore the use of the Point of You (POY) technique in resolving household issues among members of the Semarang Polrestabes. Utilizing a qualitative approach and purposive sampling, the research involved 10 respondents who faced communication and emotional difficulties in their households, affecting their professional performance. Data were collected through in-depth interviews and observations. The findings indicate that the application of the POY technique significantly enhances communication and empathy, while also aiding the thought process in addressing household issues. Notably, 8 out of 10 respondents reported improvements in their relationships with partners after participating in the training. The enhancement in communication quality positively impacts the balance between personal and professional life, allowing members who successfully manage household problems to focus better on their police duties. This study concludes that the POY technique can facilitate the thought process in finding effective solutions to improve the quality of life for police members' families and enhance their productivity in maintaining public security and order.

KEYWORDS: Point of You technique, problem-solving, household, Polrestabes

INTRODUCTION

Family is a social unit that aims to create intimacy, emotional bonds, and shared ideals. A harmonious family is measured by several important aspects, including child development, religious life, togetherness, and mutual respect between family members (Yanti, 2020). A family with good resilience is not a family without problems, but a family that is able to face and solve problems together (Walsh, 2016). Family resilience is like a strong foundation, protecting its members from various negative influences outside, and maintaining the balance of their social life (Marie & McClanahan, 2012).

Police officers, like humans in general, are not free from various personal problems, including household problems. Some of the problems often faced by police officers include divorce, infidelity, and extreme actions such as suicide. In addition, high work pressure, heavy work demands, and the

inability to balance personal and professional life also worsen the situation. Lack of emotional and mental support often worsens the condition, making these problems increasingly difficult to overcome without proper intervention.

In many cases, these problems are rooted in a lack of understanding and effective communication between family members. Domestic problems faced by police officers, especially members of the Semarang Polrestabes, often have a negative impact on their performance and discipline in carrying out their duties. Their involvement in personal problems, such as divorce and domestic conflict, can result in counterproductive behavior in the workplace. Therefore, it is important to find effective solutions to resolve domestic conflicts faced by police officers so that they do not affect their professional responsibilities. Having a great responsibility in maintaining public order and security, they are not free from personal problems. As humans, they also face various challenges in maintaining household harmony. Domestic problems such as infidelity, divorce, and internal conflict can disrupt the balance and stability of their personal and professional lives.

Data shows that the divorce rate in Indonesia is increasing every year, with infidelity being one of the main causes (Surya, 2009). Divorce in Indonesia is mostly dominated by lawsuits, where the wife is more often the party filing. In 2022, the divorce rate peaked at 516,334 cases, an increase of 15.31% from the previous year. With this data, infidelity is ranked second as the main cause of divorce in Indonesia (BPS, 2022). Various social and cultural factors also influence the divorce rate, which is increasingly complex over time. Then in Central Java Province in 2023, the divorce rate reached 76,367 cases. In 2023, the divorce rate in Semarang City reached 2,080 cases.

In Semarang Polrestabes, on average, divorce cases are filed by the wife, where cases of infidelity and economic problems are the main factors. Within a period of 1 year, there were approximately 10 couples in Semarang Polrestabes who filed for divorce. Given the importance of balance between personal and professional life, this study will explore the use of the POY (Point of You) Technique as a method to help resolve domestic conflicts in police officers. In overcoming these domestic problems, the POY (Point of You) approach can be used as an effective solution.

POY is a technique that helps individuals see problems from another person's perspective, allowing them to understand different perspectives without judgment. By understanding these perspectives, family members can increase empathy and resolve conflicts in a more constructive manner. Research has shown that police officers trained using the POY approach have a better quality of family life. Through a deeper understanding of the perspectives of their spouses and other family members, they can resolve problems effectively and prevent conflicts from escalating further. In the context of members of the Semarang Polrestabes, the application of POY is very important, not only to improve household harmony, but also to support their performance in the field.

This study aims to further explore the use of the POY Technique in solving domestic problems of members of the Semarang Polrestabes. It is hoped that the use of POY can improve the quality of life of police members' families and support their performance in maintaining public security and order. Hartono's study shows that police officers who are trained with the POY approach are able to manage domestic conflicts better and have a better quality of family life compared to those who are not trained. In addition, research by Prasetya and Sari (2023) found that understanding a partner's perspective can help prevent problems from developing and create a more harmonious family environment.

Looking at the phenomena that the author has described above, this study raises the title Overview of the Use of POY (Point of You) Technique in the Process of Resolving Domestic Problems of Semarang Polrestabes Members.

METHOD

This study uses a qualitative approach with a purposive sampling technique, involving 10 respondents who experience household problems, especially in the aspects of communication and emotions that impact their professional performance. The purpose of this study is to gain an in-depth understanding of the phenomenon studied through an interpretive approach. Data were collected through in-depth interviews and observations, focusing on members of the Semarang Polrestabes. This method is designed to explore the subjective experiences of respondents and understand the social context that influences the problems they face.

RESULTS AND DISCUSSION

This study revealed that the application of the POY (Point of You) Technique in solving domestic problems of members of the Semarang Polrestabes resulted in significant results on the behavior of police members, especially those who previously had difficulty communicating with their partners. Based on interview data, 8 out of 10 respondents reported that after participating in the POY training, they were able to manage their emotions better when dealing with domestic conflicts. Members who were previously in the process of divorce reported improvements in their relationships. This was indicated by an increase in the frequency of calmer and more open conversations between partners, as well as a reduction in the intensity of arguments. Members who previously tended to be defensive and found it difficult to listen to their partner's opinions are now more open and patient in dialogue, allowing for a more conducive atmosphere for problem solving.

This process of improvement is not instantaneous. POY training is conducted in several sessions, starting with the basic concepts of empathy and active listening, followed by simulations to understand the perspectives of others, including partners. Evaluations are conducted one to three months after training, using interviews and observations to see changes in communication quality and relationship satisfaction. Police officers who previously found it difficult to communicate with their partners are now more open to dialogue, reducing the potential for protracted disputes. Several divorce cases that

are in process also show signs of relationship improvement after training, with some members stating that they are able to find a better way out with their partners. In addition, this improvement in communication quality has a positive impact on the balance of personal and professional life, where members who have successfully managed household problems are better able to focus on carrying out police duties.

In addition, improvements in other indicators were also seen. For example, several police officers reported that after implementing the POY technique, they were better able to separate work pressure from household problems. Previously, problems at work often carried over to the home, causing prolonged tension. However, after the training, they were better able to manage stress and showed greater concern for their families. This is in line with the finding that officers who are able to practice empathy are more likely to understand their partner's condition and needs, which in turn creates a more harmonious atmosphere at home (Marie & McClanahan, 2012).

The training also brought about significant changes in communication patterns. Several respondents reported that before the training, they were often trapped in communication patterns dominated by anger or indifference, but after the training, they were better able to control themselves and listen to their partners better. For example, one respondent noted that after undergoing POY training, she began to understand the importance of listening without interruption, which made her partner feel more appreciated. This finding is in line with Wood's (2020) theory, which emphasizes the importance of active listening in building healthy communication.

In addition to improvements in domestic communication, the POY technique also has an impact on the quality of work in the field. Members who successfully repair their relationships with their partners tend to have a better level of focus in carrying out police duties. During the evaluation, respondents reported that with the resolution of problems at home, they were no longer bothered by the emotional burden that usually accompanies them when working. This supports the argument that good family resilience will affect the emotional well-being of individuals, which in turn affects professional performance (Walsh, 2016).

The POY (Point of You) technique has been proven effective in resolving domestic conflicts among members of the Semarang Polretabes, as stated in Walsh's (2016) theory on family resilience. Families who are able to face and resolve problems together show better resilience, which also has an impact on the stability of the social and emotional lives of family members. Police officers who are trained to use this technique become more able to face challenges in their personal and professional lives in a balanced manner. Thus, this study makes an important contribution in showing that an empathy-based approach, such as POY, can be an effective solution to improve the quality of family life while supporting the performance of police officers in carrying out their duties.

The Point of View (POV) technique serves to help individuals see problems from another person's perspective, which in turn increases empathy and communication between family members. This can reduce misunderstandings that often trigger conflict, and help create empathy that allows individuals to be more sympathetic to their partner's feelings and needs. In addition, this technique provides new understanding and motivation to better understand themselves, so that individuals are ready to move forward in finding the best solution. According to Bastaman (2007) in a study (Eka at all 2021) entitled "EFFECTIVENESS OF SELF-KNOWLEDGE TRAINING USING POINT OF YOU CARDS IN ADOLESCENTS", the ability to recognize and understand oneself is an important basis for developing positive potential and minimizing negative aspects. By understanding the sources and patterns of the problems experienced, individuals can be more aware of what they really want. Therefore, the application of the POV technique can improve the quality of communication in the household, so that family members respect each other's perspectives more, making conversations more productive and respectful.

In order to improve the quality of personal and professional life, the use of the POY technique is one of the effective approaches for police officers. Based on the evaluation results of the training, this technique not only helps improve communication between couples, but also helps police officers to be more prepared to face challenges both at work and at home. Significant changes in communication patterns, the ability to manage conflict, and improved work-life balance are indicators of the success of the application of the POY technique.

The limitation of this study lies in the application of the POY (Point of You) Technique which may not be fully effective when used on types of clients who have limited communication skills or low verbal scores. In this context, clients who have difficulty expressing themselves or understanding verbal communication may face significant challenges in following the therapy or intervention process based on this technique. Therefore, the author feels the need to develop and apply additional techniques that can support the therapy/intervention process, such as the use of visual aids or other non-verbal approaches, to ensure that all clients, regardless of their communication skills, can benefit from the intervention carried out. This limitation shows the importance of adjusting therapy methods to be more inclusive and accessible to various types of clients, so that the expected results can be achieved optimally and no individual is neglected in the process of solving their household problems.

CONCLUSION

This study shows that the application of the Point of You (POY) Technique significantly helps members of the Semarang Polrestabas in resolving household problems. By improving communication and empathy between couples, this technique is able to reduce tension and conflict, where six out of ten respondents reported a real improvement in interactions after participating in the training. Improved communication quality not only has a positive impact on family relationships, but also supports the balance of personal and professional life, allowing members to be more focused and productive in their police duties. Family resilience built through POY contributes to the emotional

well-being of individuals, which in turn improves professional performance. Therefore, this technique has been proven effective in improving the quality of life of police members' families and is recommended for wider application in training and intervention programs, with an emphasis on the need for further research to explore other aspects of the application of this technique.

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