

**Original Research Article**  
**Analysis of Rehabilitation Services for Addicts and Victims  
of Drug Abuse Quality at the National Narcotics Agency of  
North Sumatra Province, Indonesia**

**Abstract**

The problem of drug abuse is always increasing from year to year. The number of narcotics addicts continues to increase, so it really requires an effort to overcome drugs by involving the relevant government sector and all components of society, namely rehabilitation as an effort to recover from drug abuse. The National Narcotics Agency for North Sumatra Province (BNNP-SU) has not gone well in implementing rehabilitation because there are no supporting facilities. The purpose of this study was to see how the quality of rehabilitation services provided by the North Sumatra National Narcotics Agency and the obstacles encountered in the process of implementing rehabilitation. The research method used is qualitative with the aim of obtaining an overview of North Sumatra National Narcotics Agency services using data collection techniques, namely observation, interviews, and documentation. The theory of Zeithaml, et al (Hardiyansyah, 2011), quality services can be realized with five indicators, namely Tangible, Reliability, Responsiveness, Assurance and Emphaty. The results of this study indicate that rehabilitation services at the North Sumatra BNNP have not gone well because there are still several obstacles encountered in terms of tangibles, namely the lack of rooms for special counseling, patients and parents of patients who are not committed and care less, officers who have not used the tools counseling tools in the consultation process and also the supervision function which is still lacking and in terms of Reliability, namely service workers who have not used rehabilitation tools in the counseling process.

**Keywords:** Quality, Drug Rehabilitation Service, Standar Operating Procedure

**INTRODUCTION**

Problems related to narcotics and illegal drugs (drugs) are serious matters that cannot be underestimated and are the government's priority in overcoming them. The rampant drug trade and its rapid spread means that the number of drug addicts is increasing every day. Law Number 35 of 2009 article 1 paragraph 1 concerning Narcotics states that what is meant by Narcotics are substances or drugs derived from plants and non-plants, both synthetic and semi-synthetic, which can cause a decrease or change in consciousness, loss of taste, reduce to relieve pain, and can lead to dependence. Narcotics and psychotropics are drugs or substances that are useful in the fields of medicine, health services and scientific development, but on the other hand they can cause dependence which will be detrimental if they are not used without strict and thorough supervision.

The impact of drugs on a person's psyche include; can cause mental depression, cause severe/ psychotic mental disorders, cause crime, violence. Thus, an aggressive component effort is needed in the three main dimensions of its completion, including; prevention, rehabilitation, and law enforcement. Therefore, an institution tasked with preventing and eradicating narcotics was formed, namely the National Narcotics Agency on the legal basis of Law Number 35 of 2009 concerning Narcotics.

The National Narcotics Agency is a non-ministerial government agency positioned under the President through coordination with the head of the Indonesian National Police. The National Narcotics Agency has the task of implementing national policies regarding the prevention and eradication of the abuse and illicit traffic of Narcotics and Drug Precursors as well as improving medical rehabilitation and social rehabilitation institutions for narcotics addicts in order to optimize their performance. The National Narcotics Agency has representatives in each province and district/city (Daeng & Yusuf, 2021; Pertasari et al., 2023; Zhimin et al., 2001)

Narcotics users or addicts according to law as perpetrators of narcotics crimes are with the provisions of the Narcotics Law which regulate prison sentences given to perpetrators of narcotics abuse. Then on the other hand it can be said that according to the Narcotics Law, the narcotics

addict is a victim is shown by the provision that narcotics addicts can be sentenced to rehabilitation.

For this reason, rehabilitation exists to protect addicts and victims of narcotics abuse by giving them the opportunity to recover and resume their lives in society. Rehabilitation is a way that is considered to humanize humans. Where at this time punishment was not only considered as a response and created a deterrent effect, but punishment had to provide other benefits for suspects and defendants (BUANA et al., 2022; Hadiansyah & Rochaeti, 2022; Pitayanti & Hartono, 2020).

Normatively, rehabilitation is regulated in Article 54 of the Law of the Republic of Indonesia Number 35 of 2009 concerning Narcotics, following up on this matter, the Supreme Court Circular Letter (SEMA) was issued Number 4 of 2010 concerning Placement of abusers, victims of abusers in Medical and Social Institutions, to strengthen this, the government also issued Government Regulation (PP) Number 25 of 2011 concerning the implementation of mandatory reporting of Narcotics Addicts to obtain therapy and rehabilitation services

Article 54 of Law Number 35 of 2009 concerning Narcotics states that: Narcotics addicts and victims of narcotics abuse are required to undergo medical rehabilitation and social rehabilitation. Article 1 point 16 of Law Number 35 of 2009 states that: Medical rehabilitation is a process of integrated treatment activities to free addicts from narcotics dependence. Article 1 point 17 of Law Number 35 of 2009 states that: Social rehabilitation is an integrated process of recovery activities, physically, mentally and socially, so that former narcotics addicts can return to carrying out social functions in community life.

Rehabilitation of narcotics addicts is a process of treatment to free addicts from dependence, and the period of undergoing rehabilitation is counted as a period of serving a sentence. The medical and social rehabilitation that drug addicts have to undergo is expected to make them healthy, productive, free from criminal acts, and avoid dependence on narcotics. Rehabilitation of narcotics addicts and abusers is also a form of social protection that integrates narcotics addicts into social order so that they do not abuse narcotics (Lieberman, 1967; Schechter, 1980; Stephens & Cottrell, 1972).

The National Narcotics Agency of the Republic of Indonesia Reveals that North Sumatra is the region with the most drug cases and suspects in the first quarter of 2021 with a total of 2,049 cases and 2,661 suspects.

**Table 1. Drug Suspect Case**

<b>Cases</b>	<b>Suspect</b>
North Sumatra 2.049 Cases	North Sumatra 2.661 Suspects
East Java 1.910 Cases	East Java 2.364 Suspects
DKI Jakarta 964 Cases	DKI Jakarta 1.135 Suspects
West Java 672 Cases	Riau 876 Suspects
Center Java 661 Cases	Lampung 858 Suspects

**Sources: Polri and BNN 2021**

One of the functions of the National Narcotics Agency for North Sumatra Province is to rehabilitate narcotics addicts. The National Narcotics Agency for North Sumatra Province has a clinic to help recover drug abusers or addicts by means of outpatient rehabilitation. The outpatient rehabilitation team involves doctors and trained nurses. The standard operating procedure performed is an assessment by the medical team to determine the degree of severity (narcotics addiction and possible illnesses) and a rehabilitation therapy plan for the client. After

an assessment is carried out, then the drug abuser or addict undergoes rehabilitation (Valentina et al., 2017).

The quality of rehabilitation services is very important. Because there are still many drug abusers who do not want to be rehabilitated. Reluctance and ignorance of society is one of the problems in the implementation of rehabilitation while most addicts are in society. The community has always closed themselves off from the rehabilitation process because the growing issue is that narcotics addicts will be arrested. Even though narcotics addicts are required to carry out rehabilitation based on Perka BNN Number 11 of 2014 concerning Procedures for Handling Suspects and/or Accused Narcotics Addicts and Victims of Narcotics Abuse into Rehabilitation Institutions. If these drug abusers are not rehabilitated, it can cause the younger generation of Indonesia who have fallen into the shackles of narcotics to never recover, which causes their future to be bleak.

Based on previous research from (Hardiyansyah, 2011), states that rehabilitation has not been running effectively because there are no supporting facilities. Meanwhile, according to previous research from (Firdaus, 2020) there are still obstacles to rehabilitation in several aspects, namely human resources, targeting accuracy, rehabilitation system and institutions.

BNNP SUMUT is also still limited in the quantity and quality of rehabilitation services. Where currently employees in the Rehabilitation Section of the BNNP SUMUT have dual positions in carrying out rehabilitation services, for example doctors, doctors taking over as counselors to provide counseling to patients/residents. In terms of facilities and infrastructure, the implementation of counseling should have a special room for counseling, but currently at the North Sumatra National Narcotics Agency the implementation of counseling is still carried out in the North Sumatra BNNP Primary Clinic room. In essence, the National Narcotics Agency has the duties and functions of preventing the abuse of narcotics, eradicating the illicit circulation of narcotics, and rehabilitating narcotics abusers. Eradication actions must be able to run in synergy and mutually sustainable.

The previous research that is relevant to this research used by the authors include: Neli Sa'adah (2020), the results of this study Based on the results of the research it can be concluded that: The results of this research are that the implementation of rehabilitation for drug addicts and abusers at the National Narcotics Agency of Aceh Province has not been running effectively (Sa'adah, 2020). It can be seen from the failure to achieve one of the sub-indicators that measure the effectiveness of rehabilitation services, namely sub-facilities and infrastructure, BNNP Aceh does not have the means to place participants who wish to undergo rehabilitation but rather outpatient rehabilitation.

(Haerana, 2019), the results of his research stated that the South Sulawesi BNNP had succeeded in carrying out a program to intensify the mandatory reporting of narcotics addicts, this was shown in the performance achievement of 435% because the number of mandatory reports exceeded the previously set target. Medical rehabilitation and social rehabilitation services have been successfully implemented, this can be seen in the increasing number of abusers being rehabilitated. Insan Firdaus (2020), the results of his research stated that in general the correctional UPT had carried out narcotics rehabilitation in accordance with the implementation guidelines, however, there were still obstacles in several aspects, namely human resources, target accuracy, rehabilitation system and institutions (Firdaus, 2020).

Efforts to optimize narcotics rehabilitation at the Correctional UPT include institutional strengthening, human resources, and the rehabilitation system. Therefore the Directorate General of Corrections must make several efforts, namely revising the guidelines for implementing narcotics rehabilitation, increasing cooperation with other agencies and restructuring the organization of the UPT Corrections. (Sukoco & Adnan, 2017), the results show that the strategy for preventing, eradicating and rehabilitating drug abusers among students and students in the city of Semarang designed by the Central Java BNNP did not fully work as expected, so it has not been able to significantly reduce cases of drug abuse based on SWOT analysis. This can be explained in more detail. And because of that, the government's role in protecting its citizens from the dangers of drugs must be further enhanced through optimizing the BNN's functions, perfecting the P4GN strategy, and empowering the community, especially young people who are the

successors of the nation's generation, so that the noble ideals of a drug-free Indonesia can be achieved.

Nurdin Bakhri and Bamawi (2017), the results of his research show that the implementation of rehabilitation through da'wah at BNN Aceh Province, there are activities that are given, namely participating in religious studies learning activities, listening to spiritual teachings (religious lectures), praying in congregation, reading the Qur'an or short letters, and pray together every Monday after God willing (Bakri & Barmawi, 2017). The tasks of rehabilitation counselors through da'wah are: Teaching Islamic religious knowledge to patients, forming a strong Muslim personality, re-instilling the spirit of faith and piety in the soul, educating patients to practice religion, instilling Islamic values through an individual approach, teaching or provide practices that can awaken drug addicts from their bad habit of consuming drugs. Obstacles faced by the BNNP Aceh in the rehabilitation of drug addicts are the lack of staff in dealing with victims, the large number of victims of narcotics abuse and no longer accepting victims of narcotics abuse in society.

Based on the context of the problem, the purpose of this study was to determine the quality of rehabilitation services for addicts and victims of drug abuse at the BNNP of North Sumatra and the obstacles in the process of implementing rehabilitation for addicts and victims of drug abuse at the BNNP of North Sumatra.

## **RESEARCH METHOD**

This research is a research that uses qualitative research methods with a descriptive approach. Qualitative research methods are often called naturalistic research methods because the research is carried out in natural conditions (natural settings); also called the ethnographic method, because initially this method was more widely used for research in the field of cultural anthropology; referred to as a qualitative method, because the data collected and the analysis is more qualitative in nature. is research that intends to understand the phenomenon of what is experienced by research subjects by means of descriptions in the form of words and language (Sugiyono, 2017). Meanwhile, Bogdan and Taylor (1975) in (Moleong, 2016), said qualitative research was in the form of written or spoken words from people and observed behavior. Because the data obtained are in the form of words and behavior, the researcher uses a type of research that uses descriptive research. Reasons for research using qualitative methods and descriptive approaches, namely researchers in their research using words to describe, summarize various conditions, and situations to understand phenomena regarding the subject and object of the researcher. As for the research location, namely the National Narcotics Agency of North Sumatra Province Jl. Willem Iskandar Pasar V Barat I No I A Medan

Informants are people who are used to provide information about the situation and background conditions of the research (Moleong, 2016). The informants in this study were chosen because they know the most or are directly involved (Sugiyono, 2017), while those who became research informants, namely key informants, are experts who really understand and can provide explanations on various matters related to research and are not limited to the area of residence, community leaders and academics (Sugiyono, 2017). So in helping researchers who know various basic information needed for research, while those who are key informants in this study are Rehabilitation Patients namely, Paulus, Ahmad Fauzi, Christopher & Ilham (Sugiyono, 2017), then as people who are directly involved in interactions with the person you want to research. Because the main informant in this study is dr. Ginting Tribe, M.Kes as Rehabilitation Coordinator of BNNP North Sumatra, and Additional Informants, namely anyone found in the research area who is suspected of being able to provide information about the problem under study. (Sugiyono, 2017) Additional research informants are people who can provide additional information as support for research discussions. The additional informants in this study were the Medical Team and Addiction Counselors. The additional informants in this study were dr. Yusuf Wibosono as the Medical Team, Ms. Cindy Lydia Ivana S.KM and dr. Laniah Lubis as Adiks Counselor.

The data collection technique is the main step of the research, because the main goal of the research is to obtain data (Sugiyono, 2017), while the data collection technique, namely the first observation, is an observation technique of collecting data that goes directly to the field by

observing existing and occurring phenomena. (Sugiyono, 2017), aims to obtain data obtained from observing what happened during the research process. The second interview, according to Esterberg (2002) in (Sugiyono, 2017) defines an interview as a meeting of two people to exchange information and ideas through question and answer, so that meaning can be constructed in a particular topic, where the interview aims to gather information from the informant with the intention of understand more deeply about the quality of rehabilitation services for drug addicts and the obstacles they face. Third, Documentation is a record of events that have passed in the form of writing, drawings or monumental works from someone (Sugiyono, 2017), where this documentation aims to study and trace data that originates from information sourced from documents according to what researchers need.

In qualitative research, the data analysis technique used is clear, where data analysis is directed at answering the problem formulation or testing the hypotheses that have been formulated in the thesis(Sugiyono, 2017). First, data reduction is data reduction, which means summarizing, selecting the main points, focusing on the most important things are looking for themes and patterns (Sugiyono, 2017). In data reduction the researcher conducts analysis by selecting important things and removing unnecessary things by organizing the data so that the data does not overlap and it is easy to analyze the data. Second, the presentation of data is that the presentation of this data can be done in the form of tables, graphs, phi chard, pictograms and the like. Through presenting the data, the data is organized, arranged in a relationship pattern, so that it can be more easily understood(Sugiyono, 2017). So in presenting data researchers use the form of tables, charts or flowcharts and the like to describe briefly and facilitate research in understanding what is happening and what researchers should do. The three conclusion drawers in qualitative research may be able to answer the formulation of the problem that was formulated from the start, but maybe not, because as has been stated that the problem or problem formulation is temporary and can develop after research is in the field (Sugiyono, 2017). Researchers carry out a process of drawing conclusions is an important part of research activities, is the conclusion of the study. The process of drawing conclusions intends to analyze by looking for meaning from existing data to draw conclusions.

## **RESULT AND DISCUSSION**

### **Quality of Rehabilitation Services for Addicts and Victims of Drug Abuse**

To find out the quality of rehabilitation services at the North Sumatra National Narcotics Board at this time, researchers chose to use the 5 dimensions of service quality proposed by zeithaml et al 1990 in (Hardiyansyah, 2011), namely Tangible (Physical Evidence), Reability (Reliability), Responsiveness (Responsiveness) , Assurance (Guarantee), and Empaty (Empathy).

**Tangible Dimension (Physical Form)**, Can be measured from four indicators, the first is the procurement of facilities and infrastructure, namely the existing facilities and infrastructure at the BNNP of North Sumatra, it is necessary to add other facilities and infrastructure to support rehabilitation services. Second, the comfortable place to perform services, namely the counseling room does not yet support the service process because the counseling room should be separate so that patients can freely express what is in their hearts. While currently at the BNNP North Sumatra the counseling is still being carried out at the clinic at the BNNP North Sumatra. Third, ease in the service process, namely the service process has been going well because fulfilling the requirements for carrying out rehabilitation is quite easy and straightforward. Fourth, the discipline of officers in carrying out the service process, that is, it has been going well where the officers have arrived on time. So that from the results of interviews in the Physical Form (Tangible) section, it can be concluded that it has not gone well, because there are still obstacles encountered, namely the need for additional facilities and infrastructure such as counseling rooms which are still not available, it is hoped that in the future counseling rooms that have not available so that efforts are made to expedite and optimize services in the future.

The Reliability Dimension can be measured from three indicators, the first is the accuracy of staff in serving patients, namely, the medical team, administrative officers and also counselors who are fast, careful and also responsive in carrying out their respective duties in providing services to patients. Second, it has clear service standards, that is, service at the North Sumatra

BNNP already refers to the SOP (Operational Service Standards) to regulate every thing that is done. Third, the ability of officers/apparatuses and expertise in using assistive devices in the service process, namely, doctors are experts in the use of rehabilitation equipment. However, there are still counselors who have not used supporting tools in carrying out their duties. So from the reliability interview, it can be concluded that in carrying out the service process, employees have provided services quickly, accurately, and responsively. And also refers to standard operating procedures (SOP). However, there are still service workers who have not used supporting tools in consultation with patients for Addicts and Victims of Drug Abuse.

**The Responsiveness Dimension can be measured from two indicators**, the first is to respond to every service user who wants to get service, that is, the service staff has given a good response to every patient who is counseling. Second, employees perform services quickly, that is, service officers are responsive in serving patients and also perform services quickly, so that patients do not have to linger in waiting for service. So from the interviews in the Responsiveness section it can be concluded that the response given by the officers was categorized as good because the officers had served politely and the service was also carried out quickly. indeed in providing good service can give satisfaction to patients or the public who receive these services. As an employee or service officer, of course, you have to understand your duties, namely as a servant and the first thing an employee must do is to respond to patients or the public without having to wait for the community to start interacting first, giving responses to anyone regardless of rank and degree.

**Assurance dimension (guarantee)**, can be measured from two indicators, the first is that officers provide timely guarantees for services, that is, have provided guarantees for the completion of rehabilitation for 8 meetings or for 2 months. But there are patients who don't come regularly so that some don't finish for 2 months. Second, officers provide guarantees for costs in services, namely, there is already a guarantee for rehabilitation costs. That rehabilitation is free of charge because it is already in the DIPA. So from the interviews in the Assurance section it can be concluded that the officers have provided as much certainty as possible about time and costs to the community or patients. But there are still obstacles to face, the obstacles do not come from service personnel but come from patients who do not come according to a predetermined schedule.

**The Empathy dimension** can be measured from three indicators, the first of which precedes the patient's interests, that is, in providing services all officers or those on duty have carried out their duties properly and put forward the patient's interests or complaints. Second, the officers serve with a friendly and polite attitude, that is, service officers are friendly in serving patients. Friendliness is indeed very important for an employee who provides service because it can make the recipient of the service feel satisfied. The three officers serve by respecting each customer, that is, service officers already appreciate and are good at serving service users, so that service users feel valued at the North Sumatra BNNP. So from the Empathy interview, it can be concluded that service officers are professional enough to carry out their duties, officers are also required to be friendly and polite to the public or patients and not discriminate between each patient.

### **Obstacles in the Rehabilitation Implementation Process**

Obstacles are things that can hinder the work and implementation of tasks to achieve a predetermined goal. The obstacles to implementing rehabilitation are as follows:

**There is no Counseling Room.** In terms of facilities and infrastructure, the implementation of counseling should have a special room for counseling, but currently at the North Sumatra BNNP counseling is still carried out in the North Sumatra BNNP Primary clinic room. And also the working room of the rehabilitation section. The absence of a special counseling room is one of the obstacles in the rehabilitation process. Because the implementation of counseling is not optimal for rehabilitation patients. So far, the implementation of counseling is still being carried out in clinics at the North Sumatra National Narcotics Agency and also the workspace of the rehabilitation section clearly does not support patient privacy.

**Patient. In this case, the problem is the patient.** Where patients are inconsistent in carrying out rehabilitation. There are patients who don't come at the agreed schedule, and there are also patients who don't finish the meeting until it's over. that non-committal patients are also an obstacle faced by the BNNP of North Sumatra. Because patients who are not committed make the rehabilitation process go well.

**Lack of Supervision Function, Oversight of supervision of counselors is less scheduled.** Supervision from superiors to subordinates should be scheduled. In order to be able to see how the performance of the counselor, or the difficulties faced by the counselor in treating patients. supervision function is still lacking in North Sumatra BNNP. It should be very necessary to find out all the obstacles and find solutions to the problems or obstacles encountered.

**Lack of Family Support Family support is needed in the rehabilitation process.** Because families can work together with the National Narcotics Agency in supporting patients so that they are enthusiastic about recovering. But in this case at the North Sumatra BNNP there are still families who don't care enough. Family support should be very necessary for the patient's recovery. Because the BNNP of North Sumatra only facilitates every addict to recover or recover, while support from the family has a very big influence on the recovery and recovery of rehabilitation patients

**Officers Who Lack Discipline in the Use of Rehabilitation Equipment In rehabilitation services,** they also use several tools such as screening instruments, ASSIST, urine analysis, review of prescriptions and planning changes. However, at the North Sumatra BNNP there are service officers who are not disciplined in using the tools used. Service officers actually already know how to use rehabilitation equipment, but it's just that there are service officers who are not disciplined in using them.

## **CONCLUSION**

From the results of the discussion on the quality of public services for addicts and victims of drug abuse at the National Narcotics Agency of North Sumatra Province in the Rehabilitation section, the researchers can conclude that rehabilitation services can be realized and run well if the five indicators of service can be implemented properly. At North Sumatra National Narcotics Agency, rehabilitation services are not running effectively because there are still obstacles encountered. Tangibles still need additional space to improve counseling services. Reliability, on this indicator it has gone well, there is a Standard Operating Procedure (SOP) for the rehabilitation section, the officers are careful in serving patients, in terms of using assistive devices such as computers, they are already experts, while there are still officers for counseling who have not use it. Responsiveness (Response/responsiveness), in this dimension in the implementation of rehabilitation has fulfilled several indicators including the officer has responded to each applicant who wants to be rehabilitated, the officer performs the service quickly, precisely and carefully and the officer responds or responds to every complaint from the patient . Assurance, in this dimension the implementation of rehabilitation has fulfilled several indicators, including officers who have explained about guaranteed time during the rehabilitation process. Where the specified time is 2 months, but the completion depends on the patient. And the officer has also explained about the costs that have been guaranteed by the government. Empathy, in this dimension the implementation of rehabilitation services has fulfilled several indicators such as prioritizing the patient's interests even though there is some office work that must be completed, because in terms of improving the quality and satisfaction of patients, officers must serve and respect the patient first, in this officer has also served with a polite and friendly attitude. The obstacles faced are counseling rooms that do not yet exist specifically, patients who are less committed, patient families who are less supportive, there is still a lack of supervision functions in terms of paying attention to counselors and all the problems that counselors face, and service workers who are not disciplined in the use of tools. rehabilitation tool.

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UNDER PEER REVIEW