

# New Public Services for Drug Addictive Rehabilitation Patients at National Narcotics Agency Pekanbaru City

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**NEW PUBLIC SERVICES FOR DRUG ADDICTIVE REHABILITATION  
PATIENTS AT NATIONAL NARCOTICS AGENCY  
PEKANBARU CITY**

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**ABSTRACT**

*Pekanbaru City National Narcotics Agency as one of the rehabilitation centers that provide health or rehabilitation services to drug addict clients. This study aims to analyze how the New Public Service for Drug Addicts Rehabilitation Patients at the National Narcotics Agency of Pekanbaru City. The theory of New Public Service according to Denhardt is the success in applying the concept of standards and quality of public services which at least requires dimensions that are able to consider reality. There are ten dimensions to measure the success of new public services, namely: Tangibles, Reability, Responsiveness, Competence, Courtesy, Credibility, Security, Access, Communication, Understanding the customer. This research is qualitative. The informants of this research were 4 people. The data analysis technique used triangulation technique. In general, the results of research based on the New Public Service indicator that services at the Pekanbaru City National Narcotics Agency have characterized quality public services in outpatient service units, emergency installations, medical services, and administrative and financial services shown through a good physical appearance, in the form of health facilities. and infrastructure as well as equipment that meets the needs, reliability of appropriate and fast satisfying services, behavior in service that is responsive to client needs, client satisfaction with service officers, honest attitude and public trust, certainty of time and cost, guarantees, access and communication of officers The rehabilitation of the Pekanbaru City National Narcotics Agency for clients has been good. The inhibiting factors for New Public Service for Drug Addicts Rehabilitation Patients at the National Narcotics Agency of Pekanbaru City include facilities and infrastructure such as medical equipment that is still lacking in overcoming narcotics abuse such as the allocation of funds in the implementation of minimal countermeasures, inadequate laboratory facilities, lack of public awareness for provide information about the distribution and abuse of drugs and the narrow space so that officers find it difficult to provide services. Lack of public knowledge about the client service procedures for drug addicts rehabilitation. This is because the information was not given clearly by the Pekanbaru City National Narcotics Agency. As well as the lack of socialization and counseling about drug abuse so that many people think that rehabilitation is the same as being imprisoned and are afraid to do rehabilitation at the Pekanbaru City National Narcotics Agency.*

**Keywords: New Public Service, Rehabilitation, Drugs, BNN**

**INTRODUCTION**

The spirit of decentralization requires the provision of public services to be more oriented to the needs of the community so that various public service facilities must be brought



closer so that they are easily accessible to the community. Decree of the Minister of Administrative Reform Number 63 of 2003 concerning general guidelines for the delivery of public services states that public services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients in accordance with statutory provisions.

One of the important functions of government is the implementation and improvement of public services. Providing services to the community is the main obligation for the government. The role of the government in the process of providing services is to act as someone who accelerates the process according to what it should. With the role of service as a catalyst, of course it will be the foundation of government organizations in providing the best service to the community. Therefore, the services provided by the government as service providers to the community are largely determined by the performance of the services provided. The extent to which services provided to the community can be affordable, easy, fast and efficient both in terms of time and financing (Sutedi, 2010).

Narcotics 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 is very detrimental if used without strict control, supervision and care (Utami, 2016). NAPZA is an acronym for Narcotics, Psychotropics, and other Addictive Substances which are materials/substances/drugs which, when entered into the human body, will affect the body, especially the brain/central nervous system, causing physical, psychological, and social health problems due to habit, addiction (addiction) and dependence (dependency) on drugs. (Tuwu and Tahir, 2019).

The Drug Addicts Rehabilitation Center is a place that facilitates repressive acts for drug addicts. Rehabilitation measures are aimed at victims of drug abuse to restore or develop the physical, mental and social abilities of the sufferer concerned. Apart from recovering, rehabilitation is also a treatment or treatment for narcotics addicts, so that addicts can recover from their addiction to narcotics. (Tambajong, Waani and Moniaga, 2017)

It cannot be denied that cases of drug abuse in Indonesia are increasing from year to year, not only attacking young people but also middle-aged and old age groups. The drug problem in Indonesia continues to spread to remote areas and has spread to all ages and social status. Including in Riau Province, the geographical location of Riau is next to the world road (cross road). (Hariyanto, 2018).

Pekanbaru city is the capital of Riau province. Pekanbaru is one of the largest economic centers on the island of Sumatra and also has the highest migration growth rate. Pekanbaru was formerly known as "senapelan" led by a tribal chief called Batin. Due to its strategic location, Riau province, especially the city of Pekanbaru, is a route for radicalism to enter through illicit drug trafficking.

According to the 2017 Head of the Riau Province BNN Eradication, Riau Province is one of the provinces in Indonesia as a drug trafficking destination where there are "rat ports" for drug trafficking such as in Pekanbaru City which has the potential for drug transactions to occur because it is quiet and even far from the countryside. According to the findings of the Riau BNNP, Pekanbaru City, Bengkalis Regency, Dumai City, Rokan Hilir Regency, he said, the area that became the first largest number of drug cases in Riau Province was

Pekanbaru City, Bengkalis Regency, Dumai City, Rokan Hilir Regency (Directorate of Narcotics Investigation of the Riau Police, 2017).

This can be seen from several phenomena that occur including: 1) Information services for the prevention, eradication, abuse and illicit distribution of narcotics (P4GN) in the field of prevention to the public cannot be implemented effectively and efficiently; 2) Lack of supporting facilities and infrastructure in carrying out rehabilitation, such as incomplete medical equipment needed, incomplete means of transportation and so on; 3) The lack of responsiveness of officers in providing services to people who need services and the difficulty of service procedures that must be passed by the community; 4) Officers who do not yet have competence in managing information and services in rehabilitation related to class and rank and position of competence for implementation. 5) Indications of these problems can be seen that the consistency of officers' services in providing rehabilitation services to the community still seems incomplete and accurate and has not been carried out effectively and efficiently. And there are still many problems that occur as a result of the lack or slowness of the services provided by the Pekanbaru City National Narcotics Agency to the public in getting their services.

Talking about theoretical approaches in the science of public administration, in the latest developments we are familiar with 2 approaches that have been equally applied in the reform era, namely bureaucratic reform. These approaches are NPM (New Public Management) and NPS (New Public Service). Saptawan (2009: 57) says that: "We are all familiar with the concept of New Public Service, where this is a new paradigm of State Administration Science which in essence this paradigm is emphasizing the revitalization of the position of society as citizens who have the right to be served."

This concept is different from the previous paradigm which emphasizes the community as a customer, as an object rather than business-based services, for this reason, in the service concept, there is a need for a special study aimed at criticizing the service itself. The concept of the New Public Service is built from basic ideas, one of which is the concept of humanism organization. This is as expressed by Miftah Thoha (2008: 88) that: "Different from the concept of the classic model and the new public management, the concept of the new public service is a concept that emphasizes various elements. Even so, it seems that the new public service has a normative model that can be distinguished from other concepts.

The New Public Service provides an understanding that the government operates not like a business but as a democracy. Public service apparatus acts on the basis of principles and renews commitment in expressing principles in the public interest, government processes and devotes them to citizenship principles. (Sumarto, 2018).

New public service is a concept that emphasizes various elements. Even so, it seems that the new public service has a normative model that can be distinguished from other concepts. The birth of this concept cannot be separated from its predecessor. The basic idea of this concept is built from the concepts; (1) democratic citizen ship theory; (2) community and civil society models; (3) humanism organizations; (4) post-modern science of public administration." Starting from here, public sector organizations begin to build a foundation where human existence within the scope of the organization, who here acts as an employee,



has an important position within the scope of the organization, so it is very important to pay attention to its existence. (Ningtyas, 2017).

The manifestation of the organization's attention to its members can be the spearhead in realizing the goals of the New Public Service itself, namely serving the community (Ningtyas, 2010:64). Judging from the theory that underlies the emergence of the new public service, it appears that the New Public Service tries to articulate various theories in analyzing public problems. Therefore, seen from various aspects, according to Dehardt and Denhardt, the New Public Service paradigm has different characteristics from the New Public Management.

Organizational performance is a major part of realizing satisfactory public services. With the New Public Service, economic orientation is the umpteenth part of how an employee in the government works. In it there must be a strong commitment from each employee to survive and work in government organizations.

New Public Service is a concept that emerged through Denhardt's writings. The new concept in public service put forward by Denhardt regarding new public service emphasizes that the government should not be run like a company but should serve society in a democratic, fair, equitable, non-discriminatory, honest and accountable manner. Here the government must guarantee the rights of citizens, and fulfill its responsibilities to the community by prioritizing the interests of the community.

According to Denhardt (2003: 15) public administration in the New Public Service must meet the criteria of serving citizens, not customers, prioritizing the public interest, respecting citizenship more than entrepreneurship, thinking strategically and acting democratically, realizing that accountability is not an easy thing, more focuses on service rather than controlling, respecting the public not from productivity alone. The NPS paradigm principle in public administration according to Denhardt & Denhardt (2003:11), namely bureaucrats/administrators must: 1) Serve rather than control (service rather than steer); 2) Prioritize the public interest (seek the public interest); 3) More respect for citizens than entrepreneurship (value citizenship over entrepreneurship); 4) Think strategically and act democratically (think strategically, act democratically); 5) Serving citizens, not customers (serve citizens not customers); 6) Realizing accountability is not an easy thing (recognizing that accountability is not simple); 7) Appreciate people, not just productivity (value people, not just productivity).

Participatory transparent and accountable public service standards. According to Denhard (2003: 16) success in applying the concept of standard and quality of public services requires minimal dimensions that are able to consider reality. There are ten dimensions to measure success, namely: 1) Tangible (Physical Evidence), which emphasizes the provision of facilities, physical, equipment, personnel, and communication; 2) Reability (Reliability), is the ability of the service unit to create what was promised exactly; 3) Responsiveness, willingness to help providers to be responsible for the quality of services provided; 4) Competence, the demands they have, good knowledge and skills by the apparatus in providing services; 5) Courtesy (politeness), friendly, friendly attitude or behavior, responsive to customer wishes and willing to make contact or personal relationships; 6) Credibility, being honest in every effort to gain public trust; 7) Security (Guarantee), the services provided must be guaranteed and free from danger and risk; 8) Access, it is easy to make contact and approach. 9)

Communication, the willingness of service providers to listen to the voices, desires or aspirations of customers, as well as the willingness to always convey new information to the public. 10) Understanding the customer, making every effort to find out customer needs.

New Public Service is a paradigm based on concepts that are essentially in accordance with the values that exist in society. The role of the government is to collaborate between existing values so that they are congruent and according to the needs of society. The value system in society is dynamic so that it requires excellent service from the government.

To improve a democratic public service, the choice of "the New Public Service (NPS)" can promise a change in the reality and condition of the government bureaucracy. The application of this concept is rather challenging and requires courage for government officials in administering public services, because it sacrifices time and energy to influence all applicable systems. The alternative offered is that the government must listen to the voice of the public in participating in governance management. Indeed, it is not easy to abandon the habit of governing or regulating the old administrative concept, rather than directing, respecting opinions as suggested by the NPS concept. Participatory, Transparent and Accountable Public Service Standards. Success in applying the concept of standards and quality of public services requires at least dimensions that are able to consider reality.

Public services are always associated with an activity carried out by a person or group of people or certain agencies to provide assistance and convenience to the community in order to achieve certain goals. At present, public services are becoming increasingly important because they are always in contact with people who have diverse interests and goals. (Nurdin, 2019)

Existing public services must function to reduce (even eliminate) the role gap between the central organization and implementing organizations in the field. The services provided must also bring the bureaucracy closer to the community as customers. The low quality of public services occurs due to several factors: 1) Monopolistic context, in this case due to the absence of competition from non-government public service providers, there is no strong incentive to increase the number, quality or distribution of these services by the government; 2) Pressure from the environment, where environmental factors greatly affect the performance of service organizations in transactions and interactions between the environment and public organizations; 3) Patrimonial culture, in which the culture of public service delivery organizations in Indonesia is still bound by political and cultural traditions of the local community which are often not conducive and violate predetermined regulations.

The administration of regional government is regional government service or public service. By providing good service to the community, the government will be able to realize the goals of the State, namely creating community welfare. Government institutions are increasingly required to create quality services that can encourage and increase economic activity. Therefore, apparatus services must be more proactive in observing the new global paradigm so that their services have high competitiveness in various public activities. (Nurdin, 2019).

## METHODS

To obtain answers to the problems and in accordance with the objectives of this study, the type of research used in this study is a qualitative research method. In this case, qualitative researchers try to build meaning about a phenomenon based on the views of the participants. This means identifying a culture-sharing community, then examining how that community develops different patterns of behavior at one time (ie ethnography). One method of collecting data for this kind of strategy is to observe the behavior of the participants by being directly involved in their activities. (Creswell, 2016).

In this study the authors took the research location at the Pekanbaru City National Narcotics Agency with the object of research at Jalan Tengku Zainal Abidin No.7 Sekip, Lima Puluh District, Pekanbaru City. This study uses informants to complement each other's information. Research informants are subjects who understand the information of research objects as actors and other people who understand research objects (Bungin, 2010: 76). 1) Key informants (key informants) are those who know and have various basic informants needed in research. 2) Main informants (main informants) are those who are directly involved in the social interaction being studied.

## DISCUSSION

Basically good service quality is not enough to be achieved, but also to be maintained and maintained considering the shifting needs, expectations and desires of customers and various interested parties. For this reason, the National Narcotics Agency is expected to be able to provide higher quality and consistent services. The key is to meet or exceed patient service quality expectations, so as to create customer loyalty.

Based on the objectives of this study, namely to examine new public services for drug addict rehabilitation patients at the Pekanbaru City National Narcotics Agency and to find out about the inhibiting factors of new public services for drug addict rehabilitation patients at the Pekanbaru City National Narcotics Agency, the authors used interview, observation techniques, as well as document studies in collecting data on informants and sources who are considered competent in providing information and understanding to the authors regarding the research focus used as the basis for data collection. The number of informants referred to in this study were patients who received services, heads or officers at the National Narcotics Agency who provided services.

As for the indicators which are then used to measure the quality of services provided by the Pekanbaru City National Narcotics Agency for Drug Addict Rehabilitation Patients, the authors use the dimensions of service quality which consists of 10 elements, namely Physical Evidence, Reliability, Responsiveness, Competence, Courtesy, Credibility, Assurance, Access, Customer Communication and Understanding. These indicators determine the quality or not of the services provided by the Pekanbaru City National Narcotics Agency for Drug Addict Rehabilitation Patients.

### Physical Evidence Indicator

According to Ratih Nurhayati (2005:64) suggests that physical evidence is a physical facility which is something that significantly influences the decision to use goods or services.



Physical evidence (tangibles), namely direct evidence which includes physical facilities, equipment and personnel used by the National Narcotics Agency and the appearance of existing employees. The importance of physical appearance, because what is seen and felt will change the patient's perception.

Information obtained from interviews with Mr. Febri Firmanto as Head of the National Narcotics Agency found that: "For facilities and infrastructure in rehabilitation services at the Pekanbaru City National Narcotics Agency, adequate and complete facilities have been provided, both in terms of buildings, places parking, clean water supply, and in particular for outpatient rehabilitation services are open every working day from Monday to Friday, making it easier for clients or patients to complete their affairs both in terms of consultations and others." (interview on 29 September 2021, at 09.30 WIB).

Furthermore, an interview with Ms. Doctor Esprida Hotma Dame as Rehabilitation Officer of the National Narcotics Agency found that: "For facilities and infrastructure for rehabilitation services at the Pekanbaru City National Narcotics Agency, consultation and counseling rooms for clients or outpatients have been provided, especially in order to better maintain privacy. clients or patients and is also equipped by staff who are professionals in their fields." (interview on September 29, 2021, at 14.30 WIB).

Furthermore, an interview with Mr. Hendra as a Client or Outpatient Rehabilitation Patient at the National Narcotics Agency found that: "For outpatient rehabilitation services at the Pekanbaru City National Narcotics Agency, in my opinion, it has met my expectations where a reception information room has been provided, and in my opinion the facilities service at the Pekanbaru City National Narcotics Agency gave me a sense of comfort and security." (interview on 30 September 2021, at 09.00 WIB).

Furthermore, interviews with Mr. Tuttur as a client or outpatient rehabilitation patient at the National Narcotics Agency found that: "For outpatient rehabilitation services, they have provided very comfortable service facilities because a waiting room is provided, a parking area and room consultation services are also comfortable and safe. to maintain my confidentiality during the consultation." (interview on 30 September 2021, at 14.00 WIB).

Based on the results of the interviews and observations above, the physical facilities in the Pekanbaru City National Narcotics Agency are marked with requirements in the form of pictures and writing that have been posted on the wall with a good frame such as the organizational structure of the vision and mission, organizational values and others. And medical equipment and tools needed and provided in the consultation room when counseling with clients/rehabilitation patients. And in the rehabilitation room at the Pekanbaru City National Narcotics Agency a waiting room, emergency room, counseling room for outpatient rehabilitation clients/patients have been provided.

### Reliability Indicator

According to Tjiptono (2014: 282) reliability is the ability of the service provider to provide the promised service immediately, accurately and satisfactorily. Reliability is the expertise to provide services to patients who have been promised accurately and promptly, such as speed, accuracy in providing services at the Pekanbaru City National Narcotics Agency.





On the Reliability indicator, which is related to the ability of officers to provide services promptly and satisfactorily and in accordance with what has been promised, on this indicator patients judge that whatever happens, they can entrust everything to service providers at the Pekanbaru City National Narcotics Agency.

Information obtained from the results of an interview with Mr. Febri Firmanto as Head of the National Narcotics Agency found that: "For outpatient rehabilitation service procedures at the Pekanbaru City National Narcotics Agency it can be said that it is good because rules have been implemented for good reception services in the information section . " (interview on September 29, 2021, at 09.30 WIB).

Furthermore, an interview with Ms. Doctor Esprida Hotma Dame as Rehabilitation Officer of the National Narcotics Agency found that: "For outpatient rehabilitation service procedures at the Pekanbaru City National Narcotics Agency, in my opinion, it is good because in a consulting session the client or patient will be taken to a consulting room that has been provided which is used to find information about the patient's complaints. " (interview on September 29, 2021, at 14.30 WIB).

Furthermore, an interview with Mr. Hendra as a client or outpatient rehabilitation patient at the National Narcotics Agency found that: "The service procedure provided to me is good, which is marked by how the reception service is in the information section which makes it easier for clients, where the rehabilitation party also provides services maximum and easy to understand. " (interview on 30 September 2021, at 09.00 WIB).

Furthermore, interviews with Mr. Tuter as a Client or Outpatient Rehabilitation Patient at the National Narcotics Agency found that: "In my opinion, the outpatient service procedures at the Pekanbaru City National Narcotics Agency were very helpful and had a good impact on me, because I was provided with good information services. easy to understand, making it easier for me to provide information about my complaint to the rehabilitation staff there. " (interview on September 30, 2021, at 14.00 WIB).

Based on the results of the interviews and observations above, regarding the flow of the service process carried out directly by the officers, the officers' communication with guests and clients is good and needs to be maintained and improved so that it is even more optimal. And during the consulting session the client is taken to the consulting room that has been provided. The officers in charge at the Pekanbaru City National Narcotics Agency provide the maximum possible service and according to the applicable SOP. However, if there are patients or patient families who are dissatisfied with their services, the Pekanbaru City National Narcotics Agency also provides a complaint box in an effort to improve maximum service.

### Responsiveness Indicator

According to Parasuraman, responsiveness is the willingness and readiness of employees to provide services, timeliness in providing services quickly. Responsiveness is the willingness or desire of officers to help and provide services needed by service recipients. Responsiveness is the ability of an organization to recognize community needs, develop service agendas and priorities, develop public service programs according to community needs and aspirations. Responsiveness is included as one of the performance indicators. Responsiveness



directly describes the ability of public organizations to carry out their missions and objectives, especially to meet community needs.

Information obtained from the results of an interview with Mr. Febri Firmanto as Head of the National Narcotics Agency found that: "To pay attention to client needs it is inevitable in providing services that mistakes are made unintentionally, because in this case clients sometimes want to be served quickly, but with limited service provision, usually the party at the Pekanbaru City National Narcotics Agency provides a good explanation to the client." (interview on 29 September 2021, at 09.30 WIB).

Furthermore, an interview with Ms. Doctor Esprida Hotma Dame as a Rehabilitation Officer for the National Narcotics Agency found that: "In order to pay attention to the needs of outpatient rehabilitation clients, where the rehabilitation officer will carry out screening and assessment which by doing so can make it easier for the counselor to determine needs and complaints client by providing a follow-up plan, whether this client can do outpatient or inpatient rehabilitation." (interview on September 29, 2021, at 14.30 WIB).

Furthermore, an interview with Mr. Hendra as a client or outpatient rehabilitation patient at the National Narcotics Agency found that: "In my experience in this matter, the response given by the rehabilitation officer can make it easier for me by providing screening and assessment to be able to determine my needs and complaints. When consulting with the doctor or the person in charge there they helped and solved my problem." (interview on 30 September 2021, at 09.00 WIB).

Furthermore, interviews with Mr. Tukur As a Client or Outpatient Rehabilitation Patient at the National Narcotics Agency found that: "In my opinion, screening and assessment is very helpful because it will pay attention to the needs and complaints of clients but it is rather difficult because of a lack of understanding of this." (interview on 30 September 2021, at 14.00 WIB).

Based on the results of the interviews and observations above, officers seem to be quick to provide services to clients by showing that when clients are carrying out the rehabilitation process, officers will carry out screening and assessments so that officers can determine client needs with follow-up plans for rehabilitation.

### **Competency Indicator**

According to Emron, Yohny, Imas (2017: 140) competence is an individual's ability to carry out a job properly and has advantages based on matters relating to knowledge, skills and attitudes.

Competence is the demands it has, good knowledge and skills by the apparatus in providing services. The competence of service providers must be determined precisely based on the knowledge, expertise, skills, attitudes and behavior required by the community. The capabilities that must be possessed by the executor include knowledge, expertise, skills and experience in service at the Pekanbaru City National Narcotics Agency.

Information obtained from interviews with Mr. Febri Firmanto as Head of the National Narcotics Agency found that: "Rehabilitation officers, one of whom is called a

counselor, where counselors at the Pekanbaru City National Narcotics Agency already have certified abilities so they are already working in accordance with existing SOPs. And counselors really hold a code of ethics, one of which is maintaining client privacy so that clients feel comfortable and safe about the problems they face. The Pekanbaru City National Narcotics Agency also provides access to client needs, by providing information and counselors at the Pekanbaru City National Narcotics Agency must provide skills, knowledge and expertise including good behavior." (interview on 29 September 2021, at 09.30 WIB).

Furthermore, an interview with Ms. Doctor Esprida Hotma Dame as Rehabilitation Officer of the National Narcotics Agency found that: "Counselors at the Pekanbaru City National Narcotics Agency already have certified capabilities and maintain client privacy which is included in their code of ethics. Counselors at the Pekanbaru City National Narcotics Agency must provide services, knowledge for clients so that clients get satisfaction and trust in the counselor so that client satisfaction has a positive impact on the client itself. " (interview on September 29, 2021, at 14.30 WIB).

Furthermore, an interview with Mr. Hendra as a client or outpatient rehabilitation patient at the National Narcotics Agency found that: "In providing good and quality services, every information service provided is also good. And what I saw at the Pekanbaru City National Narcotics Agency, outpatient rehabilitation officers really care about client confidentiality. " (interview on September 30, 2021, at 09.00 WIB). Furthermore, interviews with Mr. Tukur As a Client or Outpatient Rehabilitation Patient at the National Narcotics Agency found that: "In my opinion, in providing services the rehabilitation staff there have good and satisfying skills, so I can be honest in conveying information to the counselor, so the officers who are friendly and maintain client confidentiality that makes me satisfied with the services provided at the Pekanbaru City National Narcotics Agency. " (interview on September 30, 2021, at 14.00 WIB). Based on the results of the interviews and observations above, they as outpatient rehabilitation officers are certified in their work and are in accordance with the SOP in force at the Pekanbaru City National Narcotics Agency and rehabilitation officers hold a code of ethics for maintaining the confidentiality of client data.

### **Politeness Indicator**

According to Oetomo (2012: 20) politeness (courtesy) is an attitude of respect and respect in behavior, courtesy in speech, courtesy and good behavior in accordance with local customs and culture that we must do. Courtesy/politeness is a friendly, friendly attitude or behavior, responsive to customer wishes and willing to make contact or personal relationships. This is related to the officer's role in helping clients and genuine attention to customer needs regarding complaints. In this criterion, clients consider that officers pay attention to clients and try to assist them in obtaining the desired service, and try to help and solve client problems quickly and happily, be friendly, maintain courtesy and care about client complaints.

Information obtained from an interview with Mr. Febri Firmanto as Head of the National Narcotics Agency found that: "For the friendliness and courtesy of outpatient rehabilitation officers at the Pekanbaru City National Narcotics Agency it is very regulated in a code of ethics with the aim of establishing good therapeutic rapport with clients. so that the



client is able and confident to tell all his problems to the rehabilitation officer. " (interview on September 29, at 09.30 WIB).

Furthermore, an interview with Ms. Doctor Esprida Hotma Dame as a Rehabilitation Officer for the National Narcotics Agency found that: "Hospitality and courtesy to clients is our duty as rehabilitation officers at the Pekanbaru City National Narcotics Agency which will later provide a sense of comfort to clients in order to create good communication. so that clients can be honest and trust when consulting about their complaints. " (interview on September 29, 2021, at 14.30 WIB).

Furthermore, an interview with Mr. Hendra as a Client or Outpatient Rehabilitation Patient at the National Narcotics Agency found that: "For the first time I did outpatient rehabilitation treatment at the Pekanbaru City National Narcotics Agency, what I found was that the rehabilitation staff there were friendly and some were not. However, for the counselors they are good listeners for the problems I share." (interview on 30 September 2021, at 09.00 WIB).

Furthermore, an interview with Mr. Tutar As a Client or Outpatient Rehabilitation Patient at the National Narcotics Agency found that: "So for the service I got I felt quite good because in terms of consultation, where the doctor was very friendly and polite, listened to my story and provide advice and input that I feel helps me in solving the problems I face. " (interview on September 30, 2021, at 14.00 WIB).

Based on the **1** conclusions from the interviews and observations above, outpatient rehabilitation officers at the Pekanbaru City National Narcotics Agency have provided good service such as being friendly in listening to stories and giving advice to clients so as to make clients feel comfortable and safe and believe in telling the grievances he feels.

## CONCLUSION

Based on the **1** discussion conducted on the research results that answered research questions related to the New Public Service for Drug Addict Rehabilitation Patients at the Pekanbaru City National Narcotics Agency, it can be concluded as follows: 1) Based on the research results it is known that the ten indicators of New Public Service that used to find out the services for drug addict rehabilitation patients at the Pekanbaru City National Narcotics Agency are all in the good category. Assessment of services for drug addict rehabilitation patients at the Pekanbaru City National Narcotics Agency can be assessed based on 10 dimensions, namely: Physical Evidence, Reliability, Responsiveness, Competence, Politeness, Credibility, Assurance, Access, Communication and Understanding. Customers have characterized the service a good and quality public service which is shown through a good physical appearance, in the form of facilities and infrastructure and equipment according to needs, reliability of appropriate and fast satisfying services, behavior in services that is responsive to client needs, client satisfaction with officer services, honest attitude and public trust, certainty of time and cost, guarantee, access and communication of rehabilitation officers of the Pekanbaru City National Narcotics Agency to clients is good. 2) The inhibiting factors of the New Public Service for Drug Addict Rehabilitation Patients at the Pekanbaru City National Narcotics Agency are facilities and infrastructure such as medical equipment and equipment that are still lacking in overcoming narcotics abuse such as the allocation of



funds in implementing minimal countermeasures, laboratory facilities - Inadequate torium, lack of public awareness to provide information about drug trafficking and abuse and cramped rooms that make it difficult for officers to provide services. And there is still a lack of public knowledge about drug addict rehabilitation client service procedures. This may be because they were not given clear information by the Pekanbaru City National Narcotics Agency. As well as the lack of outreach and counseling regarding drug abuse to the community so that many people think that rehabilitation is the same as being imprisoned and feel afraid to carry out rehabilitation at the Pekanbaru City National Narcotics Agency.

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