

Analysis of Rehabilitation Services for Clients with Drug Addiction

Anndiny Anastasya Handayani¹, Siti Jaro'ah¹

¹*Faculty of Psychology, Universitas Negeri Surabaya, Surabaya, Indonesia*
anndiny.22178@mhs.unesa.ac.id; sitijaroah@unesa.ac.id

Abstract: Despite numerous efforts at rehabilitation, drug abuse remains a significant issue in Indonesia. The purpose of this study is to describe and analyze the rehabilitation services offered by Badan Narkotika Nasional (BNN) Surabaya. Through in-depth interviews, observations, and documentation studies of ten informants, who were clients and professionals, the study employed qualitative methods with a case study design. The findings indicated that the majority of BNN Surabaya's clients are methamphetamine users and that the facility only offers outpatient rehabilitation services. The rehabilitation procedure is carried out in accordance with the relevant technical guidelines and is free of charge. However, there are a number of barriers to its implementation, including sporadic client attendance, relapse risk, distance limitations and a shortage of counselors. The results of this study are related to Bandura's social cognitive theory, which highlights the significance of social influence, self-efficacy, and environmental factors in effective rehabilitation. Rehabilitation programs must focus on a thorough biopsychosocial approach in order to promote the best possible outcome for clients recovery.

Keywords: Drug, Rehabilitation Service, Addiction of Drug

1 INTRODUCTION

Drug abuse in Indonesia is still a major problem that is widespread and affects various levels of society. Although various rehabilitation efforts have been carried out by the government, especially through the Badan Narkotika Nasional (BNN), the problem of drug abuse remains a serious problem. Globally, drug abuse reaches 5,8% of the world's population, which is equivalent to 296 million people with an age range of 15-64 years. According to the results of a national survey in 2023, in Indonesia, the number of drug abuse users reached 1,73%, equivalent to 3,3 million Indonesians aged 15-64 years old. In addition, specifically, this data found a significant increase in drug users in the age range of 15-24 years old (Humas BNN, 2024). Throughout 2024, BNN, through rehabilitation services, has successfully rehabilitated 13.852 addicts from a total of 40.900 individuals who received recovery services in Indonesia (BNN, 2024). This means that there is still a large gap between the number of drug abusers and the available rehabilitation services. Continued drug use can have serious physical, psychological and social impacts. Physically, there can be neurological disorders, cardiovascular disorders, allergies, respiratory disorders, headaches, vomiting, and reproductive hormone disorders. (Damanik, 2020). Psychologically, users tend to be careless, apathetic, paranoid, aggressive, difficult to concentrate, depressed, and suicidal. Social impacts include mental disorders, antisocial behavior, becoming a burden on the family, and hampering education and future.

Drug rehabilitation still faces various challenges, such as budget constraints, lack of Kartu Indonesia Sehat (KIS) or Badan Penyelenggara Jaminan Sosial (BPJS) ownership among patients, uneven distribution of rehabilitation services, and low understanding and socialization of the obligation to report for addicts. (RI, 2023). This condition makes it difficult to access adequate rehabilitation services. This research highlights drug rehabilitation services at BNNK Surabaya because rehabilitation is an important step in the medical and social recovery of abusers, as well as an alternative to punishment for abusers under certain conditions. Evaluation is needed because the current program implementation is not up to standard, even though effective rehabilitation can improve the quality of life of abusers. The purpose of this study is to describe the implementation and analyze rehabilitation services at the BNN Surabaya.

2 MATERIALS AND METHODS

This research uses qualitative methods with a case study design, including interviews, observations and documentary research conducted at the Badan Narkotika Nasional (BNN) Surabaya. The implementation time was from February 2025 to May 2025. The instruments in this study used a predetermined interview guideline consisting of questions regarding the implementation of rehabilitation, coupled with direct observation when they convey information. Meanwhile, documentary research involved collecting data from secondary sources such as previous research and data related to the rehabilitation process in the Drug Rehabilitation Information System (SIRENA). The informants in this study involved 10 (ten) people who were directly and indirectly involved who worked at the National Narcotics Agency, including the Head of the Rehabilitation Team, Rehabilitation Team Staff and 3 (Three) clients. This research focuses on the rehabilitation service process for clients with drug addiction, starting from the assessment service to the post-rehabilitation process. Primary data was obtained from in-depth interviews with informants related to the rehabilitation process. The data was processed manually by transcribing the results of the conversation and then analyzed using the content analysis method.

3 RESULTS

A. Client Demographic

The rehabilitation program at the Surabaya City National Narcotics Agency is the responsibility of the rehabilitation team. Currently, the rehabilitation program carried out by the Surabaya City National Narcotics Agency only serves outpatient rehabilitation processes. This is due to the unavailability of adequate facilities for the outpatient rehabilitation process. The outpatient rehabilitation process at the Surabaya City BNN has served 46 clients, starting from January 2025 to May 2025. The number of clients comes from the source of TAT or volunteer results. With a distribution of varying age ranges.

Tabel 1
Client Demographic

Component	Description	Total
Source	TAT	24
	Volunteer	22
Age	<18 y.o	12
	>18 y.o	34
Gender	Male	33
	Female	13

According to data received as of May 2025, the types of substances used by Surabaya City BNN clients are 44% methamphetamine, 29% Trihexyphenidyl, 23% Marijuana, 4% Ekstacy. It can be interpreted that the majority of substances used are methamphetamine. There are several reasons behind the use of methamphetamine being the most widely used substance. In accordance with the statement of one client who also uses methamphetamine. According to him, there are several reasons why methamphetamine is widely used, including easy access to get it, excessive energy increase to maintain stamina, and a wide range of fellow users. In other words, there are many people who use methamphetamine who can be used as connections for them.

B. Rehabilitation Service Flow

In accordance with the rules written in the Technical Guidelines for the Implementation of Outpatient Rehabilitation Revised Edition 2025. The rehabilitation process must be carried out for a minimum of 6 meetings. However, for clients resulting from the Integrated Assessment Team (TAT) must carry out an outpatient rehabilitation process of at least 8 meetings. There are several stages that must be carried out during the outpatient rehabilitation process.

Rehabilitation services start from the initial admission stage, where clients register, complete files, undergo initial screening using the ASSIST instrument, and sign a service agreement and rules. Clients are also given an orientation regarding the series of activities during the rehabilitation process and undergo a urine test. Next, an initial assessment is conducted to obtain a comprehensive overview of the client's physical, psychological and social conditions. This process included a physical examination, interview using ASI, placement observation, and completion of the WHO-QoL instrument. During the rehabilitation process, regular monitoring of drug use is carried out through urine tests, both randomly and based on client progress notes.

Rehabilitation also includes medical services, such as the management of withdrawal symptoms that are tailored to the type of drug and the client's condition, as well as the treatment of physical and mental comorbidities that the client may experience simultaneously. As the core of the rehabilitation process, psychosocial interventions are also provided, including individual and group counseling, education, relapse prevention, family approaches, and crisis intervention. These services aim to strengthen motivation, improve psychological and social aspects, and support the sustainability of client recovery.

The outpatient rehabilitation process is free of charge. This proves that there is no excuse regarding the relationship between economic conditions and the recovery process. In addition, the rehabilitation process should ideally follow established standards to ensure the effectiveness and efficiency of the service. However, the methods or procedures applied must still refer to the applicable technical guidelines (Juknis).

C. Constraints and Barriers

Based on the results of interviews with the person in charge and also as a counselor of outpatient rehabilitation services at BNN Surabaya, there are a number of obstacles that often arise in its implementation, including, first, clients who are less cooperative in attending routine attendance. This makes the rehabilitation process last longer than the agreed schedule.

Second, there is a risk of slip or relapse in some clients during the outpatient rehabilitation process. Third, there are obstacles in the distance between the client's domicile and the location of BNN Surabaya. Some outpatient program clients are known to live outside the Surabaya area. This condition makes it difficult for them to attend regularly scheduled counseling sessions and urine tests. In addition to the distance constraints, the cost of transportation and the time that must be taken are also a challenge for clients. As a result, some clients show irregular attendance, which has the potential to affect the effectiveness of the rehabilitation process.

Fourth, there are still clients who cannot accept their existence at BNN Surabaya. Some of them come not because of their own desire, but because of pressure from family, workplace, or legal obligations. As a result, they tend to show resistance, are uncooperative during counseling sessions, and seem less enthusiastic about undergoing the program. Some even feel that they do not have a problem and consider their presence at BNN as a burden.

Fifth, there is still a lack of human resources who act as counselors at the BNN Surabaya. Currently, the number of clients to be handled is quite large, but the available counselors are still limited. This makes the schedule busy, and counselors have to handle several clients at once. As a result, the mentoring process is less than optimal because the time available for each client is very limited.

4 DISCUSSIONS

This service provides a humanist and non-discriminatory approach to clients, which has the aim of rehabilitating them to restore their physical and psychological conditions so that they can return to their roles in the social environment. Relationships that have been built with trust, empathy and open communication will encourage the creation of a supportive environment for clients while undergoing the rehabilitation process, and vice versa, with disharmonious relationships that can hinder or even derail the client's rehabilitation process that has been previously designed. Social dynamics have a major influence on the success or failure of the rehabilitation process. Social relations between service officers, clients, families and external parties play a very important role in creating an ecosystem that supports or hinders recovery. Social interactions created with empathy, trust, and open communication will encourage the formation of a supportive environment for clients, while problematic relationships can actually hinder the rehabilitation process that has been designed in such a way.

To examine the social dynamics in rehabilitation services, social cognition theory developed by Albert Bandura is a relevant theory. Social cognition theory emphasizes the cognitive aspect, which is how individuals - both children and adults - mentally process their social experiences. This cognitive process then plays an important role in shaping their behavior and development. (Jessica & Sumbogo, 2021).

Albert Bandura said that most of an individual's learning takes place in their environment. With the individual observing something, he can do it or choose not to do it or commonly referred to as the concept of modeling. (Khoiriyah & Thohir, 2023). In addition to the modeling concept, Bandura also mentions that behavior can also be created from one's own beliefs or commonly referred to as a sense of self-efficacy. (Herdiana & Santoso, 2024).

Albert Bandura in (Mubin et al., 2021) explains that human behavior is influenced by the reciprocal interaction between three main elements, namely the environment, the behavior itself, and the character or personality of the individual. When applied to the case of addiction, drug dependence can be seen as the result of a mutually influencing relationship between the individual's personal factors, the surrounding social environment, and behavioral habits centered on substance use. This means that addiction is a progressive biopsychosocial disorder, involving elements from both inside and outside the individual. As such, an effective intervention approach should span all three key elements, as well as target the patterns of relationships between them (Smith, 2021).

So that in the context of rehabilitation, the success of the rehabilitation process is not determined by one factor alone, but rather an integration between several aspects such as self-efficacy and the influence of the social environment such as social support from the family, or the existence of role models can foster client behavior to cooperatively participate in rehabilitation with the aim that clients can recover from substance dependence.

Research conducted by (Al-Ziadat, 2024) shows that self efficacy acts as a protective factor in preventing relapse in former drug addicts, where individuals have high confidence in their ability not to use drugs again. This research is in line with Albert Bandura's opinion that confidence in managing social situations is one of the important indicators in long-term behavior change.

Similar findings were also made by (Putra et al., 2024) which examines individuals in drug rehabilitation programs. In this study, it was found that there was an influence of self efficacy on relapse tendency in drug rehabilitation patients and had a negative influence. This means that the higher the self efficacy, the lower the relapse tendency in patients. That is, it is clear that the application of social cognition theory can increase the level of self-efficacy. In addition, according to research conducted by (Giovazolias & Themeli, 2014) Substance abuse, especially in adolescents and young adults, is influenced by a combination of personal and social factors, namely self-efficacy, social norms, and outcome expectancies. Intervention approaches that incorporate these three aspects have proven to be more effective in preventing and treating addiction.

It can be concluded that routine programs based on biological, cognitive, social and behavioral factors can be very effective in reducing relapse. This is in line with the results of research conducted by (Magill et al., 2023) which states that one of the therapies, cognitive behavioral therapy (CBT), combined with other evidence-based methods-such as Motivational Interviewing, Contingency Management, or medical treatment-has also proven to be effective compared to usual care. As this theory focuses on improving knowledge and teaching skills such as communication, decision-making, problem-solving, and self-projection. This, in turn, can lead to positive behavioral changes (Heydari et al., 2014)

Therefore, social cognition theory is a relevant foundation related to the outpatient rehabilitation process at Badan Narkotika Nasional Surabaya. Behavior change is not solely the result of individual intervention, but is formed through reciprocal behavior between individual, social, and behavioral factors themselves. In the future, the success of this outpatient program will be easier to achieve if the intervention strategy does not only focus on the individual, but focuses on all aspects that also support the formation of behavior such as the social environment.

5 CONCLUSIONS

The rehabilitation service implemented by BNN Surabaya City contributes significantly to the recovery process of drug users with a humanist and non-discriminatory approach. The process includes comprehensive assessment, medical services, and psychosocial interventions, and is conducted free of charge. However, the implementation of the service still faces various challenges, such as lack of cooperation from clients, risk of relapse, limited access due to distance and transportation costs, and the minimal number of counselors available. Based on Bandura's social cognitive theory, the success of rehabilitation is not only determined by individual interventions, but also influenced by social environmental factors, self-efficacy, and mutual interactions between individuals and their environment. Therefore, the effectiveness of rehabilitation programs can be improved with intervention strategies that include a comprehensive biopsychosocial approach.

ACKNOWLEDGEMENTS

The author would like to thank the Badan Narkotika Nasional (BNN) Surabaya for providing permission and support in conducting this research, as well as all informants who have been willing to take the time and share their experiences openly during the interview process. Gratitude is also expressed to the Faculty of Psychology, Surabaya State University for the facilities and academic guidance provided during the preparation of this article. Last but not least, the author

appreciates the contribution of colleagues and supervisors for their valuable input during the process of preparing this scientific work.

REFERENCES

- Al-Ziadat, M. A. (2024). Do social support and self-efficacy play a significant role in substance use relapse? *Health Psychology Research*, 12, 1–10. <https://doi.org/10.52965/001c.94576>
- BNN. (2024). *SIARAN PERS TAHUN 2024: PENGUATAN STRATEGI DAN AKSI KOLABORASI DALAM P4GN*.
- Damanik, R. M. (2020). *Makalah Bahaya Narkoba Bagi Generasi Muda*.
- Giovazolias, T., & Themeli, O. (2014). Social Learning Conceptualization for Substance Abuse: Implications for Therapeutic Interventions. *The European Journal of Counselling Psychology*, 3(1), 69–88. <https://doi.org/10.5964/ejcop.v3i1.23>
- Herdiana, M. F. P., & Santoso, M. B. (2024). *FENOMENA KECANDUAN GADGET PADA ANAK USIA PRA SEKOLAH SOSIAL Perilaku kecanduan anak pra-sekolah faktor lingkungan . Menurut data kementrian Penyelenggara Jasa Internet Indonesia (APJII) memiliki total jumlah penduduk sebanyak 282 riset yang dilakukan pa. 5(3)*.
- Heydari, A., Dashgart, A., & Moghadam, Z. E. (2014). The effect of Bandura's social cognitive theory implementation on addiction quitting of clients referred to addiction quitting clinics. *Iran J Nurs Midwifery Res.*, 19(1), 19–23.
- Humas BNN. (2024). *HANI 2024: Masyarakat Bergerak, Bersama Melawan Narkoba Mewujudkan Indonesia Bersinar*. BNN. <https://bnn.go.id/hani-2024-masyarakat-bergerak-bersama-melawan-narkoba-mewujudkan-indonesia-bersinar/>
- Jessica, R. ., & Sumbogo, S. . (2021). Pola Pembelajaran Penyalahgunaan Narkotika oleh Anak yang Berkonflik dengan Hukum di LPKA Tangerang. *DEVIANCE JURNAL KRIMINOLOGI*, 5(1), 86–104.
- Khoiriyah, D., & Thohir, M. (2023). Aspek sosial kognitif siswa dalam mengadaptasikan teknologi di era society 5.0. *AL MA'ARIEF : Jurnal Pendidikan Sosial Dan Budaya*, 5(2), 85–97. <https://doi.org/10.35905/almaarief.v5i2.5890>
- Magill, M., Kiluk, B. D., & Ray, L. A. (2023). Efficacy of Cognitive Behavioral Therapy for Alcohol and Other Drug Use Disorders: Is a One-Size-Fits-All Approach Appropriate? *Substance Abuse and Rehabilitation*, 14, 1–11. <https://doi.org/10.2147/SAR.S362864>
- Mubin, M. N., Ikhasan, B. M. N., & Putro, K. Z. (2021). Pendekatan Kognitif-Sosial Perspektif Albert Bandura pada Pembelajaran Pendidikan Agama Islam. *Edureligia*, 05(01), 92–103.
- Putra, F. K. V., Maputra, Y., Amenike, D., Puspasari, D., & Sarry, S. M. (2024). Pengaruh Self-Efficacy terhadap Relapse Tendency pada Pasien Rehabilitasi Narkoba BNN di Sumatera Barat The Influence of Self-Efficacy on Relapse Tendency at BNN Drugs Rehabilitation Patients in West Sumatera. *Jurnal Psibernetika*, 17(1), 1–9. <https://doi.org/10.30813/psibernetika>
- RI, H. (2023). *Penanggulangan Bahaya Narkoba Melalui Rehabilitasi*. Sekretaris Kabinet Republik Indonesia.
- Smith, M. A. (2021). Social Learning and Addiction. *Behavioural Brain Research*, 398, 112954. <https://doi.org/10.1016/j.bbr.2020.112954>