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Quality of Drug Rehabilitation Services in Lembaga Peduli Anak Bangsa Samarinda

Nur Asiza^{1a*}, Sumarni^{1b}, Suwanto^{1c}

¹ Department of Health Administration ITKes Wiyata Husada Samarinda, Indonesia

^a nurasizah@itkeswhs.ac.id

^b sumarni@itkeswhs.ac.id

^c wantograhaindah@gmail.com

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ABSTRACT / ABSTRAK

Indonesia is no longer a transit country, but an area known as a potential drug dealer, even today Indonesia is considered a user of ecstasy. The purpose of the study was to look at the quality of drug rehabilitation services at the Samarinda Institute for Caring for the Nation's Children. This type of research is quantitative research with a cross-sectional study approach. The population and sample were all members/rehabilitation patients of the Samarinda City Nation Children's Care Institute, which numbered 32 people. The quality of narcotics rehabilitation services at the nation's children's care institutions is quite good because the supervision and improvement of service quality are also supervised by the National Narcotics Agency so that it can be consistent in its services.

*Corresponding Author:

Nur Asiza,
Department of Health Administration ITKes Wiyata Husada Samarinda
Jln. Kadrie Oening 77, Samarinda, Indonesia.
Email: nurasizah@itkeswhs.ac.id

1. INTRODUCTION

Today's society has been modern, the direction of change of which is very complex as a result of technological developments, mechanisms, industrialization and urbanization, gives rise to many social problems. Then trying to adapt or adapt to a very complex modern society is not easy. The difficulty of adjusting and adapting causes a lot of balance, confusion, anxiety and conflict, both external and internal conflicts that are open, of a hidden and closed nature. As a result, human beings develop deviant behavior, do what is desired for personal gain and gain, then interfere with and harm the other party.

Modern society, which is very complex as a result of technological developments, mechanisms, industrialization and urbanization, poses many social problems. Then trying to adapt or adapt to a very complex modern society is not easy. The difficulty of adjusting and adjusting causes a lot of balance, confusion, anxiety and conflict, both external and internal conflicts open in a hidden and closed nature. As a result, human beings develop deviant behavior, do what is desired for personal gain and gain, then interfere with and harm the other party.

Currently, Indonesia is no longer a transit country, but an area known as a potential drug dealer, even today Indonesia is considered a user of ecstasy. It is possible that drug addiction not only affects the individual, but also negatively affects social disorders. Generally the victims of drug addicts are teenagers, one of the most feared in social life inflicting harm on the group of teenagers who are very curious about the threat of self-harm after trial and error. It starts with curious behaviors that cause adolescents to experience addiction and also that conclude that drugs are an escape or a form of protest from parents. These dependent adolescents need rehabilitation in order to return to their environment as productive teenagers who become the successors of the nation's next generation.

When it comes to nation and state, Indonesia is the place where illegal drugs are easiest to reach. The government must address this problem because it can threaten the next generation of the nation and especially the fate of the nation in the hands of the youth oleh therefore, the government must make laws and regulations related to narcotics and psychotropics that will narrow the space for narcotics circulation to move. The purpose of the law is to govern life in peace. Basically, humans live in harmony in a society that interacts with each other between groups.

Drug trafficking in adolescents in Indonesia is a major problem that is happening right now. Teenagers in Indonesia are particularly vulnerable to being affected and involved in drug activities due to the large number of offers and pressures from the surrounding environment. Consequently, many teenagers experience health and social problems, some even fall into crime and the way down. Governments and communities should work together to reduce drug trafficking and provide education and assistance to adolescents so that they do not fall into the dangers of drugs.

Prevention efforts that can be carried out to prevent the circulation of narcotics in adolescents include (1) Education and sensibilization: providing information and understanding about the dangers of drugs in adolescents through formal and non-formal education. (2) Rehabilitation programs: providing assistance and support for adolescents involved in drugs to restore their physical and mental condition, (3) Legal outreach: socializing the law and threats to drug offenders and users so that they understand the consequences of their actions (4) Increased supervision: improving supervision and

preventive action through increased coordination and cooperation between relevant agencies, (4) Law enforcement: provide strict sanctions for drug abusers and sellers, thereby preventing the spread of drugs to adolescents. By paying attention to and implementing these efforts, it is hoped that it can reduce drug trafficking in adolescents and help form a healthy and qualified young generation.

Drug-free institutions are based on non-profit organizations engaged in Social and Health in preventive, promotive and rehabilitative efforts to use narcotics in adolescents. The institution, which was established in 2010, is a joint action of the same concern regarding the emergency circulation of narcotics in adolescents. Based on data from the Ministry of Communication and Informatics in 2021, it can be seen that 15-35 year olds use drugs, 82% users, 7.1% traders, and 31% couriers.

2. MATERIALS AND METHOD

This type of research is quantitative research with a cross-sectional study approach. The population and sample were all members/rehabilitation patients of the Samarinda City Nation Children's Care Institute, which numbered 32 people. Data collection used research questionnaires distributed to respondents. Data analysis uses descriptive analysis to explain the quality of Narcotics Rehabilitation services in the institution caring for the nation's children in Samarinda City.

3. RESULTS AND DISCUSSION

a. Characteristics of Respondents

Table 1. Characteristics of Respondents of Rehabilitation Patients Caring for Children of the Nation in Samarinda City

Characteristics of Respondents	Sum	
	n	%
Gender		
Male	32	100
Female	0	0
Total	32	100
Age		
15-20 Year	27	84
21-25 Year	5	16
Total	32	100
Education		
Primary School	14	43,75
Junior High School	11	34
High School	7	22
Total	32	100

Based on the table above, it is known that all rehabilitation patients are male (100%) with an average age of 15-20 years with varying levels of education ranging from

elementary school (43.7%), junior high school (34%), and high school (22%). The table above also tells that the potential for narcotics circulation is vulnerable among adolescents, especially adolescent boys. In addition, a low level of education also has potential in the use of narcotics in adolescents, this is certainly in line with research conducted by Amanda, M. P., Humaedi, S., & Santoso, M. B. (2017) Education level has the potential to participate in narcotics circulation.

b. Quality of Rehabilitation Services

Table 2. Quality of Drug Rehabilitation Services at the Samarinda Nation's Children's Care Institute

Quality of Service	Sum	
	n	%
Reliability		
Enough	23	72
Less	9	28
Total	32	100
Responsive		
Enough	20	63
Less	12	38
Total	32	100
Security		
Enough	29	91
Less	3	9
Total	32	100
Ease		
Enough	32	100
Less	0	0
Total	32	100
Desire		
Enough	24	75
Less	8	25
Total	32	100
Certainty		
Enough	26	81
Less	6	19
Total	32	100
Satisfaction		
Enough	30	94
Less	2	6
Total	32	100

Based on the results of the research above, the quality of Rahabilitasi services can be considered quite good as measured through 7 criteria conveyed by Philip Kotler about service quality. Lemabaga cares about the nation which is based on humanitarian principles managing the Community Component Rehabilitation Institute

on the basis of Cooperation under the supervision of the Nasinal Narcotics Agency of the Republic of Indonesia. The integrated rehabilitation service efforts certainly have service quality standards that support the rehabilitation process such as a clear structure through the vision and program of the Institute that applies the cultural values of humanitarian/social institutions towards improving human development through efforts to prevent the use and illicit circulation of narcotics.

The quality of service through reliability is carried out quite well (72%) through the reliability of the program and consistency in rehabilitation efforts and the improvement of the results to be achieved so that patients can escape the snare of narcotics consumption. The quality of service is also seen from the speed (63%) which in this case the speed or responsiveness of the counselor or facilitator in the institution is quick to respond to complaints inpatient rehabilitation efforts, the quality of service is also measured through patient safety rehabilitation because this community institution provides a sense of security and appropriate shade through efforts to increase understanding of narcotics snares even through positive activities in order to have a good impact on community.

The quality of rehabilitation patient services is also measured through ease (100%) as evidenced by easy access for patients to access rehabilitation locations so that distance and accessibility constraints are not obstacles to counseling and so on. The quality of service is also measured through willingness (75%), certainty (81%), and satisfaction (94%) which are each an accumulation of patient satisfaction with good service quality through counselors, facilitators who are friendly, responsive, empathetic and able to educate each patient well.

The quality of good service certainly comes from a good work ecosystem where the orientation of the organization is based on the goal in this case the institution cares about the nation's son as a social institution of the community seeks to build an ecosystem in an effort to increase moral development and health for the nation's children. In line with the research of Hidayat, T., & Wirananda, H. A. (2020) empathy or communication of a health counselor will have an impact on the image in the quality of service and the acceptance of rehabilitation patients in receiving input.

The purpose of rehabilitation is basically to change a person's behavior for the better, the challenge is quite difficult because dependence on narcotics certainly has a fairly heavy phase. The counselor as a facilitator in escorting rehabilitation patients must have skills in this case the services provided must certainly provide excellent service. Research conducted by Ridho, M.H (2018) rehabilitation counselors not only provide physical rehabilitation services but are able to dive into the spiritual or spiritual side of patients in order to change their views on the outlook on life so far.

So in this study, it was reflected that the quality of services at the nation's children's care institution is quite good in its efforts to coordinate rehabilitation patients through collaboration with the National Narcotics Agency. In addition, this community social institution also raises funds from community social funds for operations without having to reduce the quality of service. Counselors from the Institute also through training in this regard to interact with various psychological conditions of rehabilitation patients in the Institution so that the patient feels safe, comfortable, controlled in the rehabilitation process.

4. CONCLUSION

The quality of narcotics rehabilitation services at the nation's children's care institutions is quite good because the supervision and improvement of service quality are

also supervised by the National Narcotics Agency so that it can be consistent in its services. The recommendations given are in an effort to prevent and control the illicit circulation of narcotics in Indonesia, the nation's children's care institutions not only focus on rehabilitation services but need to increase the intensity of prevention to adolescents who are potential illicit narcotics circulation.

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