

## IMPLEMENTATION OF GRATITUDE IN PROSOCIAL BEHAVIOR (Research on Volunteer of Ketimbang Ngemis Bandung Community)

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**Abstract:** This reaserch is based on the background that gratitude is not only able to give meaning to someone, but also can encourage individuals to be more sensitive and direct their gratitude to the surrounding environment. This study besides aiming to find out how the meaning of gratitude and prosocial behavior carried out by Ketimbang Ngemis Bandung volunteers, in order to find out whether they implemented the gratitude to the right person or not. This research method uses descriptive qualitative analysis, which describes or tells the atmosphere of time, place, and events, which occur in the field as it is without any manipulation, this type of research uses a theoretical basis to be used as a guide to match the facts in field. The results of this study reveal that the Ketimbang Ngemis Bandung volunteers can recognize and appreciate all gifts received from outside themselves, such as always grateful and those who have helped them. It can be seen from those who have their own stories that give rise to gratitude who wish to do something for the good that they have got. In addition they are able to reflect their gratitude in the form of altruistic, such as conducting donation activities, namely by conducting a survey stage one, surveys stage two, and execution, so that donations can be distributed to the right people.

**Keyword :** Implementation of Gratitude, Prosocial Behavior, Volunteers, Ketimbang Ngemis Bandung

**Abstrak:** Penelitian ini dilatar belakangi bahwa rasa syukur tidak hanya mampu memberikan makna kepada seseorang, tetapi juga dapat mendorong individu untuk lebih peka dan mengarahkan rasa syukurnya kepada lingkungan sekitarnya. Penelitian ini selain bertujuan untuk mengetahui bagaimana makna syukur dan perilaku prososial yang dilakukan oleh relawan Ketimbang Ngemis Bandung, guna untuk mengetahui apakah mereka mengimplementasikan syukurnya kepada orang yang tepat atau tidak. Metode penelitian ini menggunakan analisis kualitatif deskriptif, yang menggambarkan atau menceritakan suasana waktu, tempat, dan kejadian, yang terjadi di lapangan secara apa adanya tanpa adanya rekayasa atau manipulatif, jenis penelitian ini menggunakan sebuah landasan teoritis guna sebagai panduan agar sesuai dengan fakta yang ada di lapangan. Hasil penelitian ini mengungkapkan bahwa relawan Ketimbang Ngemis Bandung dapat mengakui, mengenali, dan mengapresiasi segala karunia yang diterima dari luar dirinya, seperti selalu mengucapkan terimakasih kepada Tuhan maupun kepada orang-orang yang telah menolong mereka. Hal itu dapat terlihat dari mereka yang mempunyai kisah tersendiri sehingga menimbulkan rasa syukur yang berkeinginan untuk melakukan sesuatu atas kebaikan yang mereka dapatkan. Selain itu mereka mampu merefleksikan rasa syukurnya ke dalam bentuk altruistik, seperti melakukan kegiatan penyaluran donasi yakni dengan melakukan survey tahap satu, survey tahap dua, dan eksekusi, sehingga pemberian donasi dapat tersalurkan pada orang yang tepat.

**Kata Kunci:** Implementasi Rasa Syukur, Perilaku Prososial, Relawan, Ketimbang Ngemis Bandung.

## 1. PRELIMINARY

Gratitude is a simple word that we often say everyday. Gratitude is a positive emotion. One of the positive emotions that can be generated from gratitude is giving individuals to see that their lives are worth something. In a psychological state, gratitude can be described by feelings of awe, thankful, and appreciation for life. These feelings can be given to other people and sources other than humans (Rahman, 2013). In another essence human beings are also given the instincts of love, sincerity, and harmony, which it encourages people to help one another.

Islam encourages us to behave help each other. Not only that even for all Muslims, the behavior of helping is a behavior that is highly valued and things that must be done by adherents. Islam teaches that the hands above are better than the hands below, like giving donations and alms. With an good attitude, someone will be generous and virtuous (Tatang Ibrahim, 2013).

In society, there is a group of people who voluntarily devote themselves to helping others. These community groups are known as volunteers. Volunteer is a person or group of people who sincerely or voluntarily because of the calling of conscience to give what they have (mind, energy, time, property, etc.) to the community as a manifestation of their social responsibility without expecting anything in the form of rewards (wages), position, power, benefit or career. Volunteers can be individuals or groups in an organization. Many organizations that facilitate individuals to realize prosocial behavior. One of them is a group of volunteers who are members in Ketimbang Ngemis Bandung of Community. Ketimbang Ngemis Bandung is one of the many communities that are engaged in the role of appreciating the elderly who are eager to seek fortune with halal and productive work, such as selling rather than begging.

This research uses descriptive qualitative analysis method, which describes or tells the atmosphere of time, place, and events, which occur in the field as it is without any manipulation, this type of research uses a theoretical basis to guide it in accordance with the facts in field. This research is based on a combination theory between the components of gratitude by Fitzgerald and also uses the type of gratitude by Peterson and Seligman. While for the forms of prosocial behavior itself which consists of helping, altruism, and cooperation.

This study aims to find out the meaning of gratitude, prosocial behavior, and how to implement gratitude for prosocial behavior conducted by Ketimbang Ngemis Bandung volunteers.

## 2. RESULT AND DISCUSSION

### 1. *General description Ketimbang Ngemis Bandung of Community*

Ketimbang Ngemis is a community engaged in social non-profit which has the aim of helping, providing information to the public about the figure of the elderly and appreciate the elderly who choose to sell rather than begging. Ketimbang Ngemis Bandung is one of the communities that contributed which focuses on the implementation of Ketimbang Ngemis activities in Bandung, and Bandung districts. Ketimbang Ngemis Bandung, it focuses on social activities that encompass the promotion of the elderly, and helps the elderly both with assistance in the form of donations, as well as personnel in their daily work (Deta, 2019).

Ketimbang Ngemis was established on June 12th, 2015. Pioneered by Rizki Pratama Wijaya as the first originator of the establishment of the Ketimbang Ngemis community in Yogyakarta. Ketimbang Ngemis Bandung itself was established on June 20th, 2015, which was only eight days

after the birth of the national of Ketimbang Ngemis. Ketimbang Ngemis Bandung itself was spearheaded by three young people namely, Dwi Subiyakto, Imam, and Esther, whose initial movement only started from helping sell the merchandise of an old man selling newspapers in the Bandung Indah Plaza area. The more time goes by, Ketimbang Ngemis Bandung is now a place of trusted information media in providing information about the existence of the elderly, using Instagram as their promotional media to provide information about the existence of these elderly.

The vision of the Ketimbang Ngemis Bandung community is :

"Being a community that synergistically and transparently can help and appreciate the figure of the elderly."

While the mission of the Ketimbang Ngemis Bandung is as follows :

1. Providing information through social media about the figure of the elderly in each region.
2. Organizing social services to the elderly figure
3. Helping the elderly figure directly plunge into spaciousness by participating in marketing services or merchandise and or helping the work of the elderly figure.
4. Being a distributor and giving opportunities to donors to participate in distributing donations to elderly figures (Deta, 2019).

The standard implementation of activities in Ketimbang Ngemis Bandung :

#### **a. Survey : Stage 1**

Looking for information about the figure of the elderly submitted by the field admin every month to each field team After meeting with the elderly figure and stating the address of the house he lived in and had a small conversation with the elderly figure he met.

#### **b. Survey : Stage 2**

Looking towards the residence of a noble figure and look for as complete information as possible including which involves :

- 1) Home circumstances
- 2) Who's living with
- 3) Ascertaining whether the elderly has health insurance
- 4) How is the monthly income
- 5) Is there a history of illness
- 6) Family condition
- 7) Checking a special needs and additional needs
- 8) Documenting the condition of the house and surrounding conditions
- 9) Submitting survey results to the creative team for posting on social media.

After everything is fulfilled, members of the field division conducting the survey can determine the figure of the elderly whether or not they are worthy of assistance.

#### **c. Execution**

- 1) Providing the responsible reports from each region to the coordinator for funds that must be spent on elderly figures.
- 2) The coordinator requests funds to the treasurer to transfer the PIC to the execution of the elderly figure to facilitate accountability and ease the execution of the execution itself.
- 3) Shopping for basic needs, and special needs on the day of the execution

- 4) Submission of donations to elderly figures is done by members of the field division who have been informed to the group if there are other members who want to participate in the execution of execution activities. Execution is carried out in the 3rd week or 4th week in a month.
- 5) Situational. If during the survey found an elderly person who needs to get a donation on the same day as the survey day, then the donation can be made.
- 6) Documenting during execution (in the form of a photo along with the donation submission form, and a donation photo).

## ***2. The Meaning of Gratitude According to Ketimbang Ngemis Bandung Volunteers***

The meaning of gratitude in this study is divided into three categories, namely a warm feeling of appreciation, good intentions, and a tendency to act positively that can be measured in personal or transpersonal types. Ketimbang Ngemis Bandung volunteers explained that they always feel enough for what God give, the meaning of gratitude emphasizes not only the existence of God but also the conditions that have been obtained and obtained in life. Like all the abundance and goodness obtained, whether through God or through others. As well as a change in attitude toward a more positive way of life such as (1) not much complaining, (2) being grateful in living life, (3) more feeling excited in going through college and work, (4) more appreciating God's gift. It can be seen from those who have their own stories that give rise to gratitude that raises the desire to do something of the good will they get. Whether it wants to return all its conditions to God, nature, family, friends or anyone.

### ***3. Prosocial Behavior***

Prosocial behavior that carried out by Ketimbang Ngemis Bandung volunteers is by giving donations, carrying out rice sharing programs, distributing Eid al-Fitr packages, checking the physical health of the elderly, and selling used clothing, that proceeds of which are donated to elderly figures. The donation distribution phase begins with, first conducting a phase one survey, which seeks information submitted to the field division, secondly, conducting a phase two survey that looks at the condition of the house of a elderly figure. Third, the execution stage or provide assistance if the elderly figure is indeed declared worthy of assistance. Helping behavior performed by members of the Ketimbang Ngemis Bandung is seen when they always work together both outside and inside the division. Their altruistic behavior is seen when they can turn their attention to the welfare of others without paying attention to themselves. Cooperative behavior or one of the forms of cooperation carried out by Ketimbang Ngemis Bandung Volunteers, namely participating in group completion, acceptance of group assignments in an effort to achieve common goals, performing assigned tasks with full responsibility so that group goals are achieved.

### ***4. Implementation of Gratitude in Prosocial Behavior***

The implementation of Ketimbang Ngemis Bandung volunteer gratitude can be seen from the way they feel the blessings that God has given. Such as, always say thank you to God and to those who have helped them. Their gratitude can be channeled through the distribution of donations, such as conducting surveys stage one, stage two, and executions. Helping activities especially voluntary activities such as those carried out by the KNB can provide greater opportunities to see and be directly involved in the lives of the people they help, so that they can be used to compare their situation with those of the people they help, which are called social comparisons. There are two types of social comparisons namely upward social comparison, where the comparison is a person who is believed to have the ability or a better condition than himself. And down social comparison, which is comparing himself with people who are believed to have abilities and circumstances worse than him. According to Emmons, there are two stages in gratitude (1) acknowledgment, namely acknowledging the goodness that exists in his life, and thinking that his life is good and has the elements to make it

worth living, (2) recognizing, namely recognizing that the source of good comes from outside himself, so the object of gratitude or gratitude is directed at things outside of himself like others, God, even to animals (Robert. A, n.d.) .

When KNB volunteers carry out their voluntary activities, at that moment an event occurs where the person compares their situation with the people they help. From this comparison, individuals will enter the recognition stage, because prosocial behavior will lead to positive emotions. As revealed by KNB members in the interview session that had been conducted including, "feeling happy because they have the opportunity to still be able to share, help, and be given a place to help people and appreciate the elderly who still sell." After the individual is aware of the goodness in his life, at the acknowledgment stage, then the individual enters into the next stage of recognition. Individuals recognize that goodness comes from outside themselves, for example to God, which is manifested in thanksgiving such as saying hamdallah or saying thank you.

Eventually, gratitude will give positive change to every volunteer. Emmons revealed that with gratitude will create a better life and see that there is always a good intention behind all the events that happen to yourself and others. Therefore, gratitude can make someone look at his life more positively (Robert. A, n.d.). Because gratitude is a feeling that develops into an attitude, good moral character, habits, personality traits, and ultimately will affect someone responding or reacting to something or situation. The statement was reinforced by the results of the interview at the beginning of this study, namely a change in a more positive attitude in living life such as (1) not much complaining, (2) being thankful in living life, (3) more feeling excited in undergoing college, (4) more appreciating gift of God. In other words, gratitude is a pleasant experience that is usually associated with satisfaction, happiness, and hope. Spreading of the responsibilities of KNB members is caused by several factors. As in the results of interviews conducted with community committee members said that "The directing of human resources at the KNB when going to do activities is not binding, meaning that KNB members were free to choose to follow or not participate in activities organized by the KNB." When interviewed several KNB members also said the same thing "When they are faced with two activities simultaneously, which are just as important as for example : exams, practicum, work, lectures that cannot be abandoned, they will see in advance whether there are already many people participating or not, if there are many who help then they prefer to do activities outside the KNB or prefer to help directly, such as participating their ideas to launch KNB activities." So it can provide greater opportunities for KNB members not to help directly.

Based on interviews with KNB management, they explained that "each of the fields in KNB activities already had their own experts so that experts were expected to be prioritized to carry out activities, plus most KNB members also joined other organizations outside the KNB. That is why KNB members only focus on their respective responsibilities."

The implementation of gratitude is also not based on gender differences. According to Peterson and Seligman to feel grateful the most important thing is a broad view of life that is the ability to perceive the elements in life and perceive life as a gift. In addition, another thing that is not less important in creating gratitude is the capacity for reflection, reflection, and the ability to enjoy positive experiences (R. A, 2000).

### 3. CONCLUSION

Based on the results of research and discussion that has been done, it can be concluded that the implementation of gratitude with prosocial behavior in Ketimbang Ngemis Bandung volunteers can be divided into three points :

1. The meaning of gratitude according to member of the Ketimbang Ngemis Bandung is to recognize that all goodness comes from outside himself, so they direct their gratitude towards

God or other people. As well as a change in attitude toward a more positive way of life such as (1) not much complaining, (2) being grateful in living life, (3) more feeling excited in going through college and work, (4) more appreciating God's gift.

2. Prosocial behavior carried out by Ketimbang Ngemis Bandung volunteers is to make donations, carry out rice sharing programs, share Eid parcel, care for health with the elderly, and sell used clothes whose results are donated to elderly figure. The donation distribution phase begins with, first conducting a survey stage one, which seeks information submitted to the field division. Secondly, survey stage two, which is to look at the condition of the house of a noble figure. Third, the stage of execution or provide assistance if the elderly figure is indeed declared worthy of assistance. Helping behavior carried out by members of the Ketimbang Ngemis Bandung was seen when they always collaborated both outside and inside the division. Their altruistic behavior is seen when they can turn their attention to the welfare of others without paying attention to themselves. Cooperation behavior or one of the forms of cooperation carried out by Ketimbang Ngemis Bandung volunteers, namely participating in group completion, the acceptance of group assignments in an effort to achieve a common goal, performing tasks assigned with full responsibility so that group goals are achieved.
3. The implementation of gratitude for the Ketimbang Ngemis Bandung volunteers is channeled through the distribution of donations, such as conducting a first-phase survey, second-stage survey, and execution, so that donations can be distributed to the right people.

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