

QUALITY OF SERVICE OF THE REHABILITATION SECTION AT THE PALU CITY NATIONAL NARCOTIC BOARD

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Abstract

This research aims to find out the quality of the rehabilitation section services at the Palu City National Narcotics Agency Office. The type of research used is qualitative research. The determination of informants was carried out purposefully. The types of data used are primary and interactive data from Miles and Huberman, namely data collection, data reduction, data presentation and drawing conclusions. The theory used is the theory of Parasuraman, Zeithaml and Berry in Pasolong (2007). The results of the research show that the quality of services of the Rehabilitation Section at the Palu City National Narcotics Agency Office cannot be said to be effective so that the output produced is not optimal and in accordance with the quality of public services. Despite the many obstacles and problems that occur when providing services to the community regarding the provision of services in the rehabilitation section at the Palu City National Narcotics Agency Office. There is a need to increase the provision of services to the community, especially in terms of rehabilitation services to people who abuse drugs, both in terms of mentoring and providing moral support to victims of drug abuse. Thus, the researchers draw the conclusion that the quality of the rehabilitation section services at the Palu City National Narcotics Agency Office is not optimal.

Keywords: Assurance, Empathy, Reliability, Responsiveness, Service Quality, Tangibles

A. INTRODUCTION

Facing the era of globalization which is full of challenges and opportunities, state officials should provide services oriented towards the needs and satisfaction of service recipients (customers/applicants), so as to increase competitiveness in providing goods and services (Bekmurodovna et al., 2021). Along with advances in technology and community demands in terms of services, public service delivery units are required to meet community expectations in making service improvements. Public services provided by government officials currently do not meet the public's hopes and desires which are conveyed through complaints, suggestions, mass media and social networks, thus having a negative impact on government services, which gives rise to public distrust of the government, especially state officials providing public services (Vinasty et al., 2024).

The enactment of Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government is expected to have a broad and positive real impact on improving services to the community. The delegation of authority from the Central Government to the Regions allows for the delivery of services using more concise bureaucratic channels and opens up opportunities for Regional Governments to innovate in providing and improving the

quality of services. This is coupled with increasingly strong demands for good and quality public service performance.

According to Law no. 25 of 2009, Public Services are activities or series in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public administrators. The government has the function of providing services to the community, and must emphasize things, namely putting the interests of the community first, simplifying community affairs, shortening the process time for implementing community affairs and providing satisfaction to the community. If the government does not pay attention to these matters, it will cause problems with the existence or existence of the government itself and does not rule out the possibility of a reaction from the public.

In the implementation of public services in the Rehabilitation Section at the Palu City National Narcotics Agency Office, there must be a balance between the growth of service users and the provision of facilities and infrastructure that support the services of the Rehabilitation Section of the Palu City National Narcotics Agency Office, including services and information for the service user community (Sentanu et al., 2024). From the results of field monitoring, there were many public complaints about the services at the Palu City National Narcotics Agency Office in the Rehabilitation Section. For example, there is a lack of infrastructure, as well as a problem that is often complained about by people who want to carry out a urine test because it is very confusing regarding administrative issues when carrying out a urine test to obtain a drug-free certificate at the Palu City National Narcotics Agency Office, inadequate facilities such as urine test equipment (Yuniati et al., 2024). It is confusing for the public whether the urine test kits are charged or not at all, as well as the lack of effectiveness of ASN/POLRI in the Palu City BNN environment so that the public is not served well. The data above comes from observations and initial interviews at the Palu City National Narcotics Agency Office (Dewi & Astuti, 2024).

The lack of adequate service support tools can damage the quality of services at the Palu City National Narcotics Agency Office. Based on the explanation above, the researcher is interested in conducting research with the title Quality of Rehabilitation Section Services at the Palu City National Narcotics Agency Office.

B. LITERATURE REVIEW

Public Service Concept

The theory of state administration teaches that state government essentially carries out two main types of functions, namely the regulatory function and the service function. The regulatory function is usually associated with the nature of the modern state as a legal state, while the service function is associated with the nature of the state as a state (Damanik et al., 2024). welfare (welfare state). Both regulatory functions and service functions concern all aspects of life and livelihood in society, nation and state, and their implementation is entrusted to certain government officials who are functionally responsible for certain areas, both functions (Sarjito, 2024).

Service in this case is closely related to providing satisfaction to customers, good quality service can also provide good satisfaction for customers, so that customers can feel that their existence is paid more attention to by the service provider. According to Moenir in his book Public Service Management in Indonesia, he said that service is the process of fulfilling needs through the direct activities of other people (Helpiastuti et al., 2024). The emphasis in the definition of service above is that the service provided involves all efforts made by a

person in order to achieve goals in order to obtain satisfaction in terms of meeting needs. Meanwhile, (Setiawati, 2021) issued a different definition in his work entitled Basics of Excellent Service, saying that a service will be formed because of the process of providing certain services from the service provider to the party being served.

Apart from that, (Setiawati, 2021) in his work entitled Basics of Excellent Service also added that a service can occur between a person and a person, a person and a group, or a group and a person, as well as people in an organization. According to Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, it is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen for goods, services and/or administrative services provided by public service providers. In terms of etymology, the word "service" is seen from the perspective of rest, so sometimes it is given the meaning of something that is of a service or service nature, to those who need that service or services. Whether provided by an agency (institution) or foundation or by groups and individuals (Qur'ani, 2024).

Implementation of Public Services

Public service activities are carried out by government agencies. Government agencies are a collective term including work units or units of people in ministries, departments, institutions, non-departmental government, secretariats of the highest and highest state institutions, and other government agencies, both central and regional, including Regional Owned Enterprises (Sahabuddin et al., 2023). The recipients of public services are the community, government agencies and legal entities. Public service activities, also known as public services, which are usually attached to government institutions are considered less able to fulfill their duties in accordance with the expectations of the community as their consumers (Afrianti, 2024). One thing that is considered to be the culprit is the form of bureaucracy, so that bureaucracy as stated by (Purwanti et al., 2025) is "Is a type of person who is intended to achieve large administrative tasks by systematically coordinating (regularly) the work of many people".

The concept of bureaucracy is not a bad concept. Bureaucratic organizations have regularity in terms of carrying out work because they have a clear division of work and position structure so that bureaucratic components have responsibility and carry out their obligations. Work implementation within bureaucratic people is regulated in mechanisms and procedures so that there are no irregularities. in achieving goals. In bureaucratic organizations, all forms of relationships are official and tiered based on the applicable structure so that they require compliance with the procedures that apply to the person. The ideal characteristics of bureaucracy according to Max Weber as quoted and translated by (Ahmad Batingi (1999) include:

- a. Unclear division of labor
- b. There is a hierarchy of positions
- c. There are consistent system settings
- d. The principle of formalistic impersonality
- e. Career based placement
- f. The principle of rationality

Quality of Public Services

Providing good service is one of the company's efforts to create satisfaction for its consumers. If consumers feel they have received good service, it means that the company or agency is able to provide good service as well. Likewise, service cannot be described objectively like a product, but rather is social interaction with subjectivity, more dependent on values, feelings and behavior. Goetsch and Davis, translated by Fandy Tjiptono (2000),

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define quality as follows: "Quality is a dynamic condition related to products, services, people, processes and the environment that meets or exceeds expectations."

According to Wyckcof and Lovelock in their book quoted and translated by Fandy Tjiptono (2000), there are two main factors that influence service quality, namely respected service and perceived service. If the service received or felt (perceived service) is as expected, then the service quality is perceived as ideal quality. Conversely, if the service received is lower than expected, then the perceived service quality is poor. Whether the service quality is good or not depends on the ability of the provider services in consistently meeting customer expectations. So quality service is not only determined by the party serving, but also the party who wants to be satisfied. And the principles of quality service according to H.A.S. Moenir (2003) includes:

- a. Processes and procedures must be established early
- b. These processes and procedures must be known by all parties involved
- c. Discipline for implementation to comply with processes and procedures
- d. Need to review processes and procedures by leadership, they can be changed at any time if necessary
- e. It is necessary to create a conducive climate for organizational culture developers to create quality service
- f. Everyone in the organization is a partner with everyone else. Nowadays marketing activities cannot be separated from the quality of service to consumers

Parasuraman, Zethaml and Berry's service quality theory in Pasolong (2007), establishes several dimensions which are believed to influence officials in providing services to the community. Therefore, to provide a clear picture of the quality of service in the Rehabilitation Section of the Palu City National Narcotics Agency, the researcher explains several theoretical aspects from Parasuraman, Zeithaml and Berry in Pasolong (2007), which consist of tangibles, reliability, responsiveness, assurance and empathy.

C. RESEARCH METHODOLOGY

The type of research used by the author in this research is qualitative with descriptive research type. Descriptive research is a type of research whose aim is to present a complete picture of a social setting or is intended for exploration and clarification of a phenomenon or social reality, by describing a number of variables relating to the problem and unit being studied among the phenomena being tested (Waruru, 2023). The main aim of researchers in conducting descriptive research is to describe situations or objects in actual fact, systematically and the characteristics of the subjects and objects are researched accurately, precisely and according to actual events. The location of this research is at the Palu City National Narcotics Agency Office. Sample according to Sugiyono in (Ramdhan, 2021). Furthermore, the selection of informants in this research was obtained by conducting interviews with employees of the Rehabilitation Section office at the Palu City National Narcotics Agency using purposive techniques, namely by selecting people who were deemed to know and be able to provide relevant information and focus on the problems to be studied (Abudssamad & Sik, 2021).

D. RESULT AND DISCUSSION

Service Quality of the Rehabilitation Section of the Palu City National Narcotics Agency

Quality of service is something that is demonstrated in a service by providing results that exceed expectations from the services provided or desired. The service that must be provided by the Palu City National Narcotics Agency are medical and non-medical rehabilitation services. These services must have quality so that people feel satisfied with the services

provided, especially to the families of victims and victims who receive rehabilitation services, where in this research the analysis of services is seen from the tangible aspect, namely physical facilitation, condition of equipment and the number of personnel/members providing services (Trisakti et al., 2023).

Reliability is the ability to provide services as seen from the reliability of employees, fast, precise and accurate in providing services. Responsiveness is the willingness to help service users and provide services sincerely, apart from that, it is also seen from the ability to serve and master the tasks in the service. Assurance or certainty, in this case the certainty of service times, the existence of mechanisms for providing rehabilitation services and the capabilities possessed by personnel/members in serving the community. As well as Empathy, namely the ability of personnel/members to communicate with the public, be friendly and polite and not be discriminatory in providing services (Ruswati et al., 2021).

Tangibles

The ability of the Palu City National Narcotics Agency, especially the Rehabilitation Section, to demonstrate its existence to external parties, in this case the applicant for rehabilitation services. The ability of the physical facilities and infrastructure of the Rehabilitation Section at the National Narcotics Agency in Palu City and the condition of the surrounding environment is clear evidence of the services provided by the government (facilities and infrastructure), the cleanliness of the offices and rooms within the working environment of the National Narcotics Agency, to see the physical condition of the Section Rehabilitation at the Palu City National Narcotics Agency (Supit & Daswati, 2024).

Based on the results of field research, it can be concluded that the cleanliness of the rooms at the Palu City National Narcotics Agency office is quite well maintained, especially in the Rehabilitation Section room. Tangible indicators regarding the cleanliness of the room at the Palu City National Narcotics Agency office, especially the rehabilitation section, are well maintained because there is a cleaning service and housekeeping staff who are tasked with cleaning the room at the Palu City National Narcotics Agency office before the morning roll call and there is awareness of each employee in the office. Palu City National Narcotics Agency itself (Ginting, 2022).

Reliability

Reliability, namely capability, is the ability of the rehabilitation services sector at the Palu City National Narcotics Agency office to provide services as promised accurately and reliably. The services provided are able to demonstrate the employee's ability to work, apart from that the service is fast, precise and accurate in providing services (Silfiah & Mufida, 2024). Based on the results of observations, the author stated that the information provided by the informants in terms of providing services to the community was carried out in an excellent and maximal manner following the SOP and for administrative costs in the case of rehabilitation services, there were no administrative costs incurred by the client/community who wanted to be rehabbed, except for the poor community. If you want to get a drug-free certificate, people need to pay an administration fee of Rp. 100,000 for the cost of replacing a urine test kit unless people bring their own urine test kit other than the one provided by the Palu City National Narcotics Agency (Aulianita, 2022).

Responsiveness

Responsiveness, namely the ability to help and provide services to the community, by being responsive or responsive to the community, apart from that, the ability to serve employees and mastery of employee duties also helps in providing optimal service to the community. Based on the results of observations in the field, the author can draw the conclusion that the responsiveness of employees in responding to people who come to the Palu City National Narcotics Agency office, especially in the Rehabilitation Section, is quite

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responsive, and the community is aware and willing to take part in the rehabilitation program, this is a sign that there is public awareness of live a healthy life and be aware that consuming drugs is something that has absolutely no benefits (Takasenserang & Sakliresi, 2016)

Assurance

Assurance or guarantee and certainty, namely the guarantee of certainty of services provided to the community, where the guarantee is given by the rehabilitation section of the Palu City National Narcotics Agency. The guarantee of certainty can be seen from the community's satisfaction with the services of the rehabilitation section. Based on the results of research in the field, the author can draw the conclusion that the public, in this case patients/clients who come to the National Narcotics Agency office in Palu City to receive services in the rehabilitation section, are satisfied with the services provided by the employees in the rehabilitation section of the National Narcotics Agency City. Hammer (Aulianita, 2022).

Empathy

Empathy namely providing sincere and individual or personal attention given by rehabilitation section employees. An empathetic attitude is needed in the service so that people feel comfortable and at home. The empathy of rehabilitation section employees can be seen from their non-discriminatory service attitude in the process of providing rehabilitation services as well as making drug-free statements to the community. Apart from that, the friendly and polite attitude given by employees towards the community/patients/clients is an important concern in providing services (Ginting, 2022).

Based on the results of field research conducted by the author, it can be concluded that employees in the rehabilitation section of the Palu City National Narcotics Agency have established good relationships with the victims' parents/community and employees in the rehabilitation section are always ready to serve the community who come well as evidenced by there is special assistance by employees for victims of drug abuse by visiting the victim's house to provide understanding regarding the various forms of rehabilitation it self.

E. CONCLUSION

From the discussion above, it can be concluded that the Quality of Rehabilitation Section Services at the Palu City National Narcotics Agency Office:

- a. Tangibles: namely, cleanliness at the Palu City National Narcotics Agency office is very well maintained because of the cleaning service and housekeeping attendants who are on duty every morning before morning roll call and after office hours are over.
- b. Reliability: namely related to the issue that the role of employees has been carried out in accordance with the SOP, while administrative problems at the National Narcotics Agency Office in Palu City need to be explained to the public and openness because there should not be a single penny spent by the public to receive services in the rehabilitation section, but the facts are The field was found to still charge a fee if you wanted to do a urine test.
- c. Responsiveness: namely the responsiveness of employees is quite good and employees are ready to provide good responses to the community at any time.
- d. Assurance: namely the satisfaction guarantee provided by rehabilitation section employees to the community is maximum so that the community feels satisfied.
- e. Emphaty: that is, the relationship between the community and the rehabilitation section employees is good and the readiness of the rehabilitation section employees has provided it quickly and responsively.

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The recommendation of this research is that the Palu City National Narcotics Agency Rehabilitation Section needs to provide a more detailed explanation to the public regarding what services require costs and there are services that do not cost anything at all. So that people do not feel confused and eliminate negative thoughts that arise in society.

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