



## **Analysis Of The Forgiveness Ability of Middle-Aged Women Who Are Infrastructure and Facilities Management Officers (PPSU ) DKI Jakarta**

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### **Abstract**

Working as a janitor for a woman in Jakarta presents quite a challenge. This is compounded by the fact that the people of DKI Jakarta's awareness of disposing of waste properly is still far from the target. Such conditions give rise to feelings of anger, disappointment, and hurt that are sometimes difficult to forgive. This study aims to analyze the forgiveness ability of middle-aged women, the officers of infrastructure and facilities management (PPSU) in DKI Jakarta. The research method is descriptive quantitative. The data collection technique uses convenience. The research subjects were 329 middle-aged women who were officers for infrastructure and facilities management in the East Jakarta area. The results show that the average ability of janitors to forgive is not yet at a high level. Of the three aspects measured, namely the desire to maintain distance for a while (53%), the desire for revenge with a rational mindset (61%), and the desire to do good, which is relatively moderate (52%). In this case, the low and medium categories are based on the average figures.

**Keywords:** forgiveness, women, middle – aged, maintain distance, the desire for revenge

