

The Dynamics Of Deep Acting And Thriving Among Investigators In The Women And Children Safeguarding Unit

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Abstract

The purpose of this research is to explore the interplay between deep acting and flourishing among personnel in the Women and Children Protection Unit (PPA) of Sleman City Police's Criminal Investigation Unit. This research utilized a qualitative method utilizing an Interpretative Phenomenological Analysis (IPA) framework. The participants included three individuals working in the PPA Unit of the Criminal Investigation Unit of Sleman City Police. Data were gathered via semi-structured in-depth interviews and examined idiographically through iterative reading, preliminary noting, identification of emerging themes, mapping of interconnections among themes, analysis of individual cases, and cross-case evaluation. The results show that researchers face significant emotional demands from their participation in cases involving violence against women and children. Deep acting involves managing internal emotions, adopting perspectives, fostering empathy, and creating meanings associated with professional roles. These approaches assist investigators in upholding the quality of their engagements with victims while ensuring professionalism in the execution of their responsibilities. At the same time, thriving is evident in the researchers' capacity to operate effectively, grow professionally, sustain mental resilience, and find significance in their work. The relationship between deep acting and flourishing is shaped by the interplay of emotional requirements, individual resources, social support, professional experience, and the significance of the occupation. These results emphasize

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the significance of psychological and organizational assistance for researchers operating in emotionally challenging settings.

Keywords: *profound acting; thriving; emotional management; researchers; Women and Children Safety Unit*

INTRODUCTION

Investigators from the Women and Children Protection Unit (PPA) are vital to the law enforcement system as they handle cases involving women and children as victims, who are frequently vulnerable in psychological, social, and legal aspects. Their duties demand not just investigative abilities, legal expertise, and administrative precision but also the capacity to interact with victims and other individuals involved in cases safely, compassionately, and professionally. In these situations, investigators need to manage their own feelings to stay composed, tolerant, and helpful, even when faced with reports of violence, family disputes, victims' pain, and the urgency to solve cases. The requirement to exhibit feelings that align with professional standards is a component of emotional labor. Carvalho (2025) indicated that law enforcement personnel encounter intricate emotional challenges as they are required to exhibit specific emotions while concealing unfavorable feelings in their dealings with victims, offenders, and the community. Consequently, the efforts of PPA researchers should not be seen solely as a technical and legal endeavor but must also be recognized as requiring significant emotional control. This scenario renders the emotional dynamics of investigators an essential factor to analyze concerning psychological health and effective performance at work.

In an ideal scenario, PPA investigators should carry out their responsibilities with professionalism while maintaining the necessary human sensitivity when interacting with victims. They should show empathy, practice active listening, remain neutral, and base their decisions on the law and the evidence at hand. This concept necessitates a balance between the emotional expressions shown at work and the values or sentiments that individuals truly possess internally. Nevertheless, work environment conditions might offer various situations. Detectives might feel tired, irritated, angry, sorrowful, or powerless when dealing with challenging cases, but they must still show composure and professionalism in the presence of victims. The difference between feelings felt and feelings shown can lead to psychological stress when it continues over time. Zhao (2025) noted that the impact of emotional labor on mental well-being differs significantly and is



largely contingent on the emotion regulation techniques utilized. This discovery is important as it implies that emotional regulation might not always result in negative consequences. Specific strategies can assist people in synchronizing their internal feelings with the expectations of their job responsibilities, guaranteeing that their expressions at work are more than just superficial gestures. Thus, comprehending the deep acting approach is crucial for clarifying how PPA researchers manage their emotions in challenging and emotionally taxing work scenarios.

Deep acting is a form of emotional labor that requires individuals to adjust their inner feelings to match the emotions anticipated in a professional setting. In contrast to surface acting, which modifies external expressions while leaving true emotions unchanged, deep acting entails internalization and more intricate emotional regulation techniques. In the efforts of PPA researchers, this approach can be illustrated when they seek to comprehend victims' viewpoints, foster empathy, or reassess their individual perspectives to offer suitable reactions during interviews and assessments. Therefore, deep acting could serve as a coping strategy by helping individuals feel emotions that align better with the demands of their professional roles. A meta-analysis conducted by Yin (2023) revealed that deep acting has a negative correlation with burnout, while surface acting shows a positive correlation with burnout. These results indicate that varying methods of emotional regulation carry distinct consequences for employees' mental states. However, deep acting cannot consistently be seen as a beneficial approach. Ongoing attempts to change internal emotional states demand psychological energy and can turn into an extra burden when sufficient job resources are lacking. Thus, the dynamics of deep acting among PPA investigators must be perceived as a contextual and evolving process shaped by case specifics, social interactions, work experience, and organizational backing.

In ideal circumstances, PPA investigators are anticipated to carry out their responsibilities with professionalism while also maintaining the necessary human sensitivity when interacting with victims. They must show empathy, engage in active listening, remain neutral, and make choices based on legal standards and the evidence at hand. This standard necessitates a harmony between the emotions displayed in the workplace and the values or sentiments that researchers truly possess within. Nonetheless, work-related conditions can lead to differing scenarios. Investigators can face fatigue, irritation, rage, sorrow, or despair while handling challenging cases, but they need to stay composed and professional when around victims. The gap between felt and shown emotions can lead to psychological stress if it persists over time. Zhao (2025) showed that the impacts of emotional labor on mental well-being differ and are significantly



shaped by the strategies individuals use for regulating their emotions. This discovery is significant as it suggests that emotional regulation does not necessarily lead to adverse outcomes. Some approaches might assist individuals in matching their internal feelings with role demands, making sure their workplace behaviors are not just displays of insincerity. Consequently, grasping deep acting is crucial for clarifying how PPA researchers handle their feelings when faced with intricate and emotionally taxing tasks.

From a theoretical standpoint, the connection between deep acting and flourishing can be understood via the Job Demands–Resources (JD-R) framework. PPA investigators encounter numerous job requirements, such as managing caseloads, dealing with emotional stress, being exposed to victims' traumatic situations, facing time limitations, fulfilling legal duties, and upholding professionalism in difficult environments. Simultaneously, they benefit from job resources like support from colleagues, effective leadership, professional experience, autonomy, skillfulness, and the conviction that their work holds social significance. When job requirements can be handled with sufficient resources, people have enhanced chances to experience positive energy and mental development. Tehrani (2024) indicated that law enforcement personnel encounter considerable psychological hurdles as their roles demand self-discipline, adherence to protocols, and the capacity to handle intricate scenarios. In this setting, deep acting could function as an individual approach to coping with emotional requirements, though its success largely relies on workplace conditions. Emotional regulation techniques applied without external assistance could become overwhelming. In contrast, approaches backed by strong workplace relationships and sufficient organizational resources may assist investigators in preserving their psychological well-being. As a result, thriving should be seen not just as a personal trait but also as a result of the interplay between individuals and their workplace settings.

The situation becomes increasingly complicated when taking into account female investigators and the essence of a unit focused on safeguarding women and children. Women in law enforcement might face work-related stresses in addition to societal and institutional expectations related to gender roles, emotional skills, and interactions with victims. While empathy and communication abilities are crucial in managing PPA cases, the requirement to stay consistently patient, calm, and emotionally suitable can lead to extra stress if there is inadequate support from the organization. Illias (2024) pointed out that female police officers' well-being can be influenced by organizational injustice, bias, discriminatory actions, and a lack of support. The results indicate that the emotional health of police staff is affected not only by their personal



ability to manage emotions but also by organizational and social elements present in the work environment. Within the realm of PPA investigators, the capacity for deep acting may enhance their interactions with victims, even though personal experiences can differ. Variations in individual experiences, tenure, case specifics, support from colleagues, and views on the organization can create different emotional responses. Consequently, studies on deep acting and flourishing must take into account the subjective experiences of researchers along with the organizational environments in which they operate.

Research on police well-being has shown that the mental health of officers is affected by the interplay between job demands and their personal and social resources. Padhy (2023) noted that the well-being of police personnel is linked to social support and their perceptions of control over internal experiences. This discovery suggests that the capability to handle emotional experiences is interconnected with the degree to which people obtain support and view themselves as having control over their mental states. Oliver (2023) likewise pointed out that job-related stress correlates with multiple facets of mental health in police officers. Nonetheless, research specifically investigating the connection between deep acting and flourishing among PPA researchers is still scarce. Current studies on emotional labor have primarily concentrated on dissatisfaction, stress, job satisfaction, and mental health, while flourishing research highlights positive growth and purpose in work. This gap indicates that studies involving PPA investigators ought to extend beyond methods that solely emphasize the adverse effects of their efforts. Investigators are not just people susceptible to stress; they are also professionals who can develop through their work experiences, social connections, and the significance they find in their duties. This study aims to explore the experience and interpretation of deep acting concerning flourishing among PPA researchers.

Drawing from this discussion, the research titled “The Dynamics of Deep Acting and Flourishing among Investigators of the Women and Children Protection Unit” presents a novel viewpoint by exploring the connection between emotional regulation and positive psychological well-being in a law enforcement environment marked by intense emotional requirements. The uniqueness of this study is found not just in its emphasis on PPA investigators but also in its holistic view of deep acting and flourishing as two psychological processes that may change over time during work experiences. This research aims to explore how investigators handle their emotions during interactions with victims, how they perceive these strategies in their workplaces, and what conditions facilitate emotional regulation to enhance personal development and



valuable work experiences. A'yunnisa (2024) highlighted that work on job flourishing necessitates additional conceptual and empirical advancement. Carvalho (2025) emphasized the significance of exploring emotional labor in police officers, as managing emotions is linked to professional identity and dedication to work. This study aims to enhance theoretical understanding of emotional labor and flourishing research, while also offering practical guidance for improving psychological support, human resource management, and employee well-being policies in teams dealing with cases related to women and children.

RESEARCH METHODS

This research utilized a qualitative method through an Interpretative Phenomenological Analysis (IPA) framework. This approach was chosen due to its focus on an idiographic perspective and its encouragement of a thorough investigation into how individuals perceive and derive meaning from important life experiences in specific contexts. Smith (2022) describes that IPA seeks to comprehend how people interpret meaningful experiences via a thorough and interpretative exploration process. This research focused on the subjective experiences of investigators in regulating their internal emotions through deep acting, as well as the way flourishing is fostered amidst job-related stress and ongoing exposure to violent cases within the Women and Children Protection Unit (Unit Perlindungan Perempuan dan Anak/PPA). The choice of IPA was grounded in the personal, emotional, and contextual traits of the phenomenon, necessitating an understanding of participants' experiences from their unique viewpoints. Høffding (2022) asserts that phenomenological interviews can offer a valuable source of comprehensive insights since they allow researchers to examine personal experiences thoroughly. During the research process, the researcher utilized the principle of double hermeneutics, where they initially strive to comprehend how participants interpret their experiences and then scientifically analyzes this meaning-making process. Thus, the IPA method offers a contextual insight into the psychological, emotional, and professional experiences of investigators, avoiding a simplification to mere numerical data or variable relationships.

The research participants were chosen through purposive sampling, a method that entails selecting individuals according to particular criteria that align with the goals and traits of the research phenomenon. In interpretative phenomenological research, a small participant group is possible since the main emphasis is on deeply understanding individual experiences instead of on statistical generalization. Smith (2022) highlights that IPA research typically utilizes small and



fairly uniform samples, enabling researchers to explore each participant's experience thoroughly before recognizing patterns among cases. This study included three individuals employed in the Women and Children Protection Unit (PPA) of the Criminal Investigation Unit (Satreskrim) at the Sleman City Police (Polresta Sleman) in the Special Region of Yogyakarta. The three individuals were chosen due to their firsthand experience executing responsibilities within a unit that manages cases related to women and children. The selection of participants took into account the alignment between their work backgrounds and the phenomenon being studied, focusing on their experiences in managing emotional pressures during investigative procedures and their capacity to fulfill professional roles while dealing with cases that contain traumatic material. Consequently, the three participants were deemed to have considerable experiences that could offer a thorough insight into the deep acting processes and flourishing experiences within the occupational setting of PPA investigators. Consistency among participants was upheld due to their common work environment and active participation in PPA responsibilities, while variations in personal experience were still viewed as a significant factor enhancing the depth of the phenomenological data.

The table below displays the identities of the three study participants employed in the Women and Children Protection Unit of the Criminal Investigation Unit at Polresta Sleman.

Table 1. Research Participant Identities

No.	Status	Name	Position	Unit	Code
1	Officer	IPTU Cahya Fitriana, S.H.	Head of PPA Unit Assistant (PS Kanit PPA)	Criminal Investigation Unit, Polresta Sleman	S1
2	Member 1	Dicky Danang Saputra, S.H.	PPA Investigator (Banit PPA)	Criminal Investigation Unit, Polresta Sleman	S2
3	Member 2	Deni Dwi Firmansyah	PPA Investigator (Banit PPA)	Criminal Investigation Unit, Polresta Sleman	S3

The main data for this research were gathered using semi-structured in-depth interviews. This approach was chosen as it permits the researcher to utilize a series of questions designed around the research theme while also enabling participants to expand on their narratives rooted in their individual experiences. Kvale (2015) asserts that qualitative interviews enable researchers

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to grasp participants' experiential realms through concentrated and thorough discussions. This research examined how participants navigated emotional circumstances at work, how they coped with and adapted their inner emotions to meet professional expectations, and the positive outcomes related to purpose, personal development, mental toughness, and effective functioning. The interviews took place in person at sites chosen by the participants that ensured a secure atmosphere and upheld confidentiality. Every interview spanned around 60–90 minutes and could be repeated if needed to clarify information or delve deeper into the significance of specific experiences. Høffding (2022) mentions that phenomenological interviews can produce comprehensive data when researchers allow ample chances for participants to articulate their experiences thoughtfully. Interviews took place once participants were informed about the research goals, methods, their rights, and how the data would be utilized.

Since this study included police officers and focused on emotional experiences related to managing cases with women and children, ethical considerations were vital during the data collection phase. Prior to the interviews, every participant was given an overview of the research aims, the anticipated type of their participation, the possible application of the data, and their entitlement to refuse to answer certain questions or to exit the study. Participant consent was secured via informed consent. To safeguard the identities of participants, research data may be reported using codes or pseudonyms when needed in presenting the results. The audio recordings of the interviews were made after receiving permission from the participants and were later transcribed exactly for analysis. Kaiser (2019) emphasizes that anonymization in qualitative studies requires caution, as excessive contextual details could lead to the identification of participants. Consequently, this research emphasized safeguarding personal data, job roles, work history, and any information that might disclose the identities of individuals or particular cases. All research data was utilized exclusively for academic and research purposes. The researcher aimed to create an interview dynamic that honored the participants' professional roles and backgrounds. Thus, the interviews aimed not to assess, evaluate, or judge the participants' performance but instead to comprehend their experiences and the significance they assigned to the concepts of deep acting and flourishing in their professional roles.

The analysis of data in this research was performed following the principles and methods of Interpretative Phenomenological Analysis. Smith (2022) describes that IPA analysis focuses on a thorough, detailed, and idiographic method by examining each participant's experience separately prior to performing cross-case analysis. The initial phase consisted of thoroughly



reviewing the interview transcripts multiple times to gain a deep understanding of each person's narrative. The second step involved preliminary observations, encompassing descriptive remarks, focus on language usage, and conceptual insights arising from the data. The third step focused on creating emergent themes by categorizing and arranging the initial notes into more structured psychological themes. The fourth step investigated connections among themes by mapping, clustering, and creating a thematic framework. The fifth step required implementing the same analytical method separately for the next participants to uphold the study's idiographic commitment. Once each participant was analyzed, the concluding phase consisted of recognizing patterns among cases. At this point, the researcher analyzed the similarities, differences, and unique features in the experiences of the three participants to develop overarching themes that represent the dynamics of deep acting and the expression of flourishing among PPA investigators. Englander (2023) stresses that phenomenological research must concentrate on the lived experiences of participants and the interpretative process of the researcher, ensuring that the significance of those experiences stays linked to their context.

To improve the integrity and reliability of the data, this research highlighted the importance of data validity in qualitative studies. Credibility was achieved by the researcher's thorough involvement with the data, multiple readings of the transcripts, and assessment of the consistency among participants' stories and the themes that emerged. The analysis was performed reflexively by acknowledging the researcher's stance and the possible appearance of personal assumptions during the interpretive process. Berger (2015) emphasizes that reflexivity is an essential component of qualitative research since researchers act as the main tools that engage directly with the data and the process of creating meaning. In this research, reflexivity was essential to guarantee that the interpretations of deep acting and flourishing were rooted not only in the researcher's viewpoint but also in the experiences articulated by the three participants.

The researcher also recorded the analytical procedure via an audit trail, which included the phases of data processing, coding, theme creation, and interpretative factors used during the analysis. This allowed for the research process to be methodically tracked. The analysis included contrasting or inconsistent data that deviated from the overall trends, as variations in experience might offer greater understanding of the psychological dynamics of investigators. By employing these strategies, the research aims to yield a thorough, reliable, and contextual insight into how



individuals in the PPA Unit regulate their emotions and sustain psychological well-being in their professional roles.

RESULTS AND DISCUSSION

Results

Data from the Women and Children Protection Unit (PPA) within the Criminal Investigation Unit (Satreskrim) of Sleman City Police (Polresta Sleman) reflect the volume of domestic violence complaints documented during 2026. The information comprises police report identifiers, summaries of incidents' timelines, identities of victims and offenders, and the status of case management. The subsequent table provides a summary of the case data.

Table 2. Case Data of the PPA Unit of the Criminal Investigation Unit of Polresta Sleman in 2026

No.	Satuan	Nomor Laporan Polisi	Urutan Kronologis Kejadian (Singkat)	Tindak Pidana/Pasal	Korban	Polaku/Tertapar	Liik	Sidh	Hend Liik	SP3	P21	Veris	Ket.
1	Polresta Sleman	LP/06/1/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta	Terdapat kekerasan fisik terhadap dua korban yang merupakan anak kandung tertapar. Korban dipukul menggunakan panci, ditendak, ditendak, dan dipukul. Akibat kejadian, korban mengalami sakit pada leher, kepala, dan perut serta trauma psikologis.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Jenika Rian Rahmawati, Eka Ties Saftir	Ngalipo	—	—	—	—	—	—	—
2	Polresta Sleman	LP/06/01/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta	Terdapat kekerasan fisik dalam rumah tangga setelah adanya konflik antara pelapor dan tertapar. Tertapar menendak, membenturkan kepala korban ke tembok, dan menendak tubuh korban. Korban mengalami luka lecet, sakit pada pinggang dan kepala, serta trauma.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Rina Etil Wahyuni, S.H.	Jurianto	—	—	—	—	—	—	—
3	Polresta Sleman	LP/06/09/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta, 3 Februari 2026	Tertapar menendak dan mendorong korban hingga terjatuh serta mencengkeram kedua tangan korban. Korban yang sedang hamil mengalami kram perut, luka tangan, lebam kaki, mulut, muntah, dan trauma.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Yusita Permatasari W.R.	Aflah Primara	—	—	—	—	—	—	—
4	Polresta Sleman	LP/06/11/2026/SPKT, 9 Februari 2026	Tertapar melakukan kekerasan fisik terhadap korban dengan menampar satu kali dan mencubit bagian mulut korban sekitar lima kali disertai perkataan kasar. Korban mengalami nyeri dan luka lecet pada bagian mulut.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Dayana Kurnia Pamzanti	—	Dalam Sidh	—	—	—	—	—	—
5	Polresta Sleman	LP/06/14/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta, 23 Februari 2026	Tertapar yang merupakan suami korban melakukan kekerasan fisik dengan membenturkan kepala ke kepala korban, mengigit tubuh korban, dan menekan tubuh korban ke dinding. Korban merasa juga disekut telah terjadi berulang selama perkawinan.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Bri Rahmawati	Pangky Ardiandita Kusuma	Dalam Sidh	—	—	—	—	—	—
6	Polresta Sleman	LP/06/15/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta	Terdapat kekerasan fisik dalam rumah tangga akibat konflik ekonomi. Tertapar menendak, mencubit, dan mendorong korban. Korban mengalami memar, luka cakaran, pusing, dan tidak dapat beraktivitas.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Pranono Bekti Surtomo	Birin Ellyta	Dalam Sidh	—	—	—	—	—	—
7	Polresta Sleman	LP/06/16/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta	Tertapar mendorong dan menendak korban hingga jatuh serta menyekut korban mengalami sakit pada perut, dada, dan tangan. Dalam kejadian tersebut, pihak lain juga diduga turut melakukan kekerasan terhadap korban.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Karnella Indira Handiyati	—	Dalam Sidh	—	—	—	—	—	—
8	Polresta Sleman	LP/06/18/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta, 13 Maret 2026	Terdapat kekerasan fisik setelah korban mendapati tertapar bersama perempuan lain. Tertapar memukul wajah korban sebanyak tiga kali sehingga korban mengalami luka memar di wajah muka dan luka sobek pada bibir bagian dalam.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Tasya Bella Juli Melkewati	—	Dalam Sidh	—	—	—	—	—	—
9	Polresta Sleman	LP/06/19/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta, 15 Maret 2026	Tertapar mendorong korban hingga jatuh, menendak, dan membenturkan kepala korban ke lantai. Anak korban yang berusia materi juga ikut terkena kekerasan. Korban mengalami memar dan sakit pada kepala, tangan, serta punggung.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44	Yenny Anggrani	—	Dalam Sidh	—	—	—	—	—	—
10	Polresta Sleman	LP/06/21/2026/SPKT/ Polresta Sleman/Polda D.I. Yogyakarta, 26 Maret 2026	Tertapar melakukan kekerasan fisik terhadap korban dengan memukul kepala, mencubit leher, dan memeras bagian dada. Korban mengalami berbagai luka lebam dan cakaran pada tubuh serta rasa sakit pada leher.	KDR, UU No. 23 Tahun 2004 tentang Penghapusan KDRT, Pasal 44 ayat (1)	Deny Adinastuty	Aldila Raa ChellPhandy	Dalam Sidh	—	—	—	—	—	—

According to the data shown in the table, it can be inferred that the Women and Children Protection Unit (PPA) of the Criminal Investigation Unit of Polresta Sleman addressed several

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Domestic Violence (DV) incidents encompassing different types of violence, such as hitting, strangling, kicking, hair-pulling, scratching, and additional forms of physical abuse. Numerous victims also suffered psychological impacts manifesting as trauma, anxiety, and emotional turmoil. These conditions suggest that those in the PPA Unit handle cases that entail significant sensitivity and emotional strain. While performing their roles, investigators should maintain professionalism, objectivity, empathy, and the ability to manage their emotions during interactions with victims and when addressing different instances of violence. Consequently, the case data offer a practical example of the intricate working conditions faced by PPA investigators, pertinent for exploring the interplay of deep acting and flourishing in their job experiences.

Three research participants from the Women and Children Protection Unit (PPA) of the Criminal Investigation Unit at Polresta Sleman were interviewed to investigate their work experiences, emotional management via deep acting, and instances of flourishing while carrying out their responsibilities. The subsequent table displays a summary of the participants' answers according to the research aspects.

Table 3. Interview Results with Three Participants

No.	Focus/Aspect Examined	Interview Question	S1	S2	S3
1.	Work experience	How would you describe your experience while serving as a member of the Women and Children Protection Unit (PPA)?	"While working in the PPA Unit, I find the job quite challenging because we deal with different types of victims and cases. Some cases are emotionally difficult, but through them I have learned to	"In my opinion, working in the PPA Unit provides very diverse experiences. Each case has different characteristics and problems. This work requires patience and the ability to	"Working in the PPA Unit provides quite complex experiences. I am required to remain professional when handling cases, but at the same time I must have empathy for victims.

			be more patient, more careful, and more understanding of the victims' conditions."	remain calm because we not only handle cases but also deal with the psychological conditions of victims."	Through these experiences, I have learned a great deal about dealing with people and controlling myself."
2.	Emotional exposure	What situations or experiences when handling cases involving women and children most often trigger emotional reactions for you?	"The most difficult situations are usually those involving child victims, especially when the violence is committed by someone close to them. Sometimes I feel concerned and sad, but I still have to focus on the examination and legal process."	"For me, cases involving repeated violence and child victims tend to evoke strong emotions. It is especially difficult when I see victims experiencing fear or trauma. However, we must remain in control so that we are not carried away by the situation."	"The situations that affect me emotionally the most are usually when victims come in a highly distressed or crying state. We may also feel sad or concerned, but as investigators, we must still be able to think clearly and follow the procedures."
3.	Emotional awareness	What do you usually feel when dealing with victims who have	"Usually, I feel concerned and want to help the victim. However, I realize that I	"I usually feel sympathy and concern, especially when I see that	"What I usually feel is empathy and concern. I try to understand the



		experienced violence or are under distress?	have to remain calm because if I become emotionally involved, the examination process may not be optimal."	victims are still afraid to tell their stories. However, I try not to show excessive emotion so that the victim feels safe and the process can continue properly."	victim's position while maintaining professional boundaries so that I do not become too emotionally immersed in the problems they are facing."
4.	Deep acting	When your personal feelings differ from the emotions you are expected to display while performing your duties, what do you usually do to remain professional?	"Usually, I try to change the way I view the situation. I remind myself that I am carrying out my duties and that the victim needs someone who can help, not someone who panics with them. Therefore, I try to calm myself first."	"When I am dealing with personal problems or feeling tired, I try to separate my personal problems from my work. When interacting with victims, I try to focus on their needs and on the tasks that I have to complete."	"I usually try to put myself in the victim's position and understand what they are feeling. In this way, I can more easily develop empathy and display an appropriate attitude even when I am not feeling well myself."
5.	Emotional regulation process	How do you change or adjust your	"I usually take a breath, calm my mind, and then	"I try to focus on the victim's story and avoid	"I try to understand that each victim



		internal feelings so that you can show empathy, calmness, and an appropriate attitude toward victims?	try to listen carefully to the victim. I try not to make immediate judgments. By listening, I can usually understand the victim's feelings better and adjust my attitude accordingly."	thinking about other problems. I also try to create a comfortable atmosphere so that the victim can talk. When the atmosphere becomes calmer, I usually find it easier to control my emotions as well."	responds to an incident differently. Therefore, I adjust my approach accordingly. Some victims need to be listened to more, while others need explanations to be provided gradually."
6.	Impact of deep acting	How does the process of managing or adjusting your emotions affect your psychological condition and work performance?	"In my opinion, managing emotions makes the work proceed more smoothly. I can remain focused and am less likely to become emotionally overwhelmed. However, after handling a difficult case, I sometimes still	"The impact is quite significant. When we can control our emotions, it becomes easier to make decisions and communicate with victims. I also feel more capable of completing my work without	"For me, the ability to manage emotions makes my work more professional. I can continue to show empathy without losing objectivity. Nevertheless, there are times when the experience of a

			need time to calm myself.”	being overly burdened by the emotions that arise during examinations.”	particular case remains on my mind after work.”
7.	Psychological resources	What helps you remain strong, persevere, and perform your duties when dealing with emotionally difficult cases?	“The most helpful thing is support from colleagues. We usually discuss cases and encourage one another. In addition, I try to maintain a balanced life outside of work.”	“Support from other members is very helpful. We can share experiences and discuss the cases we are handling. In addition, work experience has made me more prepared to face difficult situations.”	“I feel that experience, support from colleagues, and the belief that this work is important are sources of strength. I feel that what we do can help victims obtain protection and justice.”
8.	Meaning of work	What does working as a member of the PPA Unit mean to you personally and professionally?	“This work is meaningful because I feel that I can help people who are experiencing difficult circumstances. Professionally, I have also learned a great deal about law,	“For me, this work is not merely about carrying out duties. There is a responsibility to help victims, particularly women and children who are often in vulnerable	“This work makes me feel that I have a social responsibility. When I can help resolve cases and provide protection to victims, I feel that the work I



			communication, and how to deal with different types of people."	positions. That is what makes this work meaningful."	do has a purpose."
9.	Flourishing	Has working in the PPA Unit ever made you feel that you have developed, become more capable of facing challenges, or that your work has purpose and meaning? Can you describe the experience?	"Yes, I feel that I have developed. I used to be more easily carried away by situations, but now I am better able to control my emotions and deal with difficult situations. I also feel more confident when communicating with victims."	"I feel that I have developed, particularly in terms of patience and the ability to deal with problems. Each case provides new learning experiences. I also feel that this work has a purpose because the outcomes can help victims receive appropriate assistance."	"I feel that this work has made me more mature in dealing with various problems. I have learned that not every problem can be solved in the same way. Through this, I have developed both personally and professionally."
10.	Dynamics of deep acting and flourishing	Based on your experience, how is the process of managing emotions when	"In my opinion, there is a connection. If I can manage my emotions well, I can work with	"Managing emotions helps me continue working even when dealing with difficult	"For me, the ability to manage emotions prevents me from giving up

		handling cases involving women and children related to your ability to continue developing, experience meaning, and function optimally at work?	greater focus and provide better service to victims. From this, I feel more satisfied and feel that my work has meaning."	cases. When we are able to overcome difficult situations, we also feel stronger and more developed in carrying out our duties."	easily when facing work-related challenges. I can continue performing my duties, learning from each case, and feeling that this work benefits others. That is what makes me feel that I am developing and maintaining enthusiasm for my work."
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From the interviews with the three research participants, data was gathered concerning work experiences, emotional exposure, emotional regulation techniques through deep acting, psychological resources, and experiences of flourishing within the PPA Unit. The responses of the participants were thoroughly examined to uncover the key themes and grasp the personal dynamics of each individual's experience.

DISCUSSION

1. Emotional Demands in the Work Experiences of PPA Investigators

The results suggest that the duties of PPA investigators come with significant emotional challenges as they handle cases of violence directed at women and children. The case details reveal occurrences of hitting, choking, kicking, hair-tugging, scratching, and ongoing domestic abuse. Such scenarios necessitate that investigators engage with victims who endure physical harm, trauma, fear, and emotional turmoil. In these situations,

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investigators need to use both legal and investigative expertise while also managing their own emotional reactions. Kurniawan (2021) states that emotional intelligence is crucial for enhancing police officers' performance, as their job necessitates the capacity to manage emotions and engage suitably in high-pressure circumstances.

The emotional challenges encountered by PPA investigators grow more intricate since the investigative procedure necessitates them to continually hear and comprehend victims' experiences. Investigators must show understanding, patience, and focus while keeping professional impartiality during the legal proceedings. This situation generates a necessity for emotional regulation to ensure their reactions align with the victims' needs and professional requirements. Amalia (2022) indicates that elevated job demands can impact employees' mental health, especially when they must sustain performance under pressure. As a result, the emotional experiences of investigators are inherently linked to the traits of the cases they handle. Exposure to narratives of violence and the suffering of victims contributes to a psychologically challenging work environment that demands adjustment and self-discipline.

While fulfilling their responsibilities, investigators should ideally strike a balance between emotional engagement and professionalism. Empathy is essential for ensuring victims feel secure and acknowledged, yet too much emotional engagement can compromise objectivity and the mental well-being of the investigators. On the other hand, too much emotional distance can lead to interactions with victims being perceived as less supportive. Putri (2023) states that emotional regulation allows individuals to manage their emotional reactions, ensuring they are suitable for the demands of the situation. Within the PPA Unit framework, emotional regulation serves as a crucial tool that allows researchers to manage emotionally demanding circumstances without succumbing to a loss of composure. Emotional demands in the workplace not only create pressure but also motivate employees to cultivate specific psychological techniques to sustain their job performance.

The results similarly suggest that emotional pressure is not experienced consistently by all investigators. Experience, tenure, individual traits, peer support, and the significance attributed to the profession can affect how investigators handle cases. Certain researchers might view exposure to violence cases as a challenge, whereas others could see it as a facet of their societal and professional duty. Sari (2024) indicates that psychological resources and social support can assist employees in managing job demands in a more adaptive manner. This suggests that the emotional states of investigators are influenced by the interplay



between their job requirements and the resources at their disposal. Consequently, the professional experiences of PPA investigators must be comprehended on an individual and contextual basis, reflecting each participant's interpretation of their role.

Consequently, emotional requirements serve as the main context that fosters the development of deep acting among PPA researchers. Investigators encounter not just the stress stemming from case complexities but also the obligation to uphold professionalism when engaging with victims and associated individuals. The expectation to stay composed, understanding, and restrained prompts investigators to consciously manage their feelings. Prasetyo (2025) suggests that work settings with significant demands need psychological and organizational backing to help employees sustain their well-being and effectiveness. In this research, emotional demands serve not only as risk factors but also create a context for the development of psychological adaptation strategies. These strategies can then be comprehended via experiences of profound acting and their connection to thriving.

2. The Dynamics of Deep Acting as an Emotional Regulation Strategy among PPA Investigators

The results suggest that deep acting can be perceived as an internal mechanism by which individuals strive to align their emotions and viewpoints with the requirements of professional engagements. Investigators do not just exhibit serene or compassionate facial expressions outwardly but strive to comprehend the victims' situations, making their emotional reactions seem more genuine. During this process, investigators might alter their viewpoint on a situation, empathize with the victim's experience, or remember the professional objectives of their role. Sari (2024) discusses how adjusting thought patterns for emotional regulation can assist individuals in producing emotional responses that better align with situational requirements. This shows that deep acting requires a more intricate internal psychological process than simply managing facial expressions or vocal tone.

In PPA investigations, deep acting is especially important since engaging with victims demands a credible emotional presence. Victims of violence must feel secure and trust those investigating to share information freely. Consequently, investigators must regulate their personal emotions, such as fatigue, anger, sadness, or frustration, to ensure these feelings do not disrupt the communication process. Lestari (2023) notes that managing emotions in workplace interactions can enhance interpersonal relationship quality and promote task efficiency. Consequently, deep acting among investigators serves not just as a method for



managing emotions but also as a tactic for building professional connections with victims. This approach enables investigators to stay emotionally engaged while maintaining professional boundaries.

Nevertheless, deep acting does not always happen easily or without psychological effects. Efforts to alter internal emotions demand psychological energy, especially when researchers confront challenging or persistent situations. If done continuously without adequate chances for recovery, this process might lead to emotional fatigue. Wijaya (2024) indicates that emotional strain lacking sufficient recovery and support can elevate the likelihood of psychological burnout in employees. Consequently, deep acting should be comprehended in a dynamic manner. This approach can act as a flexible tool when executed mindfully and backed by psychological resources; however, it may turn into a strain when people relentlessly compel themselves to feel specific emotions without enough room to handle their personal feelings.

According to the experiences of the participants, the significance assigned to their work can also affect deep acting. When researchers view their efforts as a way to serve and safeguard at-risk populations, emotional adaptation might become simpler. This definition offers an intrinsic motive for researchers to stay patient and understanding even in challenging circumstances. Rahmawati (2025) states that meaningful work can enhance individuals' connection to their jobs as they recognize more value and purpose in their work tasks. In this research, the significance attributed to the occupation may act as a motivational asset that facilitates the deep acting process. Therefore, emotional regulation is not enacted only due to professional duties but also because researchers think these attitudes hold significance for victims and the law enforcement process.

In general, deep acting among PPA researchers is a process that includes emotional management, empathy, perspective-taking, and the significance assigned to the profession. This approach allows researchers to balance their personal feelings with professional responsibilities. The results suggest that deep acting should not be seen solely as a requirement of the organization but rather as an active process shaped by personal experiences and interpretations. Nugroho (2026) states that psychological resources and environmental support contribute to individuals sustaining resilience when confronted with work challenges. Consequently, the efficacy of deep acting among investigators is greatly affected by individual skills and work environments. When these two components reinforce



one another, deep acting can evolve into an effective strategy that aids investigators in sustaining the quality of their interactions and mental well-being.

3. Flourishing as a Form of Positive Psychological Functioning among PPA Investigators

The results show that thriving among PPA investigators can be seen as a state where individuals continue to perform at their best, grow personally, and derive significance from their work even under substantial emotional pressures. This situation does not indicate that researchers are consistently exempt from stress or adverse experiences. Instead, flourishing signifies the capacity to sustain psychological energy, foster positive workplace relationships, feel a sense of competence, and hold the conviction that one's work is meaningful. Fithriyah (2026) notes that employee well-being is linked to a person's capability to cultivate and sustain psychological resilience in response to workplace challenges. Within the PPA Unit, flourishing is evident in investigators' capacity to reliably fulfill their responsibilities even while managing emotionally challenging cases.

A key component of thriving is finding meaning in one's job. PPA investigators might view their role as a means of safeguarding women and children in precarious situations. This interpretation adds a positive aspect to work that objectively entails significant emotional demands. When researchers believe their efforts benefit victims and society, challenging experiences can be viewed as a meaningful aspect of their responsibilities. Mulyati (2021) describes that meaningful work is linked to employees' work engagement, as work seen as meaningful can foster increased psychological involvement. Therefore, the significance assigned to the profession acts as a factor that can support investigators in preserving their motivation and involvement in performing their responsibilities.

Flourishing is linked to researchers' capacity to grow through their work experiences. Dealing with diverse situations can enhance investigative abilities, communication skills, decision-making, and emotional regulation. Handling intricate cases can turn into a learning journey that enhances professional skills. Saviera (2022) suggests that operating in a professional role relates to individuals' capacity to carry out tasks and adapt their skills to job requirements. In this research, professional growth can happen simultaneously with psychological growth. Investigators who comprehend their work experiences, learn from the cases they handle, and create emotional regulation techniques can achieve personal



development. Therefore, challenging work does not necessarily lead to adverse effects when people can turn those experiences into valuable lessons.

An additional element that fosters flourishing is support from social and organizational sources. Investigators receiving assistance from peers and supervisors may perceive that the workload does not need to be borne solely by one person. This support can manifest as help with tasks, communication, chances for dialogue, and a feeling of unity while addressing cases. Fairuzabadi (2026) discusses how personal and social resources can support individuals in sustaining career resilience during uncertain situations and continuous challenges. For PPA investigators, social support plays a crucial role since their work frequently entails challenging emotional experiences. Positive working relationships can assist investigators in psychological recovery and uphold their connection to their profession.

Flourishing is linked to researchers' capacity to grow through their work experiences. Managing different cases can enhance investigative abilities, communication, decision-making, and emotional regulation. Engagement with intricate cases can transform into an educational experience that enhances professional skills. Saviera (2022) notes that operating in a professional capacity relates to people's capability to complete tasks and adapt their skills to the requirements of the job. In this research, professional growth can happen concurrently with psychological growth. Investigators who can comprehend their work experiences, gain insights from the cases they face, and cultivate emotional regulation techniques can achieve personal development. Therefore, challenging work doesn't always lead to detrimental effects when individuals can convert those experiences into lessons.

Another factor that fosters flourishing is social and organizational assistance. Investigators supported by colleagues and supervisors may feel that the workload does not need to be shouldered solely by one person. This support can manifest as help with tasks, communication, chances for dialogue, and a feeling of unity when addressing cases. Fairuzabadi (2026) states that personal and social resources can assist individuals in sustaining career resilience amid uncertain situations and continuous demands. For PPA investigators, social support is vital since their work frequently entails challenging emotional situations. Nurturing professional relationships can assist investigators in recovering emotionally and sustaining a feeling of connection to their field.



CONCLUSION

The results show that the job experiences of investigators in the Women and Children Protection Unit (PPA) entail considerable emotional stress from dealing with multiple cases of violence against women and children. Being exposed to victims' narratives and situations necessitates that investigators handle their personal feelings, uphold professionalism, and foster compassionate and supportive connections. In this context, deep acting functions as an emotional regulation strategy for investigators to synchronize their inner emotional states with job requirements while performing their responsibilities.

The dynamics of deep acting among investigators encompass not just the management of emotional displays but also the processes of shifting perspectives, heightened empathy, and the growth of significance regarding their professional identities. This approach can aid investigators in forming improved relationships with victims while preserving the standard of their professional conduct. Nonetheless, deep acting demands psychological energy, which can turn into a burden when practiced consistently without sufficient social backing, chances for recovery, and organizational resources.

The well-being of PPA investigators is evident in their capacity to perform efficiently, grow in their professions, uphold psychological strength, and discover purpose in their tasks even while facing considerable emotional stress. A sense of career purpose, assistance from coworkers, practical experience, and emotional management abilities are vital elements that foster thriving. Consequently, the connection between deep acting and flourishing is fluid and shaped by the interplay of job demands, emotional regulation techniques, personal resources, social support, and the significance ascribed to the profession.

This research shows that PPA investigators are not only employees facing the risk of emotional stress but also people who can develop and sustain positive functioning as a result of their work experiences. Consequently, fostering psychological and organizational assistance is crucial for aiding investigators in managing emotional stress, accessing proper recovery opportunities, and sustaining psychological health and a sense of purpose in their roles. This study theoretically enhances the comprehension of the link between emotional labor, especially deep acting, and flourishing in the realm of police work. In practice, the results could act as a guide for creating psychological support and wellness initiatives for PPA Unit members.



FUTURE DIRECTIONS

Future studies need to delve deeper into the connection between deep acting and flourishing among investigators in the Women and Children Protection Unit (PPA), focusing especially on how emotional regulation, social support, work experience, and organizational resources affect investigators' mental well-being and career advancement. Additional research might include a greater variety of participants from various police departments and areas to offer wider perspectives on their experiences. Longitudinal studies are suggested to comprehend the changes in deep acting and flourishing over time, especially when researchers encounter continual exposure to traumatic situations and sustained emotional pressures. Moreover, upcoming researchers ought to investigate the impact of organizational strategies, like psychological counseling, emotional regulation skills training, peer support, and sufficient recovery time, in alleviating emotional exhaustion and fostering well-being. Examining the experiences of investigators with varying levels of experience and organizational backing may also assist in recognizing the circumstances under which deep acting enhances positive psychological well-being instead of adding to emotional stress. These guidelines aim to enhance the theoretical comprehension of deep acting and flourishing while offering practical suggestions for improving the well-being of researchers and the quality of services delivered to women and children affected by violence.

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