

Implementation of Psychological and Social Assessment Services for Clients of the Integrated Narcotics Assessment Team at the National Narcotics Agency of East Java Province

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Abstract: This study aims to explore the implementation of psychological and social assessment services conducted by the Integrated Assessment Team at the National Narcotics Agency of East Java Province (BNNP Jawa Timur). Utilizing a descriptive qualitative method, the research involved interviews, observations, and documentation involving three drug abuse clients. The findings reveal that substance abuse is closely related to unresolved psychosocial stressors, including family pressure, economic hardship, peer influence, and emotional instability. Clients come from a variety of psychological and social backgrounds, including varying educational levels. Therefore, researchers sought to uncover how psychological and social factors contribute to clients' drug use tendencies. The role of the Integrated Assessment Team, composed of professionals from medical, legal, psychological, and social fields, is crucial in providing objective and comprehensive recommendations. The study underscores the significance of therapeutic communication, biopsychosocial assessments, and post-rehabilitation support to ensure long-term recovery and social reintegration for clients.

Keywords: Psychological Assessment, Social Assessment, Drug Rehabilitation, Integrated Assessment Team, Biopsychosocial Approach.

1 INTRODUCTION

Drug abuse is a complex problem with multidimensional impacts on individuals, families, and society. The impact of drug abuse extends beyond the physical and mental health of individuals to social and economic dimensions, necessitating comprehensive and integrated treatment (Pramesti et al., 2022). Until now, drug abuse remains a complex social problem. In Indonesia, the drug problem remains a serious one and must be addressed immediately to prevent further casualties. According to data from the National Narcotics Agency (BNN), the prevalence of drug abuse among the Indonesian population has been increasing year after year. In 2021, approximately 1.95% of the Indonesian population was recorded as drug users, and this figure continues to show a worrying trend (Badan Narkotika Nasional, 2023).

To address drug abuse cases, the Indonesian government, through the National Narcotics Agency (BNN), implements a rehabilitative approach as an alternative to purely punitive measures. One such approach is the implementation of the Integrated Assessment Team (Tim Asesmen Terpadu/TAT), which consists of medical and legal professionals responsible for assessing whether drug users are eligible for rehabilitation or should undergo legal prosecution (Pitriani, 2025). In this assessment process, psychological and social evaluations play a vital role in determining the level of dependency, mental health condition, and social environment of the drug user (Rohmah, 2022). The National Narcotics Agency (BNN), as a government agency mandated to handle narcotics, plays a strategic role in preventing and eradicating drug abuse and illicit trafficking (P4GN), including rehabilitation programs for drug abusers. Rehabilitation is an integrated process to free addicts from drug dependence (Adhima & Oktariyanda, 2023). Effective rehabilitation programs focus not only on medical aspects but also on the psychological and social aspects of drug abusers.

Drug abuse is a problem that affects not only legal aspects but also physical, psychological, and social dimensions. Therefore, handling drug users cannot rely solely on repressive approaches such as imprisonment or punishment. Individuals involved in drug abuse often suffer from physical damage, mental disorders, and social alienation (United Nations Office on Drugs and Crime, 2023). In this context, rehabilitation becomes the appropriate approach because it focuses on the comprehensive recovery of the user's physical and psychological condition. Rehabilitation plays a crucial role in breaking the cycle of substance dependence (National Institute on Drug Abuse, 2020). Without proper intervention, drug users are at risk of relapse—returning to drug use after serving a sentence. This is often caused by internal factors such as psychological pressure and external factors like an unsupportive social environment (Marlatt & Donovan, 2005).

Rehabilitation aims to equip individuals with skills, psychological support, and social empowerment so they can rebuild their lives independently and healthily.

Besides being beneficial for individuals, rehabilitation also contributes to broader social interests. By offering recovery opportunities to drug users, the potential for drug-related crimes can be reduced. Rehabilitation also helps ease the burden on correctional institutions, which are often overcrowded with inmates involved in drug cases many of whom are users rather than dealers (Pulungan, Soponyono, & Purnomo, 2024). Therefore, rehabilitation is a key strategy in reducing recidivism and fostering a safer and more productive society. Furthermore, the rehabilitative approach aligns with human rights principles, treating drug users as individuals with the right to recover and be restored (Dharmaputra, Latif, & Shodiq, 2025). Both national and international regulations acknowledge drug users as people in need of help, not merely criminals. The state has a moral and legal responsibility to provide accessible, high-quality, and sustainable recovery services for those in need. So, the conclusion is rehabilitation efforts for drug users are not only important but essential in achieving a comprehensive drug control system. Rehabilitation serves as a bridge between individual recovery and the development of a healthier society. When drug users are successfully rehabilitated, they can return as productive members of society and make positive contributions (Virtanen et al., 2024). Therefore, strengthening the rehabilitation system must be an integral part of national drug policy in Indonesia.

Psychological and social assessments serve as the basis for determining the type and level of rehabilitation a client requires. These assessments consider not only medical aspects but also social factors such as family support, employment, and the living environment, which can influence rehabilitation success. Therefore, conducting a comprehensive and professional assessment is crucial in supporting the recovery efforts of drug abusers. The main obstacle encountered is the limited access to sensitive information. As a government agency handling narcotics-related issues, not all data and work processes are accessible to researchers. This is especially true in the integrated assessment activities and rehabilitation processes, where information related to clients and the decisions made by the assessment team is confidential and restricted to authorized personnel only. As a result, researchers can only observe parts of the process, such as general observations or documentation, without being fully involved in decision-making.

2 MATERIALS AND METHODS

This study employs a descriptive qualitative approach aimed at gaining an in-depth understanding of the implementation of psychological and social assessment services for clients of the Integrated Narcotics Assessment Team at the National Narcotics Agency of East Java Province. This approach is considered appropriate because the focus of the study is to explore the meaning, processes, and experiences of the research subjects within their natural context. According to Sugiyono (2019), qualitative research is used to examine objects in natural conditions, where the researcher serves as the key instrument and seeks to uncover meaning rather than generalize findings.

Data for this study were collected using three main techniques: in-depth interviews, observation, and documentation. In this study, the selection of subjects was carried out using purposive sampling to reach the population of narcotics users who are difficult to access. The participant criteria included individuals aged over 18 years, who had used or were currently using narcotics within the past 12 months, and who had obtained permission from the East Java National Narcotics Agency (BNNP Jatim) to be interviewed. Participants were also required to be in a stable psychological condition to ensure they could participate in the interview effectively. The participants were selected based on clients who came to BNNP Jatim to undergo assessment by the Integrated Assessment Team (TAT). This technique was chosen because it allowed the researcher to obtain three participants relevant to the research objectives, while maintaining ethical considerations, anonymity, and safety throughout the data collection process.

The interviews were conducted with three narcotics abuse clients who had undergone psychological and social assessments at BNNP East Java. These semi-structured interviews allowed for flexible and detailed exploration of clients' experiences and perceptions regarding the services they received. Additionally, non-participant observation was carried out to directly observe the integrated assessment process, particularly the interactions between the assessment team and the clients. Documentation techniques were also employed to support the data collection, utilizing relevant materials such as assessment procedures, standard operating procedures (SOP), and administrative records accessible to the researcher. Based on the results of observations and interviews that researchers have conducted with three TAT client participants at the East Java BNNP, the results obtained regarding the participants' backgrounds are as follows:

Table 1. Data of Participant

Initials	Age	Gender	Marital Status	History of Drug Use	Type of Drug Used
M	41	Male	Married	2011 but relapse from 2016 to 2025	Methamphetamine
A	26	Male	Unmarried	2024 – 2025	Methamphetamine
S	33	Male	Married	2025	Methamphetamine

Data analysis was conducted inductively through the stages of data reduction, data display, and conclusion drawing. Data reduction involved selecting and organizing relevant information from the interviews, observations, and documents. The reduced data were then presented in a structured narrative to facilitate interpretation. Conclusions were drawn based on emerging patterns and meanings, and were continually verified to ensure accuracy. To maintain data validity, this study applied triangulation techniques by comparing and confirming data from multiple sources and collection methods. Further validation was conducted through consultation with key informants from BNNP. This methodological approach is expected to provide a comprehensive and credible understanding of the implementation of psychological and social assessment services within the context of narcotics rehabilitation efforts in East Java.

3 RESULTS

Clients who are identified as narcotics users for personal purposes, exhibit signs of addiction both medically and psychosocially, have no history of acting as dealers or couriers, and for whom there is no strong evidence of involvement in a trafficking network, are generally recommended to undergo rehabilitation. This is in accordance with the provisions of the Joint Regulation of the Supreme Court, the Attorney General's Office, the Ministry of Health, the Ministry of Social Affairs, and the National Narcotics Agency (BNN) issued in 2014, which encourages a restorative approach for drug users—emphasizing recovery rather than punishment.

Rehabilitation may take the form of medical rehabilitation at healthcare facilities or social rehabilitation at designated institutions. On the other hand, clients who are assessed as not having a dependency or who have used drugs only incidentally, but are found to be involved in drug distribution activities—such as acting as couriers, dealers, or storing large quantities of narcotics exceeding personal use limits—are more likely to be directed to legal prosecution. The final determination is made during an official session of the Integrated Assessment Team, which thoroughly reviews all medical, legal, and social aspects in order to provide the most appropriate and proportionate recommendation for each individual client.

Based on the interview results, the first client, referred to as M, is a 41-year-old married man with two children who has a long and complex history of psychoactive substance use. He began smoking after graduating from school, started consuming alcohol in 2012, and began using methamphetamine (commonly known as "shabu") in 2011. He had a three-year abstinence period but resumed use in 2016 and has continued since then. M primarily uses methamphetamine to relieve stress and to experience a sense of euphoria, although he is aware that the effects are temporary. In the past month, he reported using it twice, purchasing it jointly with friends. Social factors such as peer influence from co-workers, economic pressure, and a lack of psychosocial support appear to be the main triggers for his addictive behavior. Additionally, the client has experienced financial difficulties and memory function impairments over the past two years, suggesting the presence of mild cognitive disorders. Overall, the client's condition indicates an urgent need for a comprehensive rehabilitative approach that includes medical, psychological, and social aspects. Therefore, it can be concluded that M meets the diagnostic criteria for substance use disorder (SUD) related to methamphetamine (F15), with a diagnosis of regular and severe use. He is thus recommended to undergo further assessment, psychological evaluation, motivational interviewing, brief interventions, inpatient rehabilitation, and counseling.

Based on the interview with the second client, referred to as A, he is a 26-year-old man living with his parents and financially dependent on his mother. He is the eldest of five siblings and has completed junior high school education. His substance use history includes smoking since middle school, alcohol consumption since 2023 due to peer influence, and methamphetamine use beginning in February 2024. A uses methamphetamine routinely, about twice a week, both independently and with friends. His last use was on May 8, 2025. He reported feeling healthier and more energetic after using methamphetamine and commonly uses it with his partner, who is also a user. Psychosocially, A has experienced family conflict and frequent anxiety. He has also experienced hallucinations during times of stress, imagining himself as successful and happy. These symptoms indicate the presence of psychological disturbances that require special attention.

The combination of substance dependency, emotional pressure, and economic instability highlights the need for comprehensive rehabilitation interventions covering medical, psychological, and social domains. Therefore, A is recommended to undergo further assessment, psychological evaluation, motivational interviewing, brief intervention, inpatient rehabilitation, and counseling.

The third client, referred to as S, is a 33-year-old man who is married with one child. He completed elementary school as his highest level of education and currently does not have a permanent job, occasionally working as a farm laborer with a daily income of approximately IDR 30,000. He lives with his wife and child. S has been smoking since finishing elementary school and last consumed alcohol around six months ago. He began using methamphetamine in December 2024, introduced by his neighbor, who also serves as his primary supplier. He uses methamphetamine without paying for it, with a frequency of once per supply, and in one session, he may take up to four hits. His main reason for using methamphetamine is to relieve muscle aches from physical labor, as he believes it makes his body feel lighter and reduces pain. Nevertheless, S claims that he is not addicted. However, his unstable social and economic background, along with his consumption pattern, suggests the need for close monitoring and early intervention to prevent dependency and the negative impacts of drug abuse. Therefore, S is recommended to undergo further assessment, psychological evaluation, motivational interviewing, brief intervention, inpatient rehabilitation, and counseling.

4 DISCUSSIONS

Based on observations of the assessment process for narcotics abusers at the East Java Provincial National Narcotics Agency (BNNP Jawa Timur), it was found that drug abuse behavior is not merely a form of moral deviance or criminality, but rather the result of accumulated complex psychosocial pressures. The stress and coping theory by Lazarus and Folkman (1984) is one relevant framework to understand how individuals respond to environmental stressors. The observed clients demonstrated a failure to implement adaptive coping strategies, thus turning to narcotics as an escape from a difficult life reality. For instance, client M used methamphetamine to relieve pressure caused by family and work responsibilities, while client S used it to overcome physical fatigue from manual labor. This reflects the use of emotion-focused coping, which does not resolve the root cause but provides a temporary escape from psychological burdens.

Moreover, narcotics abuse behavior is also influenced by social environmental dynamics, as explained by Bandura's social learning theory (1971). Client A, who used methamphetamine with his partner, and client S, who obtained the drug from his neighbor, demonstrate how a permissive environment reinforces addictive behavior. In such cases, interpersonal relationships serve as a medium of social learning, in which substance abuse behaviors are learned and reinforced by close individuals. A permissive environment creates a new social norm that tolerates or even encourages such behavior. Therefore, effective rehabilitation must include interventions not only targeting the individual but also their social environment.

Engel's biopsychosocial model (1977) provides a highly relevant theoretical foundation. This theory explains that substance abuse is the result of interactions between biological (substance dependence), psychological (trauma, stress), and social (support or pressure from the environment) factors (Hidayat, 2022). The three clients observed demonstrated dynamics involving all three dimensions. Consequently, the assessment and rehabilitation strategies carried out by the Integrated Assessment Team—which includes medical, psychological, social, and legal components—are a practical implementation of the holistic approach needed to comprehensively address addiction cases.

During the assessment process, some clients also showed resistance, displaying closed-off attitudes or discomfort during interviews. This phenomenon can be explained through Carl Rogers' theory of the therapeutic relationship, which emphasizes the importance of empathy, honesty, and unconditional positive regard in building trust between practitioners and clients. The quality of the interpersonal relationship during the assessment significantly determines how valid the obtained information will be and how receptive the client will be to the intervention process (Rogers, 1974). Therefore, training in empathic communication skills becomes a crucial aspect of the success of both assessment and rehabilitation.

Based on the observations of the assessment of narcotics abuser clients at the East Java Provincial National Narcotics Agency (BNNP Jawa Timur), it can be concluded that drug abuse is not merely deviant behavior, but rather the result of accumulated complex psychosocial pressures. The three clients observed displayed different backgrounds and motives for their drug use, but shared a common inability to manage stress and environmental pressures in a healthy way. Some clients used narcotics as a form of escape from a stressful life reality. For instance, client M carried heavy family and work responsibilities, making methamphetamine a coping mechanism to reduce stress. Client A involved their partner in drug use, indicating the strong influence of interpersonal relationships on addictive behavior. Meanwhile, client S used

methamphetamine to relieve physical aches caused by manual labor, without fully realizing the long-term risks of such substance abuse.

These findings reveal that social relationships have a significant influence on both the success and failure of rehabilitation. An environment that is permissive toward drug use tends to reinforce the client's habits and poses a challenge in the recovery process. Therefore, the multidisciplinary approach employed by the Integrated Assessment Team—comprising medical, psychological, social, and legal components—is considered an appropriate strategy for thoroughly reviewing the clients' issues. During the assessment process, it was also found that some clients were withdrawn, resistant, and uncomfortable when asked for information. This indicates that the success of interventions greatly depends on the quality of the relationship between the practitioner and the client, including the ability to build a sense of safety and empathy during interviews.

The findings of this study affirm that the behavior of drug abuse among clients assessed by the Integrated Assessment Team at the National Narcotics Agency of East Java Province (BNNP Jatim) is not merely a manifestation of moral deviation or criminality, but rather a result of accumulated psychosocial pressures that are inadequately managed through adaptive mechanisms. Internal factors such as the inability to manage stress, regulate emotions, and cope with life demands interact with external factors such as a permissive social environment and lack of social support, forming psychosocial dynamics that increase vulnerability to substance abuse (Rahmah et al., 2020). This perspective aligns with the biopsychosocial model developed by Engel, whose relevance continues to be reinforced by recent research in the field of addiction rehabilitation (Hidayat, 2022).

This emphasizes the importance of a comprehensive assessment approach that does not solely focus on medical aspects but also includes psychological, social, and legal dimensions. The application of the biopsychosocial framework allows for a more objective and holistic understanding of the client's condition, consistent with contemporary perspectives on client-centered and multidimensional addiction assessment and intervention (Arifin & Maulidi, 2023). The Integrated Assessment Team in this study—consisting of medical personnel, psychologists, social workers, and legal professionals—demonstrates how multidisciplinary collaboration can generate intervention recommendations that are tailored to each client's condition.

The significance of the therapeutic relationship in the assessment process also emerged as a key finding. Clients who feel safe, accepted, and treated with empathy tend to be more open in disclosing their experiences and problems. This is in line with the theory of therapeutic alliance and the motivational interviewing approach, which emphasize the importance of non-judgmental, empathic, and honest communication as the foundation for effective client engagement (Rahmah et al., 2020). A strong therapeutic relationship is believed to enhance the effectiveness of assessment, strengthen motivation for change, and build self-confidence throughout the recovery process.

The current rehabilitation process is regarded as an implementation of a humanistic and restorative policy. The high proportion of clients referred to rehabilitation programs demonstrates the success of an approach that prioritizes recovery over criminal punishment. However, this process still requires ongoing support from various parties, especially in strengthening the client's social network after rehabilitation. Overall, the success of rehabilitation policies is not only determined by the accuracy of the assessment, but also by a deep understanding of the client's psychosocial, economic, and environmental conditions. A holistic and sustainable approach is essential in order for recovery efforts to bring about real, long-term changes in the lives of the clients.

Furthermore, rehabilitation policies based on a restorative justice approach reflect a paradigm shift toward a more humanistic method in addressing drug users. Research conducted in Indonesia shows that such policies can support individual recovery processes, accelerate social reintegration, reduce recidivism rates, and alleviate overcrowding in correctional institutions—provided they are supported by adequate regulatory frameworks (Fitria et al., 2022).

However, the success of integrated assessment and rehabilitation programs heavily depends on the availability of sustainable post-rehabilitation support. The literature highlights that the absence of clear regulations, limited rehabilitation facilities, and persistent social stigma remain significant obstacles to the effective implementation of restorative justice in Indonesia (Widodo & Hidayati, 2023). Therefore, follow-up programs that facilitate social reintegration—such as counseling services, skills training, and the creation of supportive environments—are necessary to sustain recovery outcomes (Nugroho & Prasetyo, 2023).

Thus, the findings of this study reinforce the importance of integrated, empathetic, and holistic assessment as the gateway to effective rehabilitation. Although the practices at the East Java Provincial National Narcotics Agency (BNNP Jawa Timur) have shown progress toward a client-centered model, optimizing outcomes still requires improved

assessment skills, cross-sectoral coordination, and long-term post-rehabilitation support infrastructure (Yulianti et al., 2020).

The success of the rehabilitation policy implemented by BNNP Jawa Timur reflects a paradigm shift from punitive approaches toward restorative and humanistic recovery-based strategies. This approach aligns with the principles of restorative justice, which views clients as individuals in need of healing, not merely punishment (Johnstone & Ness, 2007). The large proportion of clients referred to rehabilitation programs indicates the effectiveness of this policy in humanizing drug users as subjects of recovery. However, long-term success remains highly dependent on sustained post-rehabilitation support, including social reintegration, family support, and the strengthening of positive social networks around the client.

5 CONCLUSIONS

Based on the data collected from the assessment process conducted by the Integrated Assessment Team at the National Narcotics Board of East Java Province (BNNP Jawa Timur), it can be concluded that drug abuse behavior is a manifestation of accumulated psychosocial pressure that has not been managed properly. This abuse is not merely a form of moral deviation or criminal behavior, but rather a response to various life stressors that the individual is unable to cope with adaptively. Internal factors such as an individual's inability to manage stress, regulate emotions, and deal with life's demands significantly contribute to the tendency to use narcotics. On the other hand, external factors such as a permissive social environment, unhealthy peer relationships, and a lack of social support also reinforce the dynamics of addictive behavior experienced by clients. These internal and external factors interact and shape psychosocial conditions that make individuals more vulnerable to substance abuse.

These findings highlight the importance of a comprehensive assessment approach that goes beyond medical aspects and incorporates psychological, social, and legal dimensions. The biopsychosocial approach is the most relevant framework for understanding the complexity of a client's condition. By considering biological factors such as the level of substance dependency, psychological factors such as trauma or mental disorders, and social factors such as interpersonal relationships and environmental conditions, the assessment becomes more objective and holistic. In practice, the Integrated Assessment Team—consisting of medical professionals, psychologists, social workers, as well as law enforcement representatives from the police and the prosecutor's office—works collaboratively to provide recommendations that are tailored to each client's needs and circumstances.

In addition to the multidisciplinary approach, the quality of the relationship between the assessor and the client is also a crucial element in the success of the assessment and rehabilitation process. Clients who feel safe, accepted, and treated with empathy are more likely to be open in sharing their experiences and challenges. This aligns with therapeutic relationship theory, which emphasizes the importance of a non-judgmental attitude, empathy, and honesty in building client trust. In contrast, rigid, judgmental, or emotionally insensitive interactions can lead to resistance and hinder the assessment process. Therefore, training in communication skills and empathy-based approaches should be continuously enhanced for all assessment team members to foster supportive relationships that optimize the intervention process.

Nevertheless, the effectiveness of rehabilitation and integrated assessment will be difficult to sustain without consistent post-rehabilitation support. After completing the rehabilitation program, clients still face major challenges in reintegrating into society, strengthening family relationships, and developing positive life skills. Thus, follow-up programs are needed to support the social reintegration process, including counseling services, skills training, and the creation of a supportive environment. The success of rehabilitation is not solely measured by program completion but by the client's ability to maintain a healthy lifestyle, avoid high-risk environments, and rebuild a meaningful life. Therefore, a holistic, humanistic, and sustainable approach is essential to ensure that recovery efforts lead to real change and long-term positive impact in the lives of clients.

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