

# SERVICE MANAGEMENT FOR NARKOBA VICTIMS DURING COVID-19 PANDEMIC AT TRISNA HEALTH VOLUNTARY CENTER TULUNGAGUNG

Harlis Setiyowati, Pradita University  
Triswati Sasmito, University of 17 Agustus 1945 Surabaya  
Harimurti Wulandjani & Supriadi Thalib, Pancasila University  
Wenny Djuarni, Putra Indonesia University

## ABSTRACT

*In Tulungagung, East Java, Trisna H.V.C. provides drug addiction recovery services. The purpose of this study is to discover: 1) The service management method that is employed. 2) The model of rehabilitation that was used 3) The challenges of putting it into action. In-depth interviews and documentation were used to acquire data. Trisna H.V.C. provides various inpatient, outpatient, legal aid, and urine testing (both before and after treatment). Clients' ability to reintegrate into their families and communities is dependent on communication, teamwork, and partner participation. Another goal is to return to work. Trisna H.V.C. should be strengthened to maintain service continuity, particularly among social workers, addiction counselors, and networks.*

**Keywords:** Covid 19, Narkoba Rehabilitation, Trisna H.V.C.

## INTRODUCTION

Narkoba is the name given to narcotics, psychotropics, and illegal drugs. Tulungagung is teeming with narkoba till it becomes a storehouse. Drugs can harm individuals, families, society, and future generations in urban and rural regions.

Narkoba traffickers, youthful mentality, and a strong desire to try new things target children and teenagers. Lack of self-control, interpersonal problems, parental supervision, narkoba education, and the application of punishment and accountability are all variables that lead to adolescent narkoba use (Ali, et al., 2020).

Working with clients takes place at several levels. The success will assist not just narkoba addicts but also parents. Many parents overlook their children's outside promiscuity until narkoba is discovered in their urine. Previously, their child was thought to be insane.

Stakeholder commitment to a shared goal, effective planning, digital solutions, reliable data, and realistic finance are necessary for these proposed action steps to succeed. (Perumal, 2020).

Physicians should identify drug use disorders that may have received earlier treatment and involve them in COVID-19 prevention programs. (Murphy et al., 2021).

During COVID-19, reduced access to vital services that P.W.U.D. (People Who Use Drugs) rely on has worsened existing substance use and health difficulties among P.W.U.D. in contrast, reducing their ability to minimize risks associated with substance use. As a result, increasing the depth and breadth of support choices is critical. During COVID-19, services must

be open and flexible to meet the particular needs of P.W.U.D., and creative and successful adaptations and interventions should be available and accessible after COVID-19. (Russell,2021)

Treatment for Substance Use Disorder (SUD) has shifted to cellular technology. Improving long-term outcomes for drug-addicted families necessitates integrating childcare support into telehealth and web-based care delivery as soon as possible. (Cioffi & Leve, 2020)

Addiction is a form of mental illness. Although substance abuse is a crime, it should be addressed differently than other types of offenses. In the United States, the current criminal justice system prioritizes punishment over rehabilitation. Those who suffer from substance addiction problems are likely to use drugs if they do not receive adequate therapy (Ul Hosna, 2018). In most circumstances, sending someone with a substance use illness to prison when other choices exist is unethical. (Puccio, 2019)

The rehabilitation of drug users or victims of drug misuse requires strong collaboration and commitment from various stakeholders, including families, communities, and the government. It is targeted at rehabilitating the victims' health, preventing the recurrence of criminal punishments, and reducing the expansion of narcotics trafficking in Indonesia. However, there are still provisions in the National legal system that are not conducive to rehabilitation, as evidenced by the existence of regulations that continue to impose criminal sanctions on users, and the threat of imprisonment continues to loom over users. At the same time, Article 127 paragraph (1) of Law Number 35 of 2009 concerning Narcotics is not repealed. (Asmak-ul-Husna, n.d.)

## RESEARCH METHOD

The data for this study was gathered through in-depth interviews and documentation studies. The stages of activities outlined in depth by the research are as follows:

1. A library study was undertaken to obtain data in books, documents, or paperwork related to the research conducted and interviews with linked respondents, specifically Trisna H.V.C. management.
2. An examination of the problems and impediments faced during the covid-19 outbreak.
3. Implementation of Service Management is hampered.

## RESULTS AND DISCUSSION

### Trisna H.V.C. Manages Narkoba Rehabilitation

On September 18, 2020, Trisna H.V.C. was established. This therapy was created with the best intentions, without hesitancy, and with no goal of deception. A courageous tomboyish woman is a leader. It also aids the government in lowering drug addiction, in addition to societal issues. Assist in the prevention of drug misuse for future generations. It will undoubtedly interact and synergize with connected parties in this circumstance.

### Narkoba Rehabilitation Model in Trisna H.V.C

Muslims start their day with Fajr prayer at 4.30 a.m. and end it with leisure at 10 p.m. Similarly, the inabah approach illustrates the Prophet Muhammad's teachings, which begin with repentance, prayer, dhikr, and fasting, as well as other supporting activities like reading the Qur'an and learning fiqh monotheism, morals, and Sufism. As a result, the patient will get back

on track, enhance his or her faith and piety, deepen his or her religion, and return to a faith-filled social milieu. (Kamaludin, I. & Ula, 2019)

Industry professionals oversee Trisna H.V.C. services. A well-structured program will aid the client's recovery.

- a) Inpatient programs, for example, may include: 1) Community therapy, 2) Anonymous Narcotics and 3) Cognitive Behavioral Therapy (C.B.T.) (counseling).
- b) The outpatient program is Motivational Interviewing (MI) and Cognitive Behavioral Therapy (C.B.T.) (Cognitive Behavioral Therapy).
- c) Counseling: the K.I.E. at peers can be an intentional consideration. The acronym Peer Education (P.E.). As a result, some clients are quickly hired after they have healed.
- d) Legal assistance is attorneys who can aid clients with legal issues.
- e) The Urine Test is used seven specific parameters to detect the most recent drug types.

Researchers confirmed the program's existence (Tracy,2021). They discussed four major procedural areas:

- 1) Identification verification at the direct ingesting dose
- 2) Drug toxicological assessment in urine,
- 3) Medicine interactions, and
- 4) Release, all of which could help shape the operational strategies of future opioid treatment services (OTPs).

Should decide how to assess which patients are best served by direct care in the future, based on experience, and develop virtual clinical systems to better coordinate treatment. (Bagley, 2021). In light of public safety measures and COVID-19 chronic stressors, strategies for adjusting therapeutic programs, enhancing treatment participation, and promoting employee well-being. (Herrera, 2021)

Academics believe that combating the pandemic will necessitate legal and financial support for the flexible delivery of harm reduction programs, opioid agonist therapy, and mental health care. (Zolopa, 2021)

The centralized service stresses local general practitioners' empowerment, shared learning, remote monitoring, and flexibility to make home visits during the COVID-19 pandemic in response to increasing demand and labor limitations. We must put our acquired knowledge and expertise to good use, which may include the use of digital technologies and remote monitoring. (Hibberd, 2021)

### **Difficulties in Implementing Narkoba Rehabilitation at Trisna H.V.C.**

According to the interview results with Trisna H.V.C. management, there are two categories of implementation difficulties: internal and external. Internally, human resources are still scarce. Therefore each employee's devotion is not flawless.

Externally, the client's parents' sincerity comes to mind. It is about program interruptions that frequently happen at home or after after-school care, and many parents no longer stick to a strict schedule. Finally, the client has resumed his former lifestyle. Of course, all families and communities must support a client's desire to be reunited with them.

Trisna H.V.C. can house 26 inpatient customers. Trisna H.V.C. has a staff that covers the following areas to meet inpatient and outpatient rehabilitation needs.

Governments must commit to providing complete services programs and training, including abstinence, stopping, and managed use. When it comes to tackling excessive alcohol

use, harm reduction is a viable and effective technique. Brown and Stewart are a husband and wife team. (Brown & Stewart, 2021)

Overdose deaths have increased due to the pandemic's disruption; hence, properly examining the prophylactic potential of agonist medicines and their role as treatment can address this terrible problem. (del Pozo & Rich, 2020)

Also, as a policy component, the time was utilized in the public interest for power to change the system, and it took advantage of the chance. (Zielinski, 2021)

It is strictly forbidden to use drugs, and those who do are placed in temporary or premature isolation. (Kimmel, 2020)

It is a rewarding experience since it helps bring about much-needed changes, such as combating the opioid epidemic and ending long-term injustice and suffering in society. (Krawczyk, 2020)

Opioid abuse has some consequences, including poor impacts on mental health, increased substance abuse, drug supply availability, treatment-seeking behavior, and care retention. (Linas, 2021)

Measures to reduce the risk of overdose include physical segregation, overdose response kits, virtual platforms, longer prescriptions, and takeaway doses. (MacKinnon, 2020)

COVID-19 may put those with a history of substance abuse at a higher risk for adverse effects. (Mellis, 2021)

The quality of the rehabilitation facility determines the viability of the recovery home. (Mericle, 2020)

## CONCLUSION

Since the client came with a positive urine test result for narkoba and then tested negative for COVID by R.S.I.A. Trisnamedika, Trisna H.V.C. has been supervising the rehabilitation of narkoba sufferers. During COVID-19, service management and adherence to health standards such as wearing masks, washing hands frequently, and keeping a safe distance by restricting visits to the client's family will change.

A reasonable adjustment in thinking, character, habits, and conduct, such as worship obedience and awareness of living independently and creatively, indicates healthy living. Victims can reclaim their lives after completing a rehabilitation program that can last anywhere from four to twelve months, depending on how motivated they are to complete it. (Hawi, 2019)

Even during the COVID-19 pandemic, there is a demand for high-quality, standardized service management. During the covid epidemic, other firms will need to provide odd services, like as.

- a) Management's good attitude toward employees may increase motivation, resulting in better performance and service quality. (Husna, 2020)
- b) The manager intends to increase the quality of service in terms of reaction time, especially on busy days, because responsiveness has a negative value. (Angmalisang, 2019)
- c) It is critical to inspire personnel in order to maintain an acceptable level of trust. (Ali, 2020)
- d) Three elements influence the performance of private employees in Medan: cost of living, ability, and family secrets. (Bahagia & Putri)

## REFERENCES

- Ali, A.A.A.M., Kee, D.M.H., Singh, A., Pandey, R., Alhamlan, H., Ahmad, K. M., & Narayanan, Y. (2020). Does Motivation Improve Employees Job Performance? A Case of Absolute Hotel Services. *International journal of Tourism and hospitality in Asia Pasific (IJTHAP)*, 3(3), 9-21.
- Angmalisang, S. I. (2019). Gap Analysis of Service Quality of BNI Banking Café at Manado Town Square. In *Journal of International Conference Proceedings (JICP)*, 2(2), 168-175.
- Bagley, S.M., Hadland, S.E., & Yule, A.M. (2021). A commentary on the impact of COVID-19 on engagement of youth with substance use and co-occurring psychiatric disorders. *Journal of Substance Abuse Treatment*, 121, 108175.
- Bahagia, R., & Putri, L.P. (2020). Factors Affecting Employee Performance During the Covid Pandemic 19. In *Journal of International Conference Proceedings (JICP)* 3(4), 31-35.
- Brown, C., & Stewart, S.H. (2021). Harm reduction for women in treatment for alcohol use problems: Exploring the impact of dominant addiction discourse. *Qualitative Health Research*, 31(1), 54-69.
- Cioffi, C.C., & Leve, L.D. (2020). Substance use disorder treatment, parenting, and COVID-19. *Journal of Substance Abuse Treatment*, 119, 108148.
- del Pozo, B., & Josiah, D. Rich. 2020. "Revising Our Attitudes towards Agonist Medications and Their Diversion in a Time of Pandemic." *Journal of Substance Abuse Treatment*, 119.
- Hawi, A. (2019). Rehabilitation Model of Drugs Victims Through Integrative Approach in Orphanage of Pondok Pesantren Ar-rahman Palembang. *Journal of Research in Islamic Education*, 71-80.
- Herrera, A. (2021). A delicate compromise: striking a balance between public safety measures and the psychosocial needs of staff and clients in residential substance use disorder treatment amid COVID-19. *Journal of Substance Abuse Treatment*, 122, 108208.
- Hibberd, J., Carter, J., McCoy, M., Rafiq, M., Varma, A., Sanghera, R., ... & Rait, G. (2021). General Practice in the Time of COVID-19: A Mixed-Methods Service Evaluation of a Primary Care COVID-19 Service. *International Journal of Environmental Research and Public Health*, 18(6), 2895.
- Husna, N., Kee, D. M. H., Amirah, N. W., Syazreeza, R., Fatihah, N. A., Pandey, S., & Pandey, R. (2020). How organizational management affect employees' motivation and service quality: A study of Kentucky Fried Chicken (KFC). *International Journal of Applied Business and International Management (IJABIM)*, 5(2), 73-81.
- Kimmel, S.D., Bazzi, A.R., & Barocas, J.A. (2020). Integrating harm reduction and clinical care: Lessons from Covid-19 respite and recuperation facilities. *Journal of Substance Abuse Treatment*, 118, 108103
- Krawczyk, N., Fingerhood, M. I., & Agus, D. (2020). Lessons from COVID 19: Are we finally ready to make opioid treatment accessible?. *Journal of Substance Abuse Treatment*, 117, 108074.
- Linas, B.P., Savinkina, A., Barbosa, C., Mueller, P.P., Cerdá, M., Keyes, K., & Chhatwal, J. (2021). A clash of epidemics: Impact of the COVID-19 pandemic response on opioid overdose. *Journal of Substance Abuse Treatment*, 120, 108158.
- MacKinnon, L., Socías, M. E., & Bardwell, G. (2020). COVID-19 and overdose prevention: Challenges and opportunities for clinical practice in housing settings. *Journal of Substance Abuse Treatment*, 119(September), 108153.
- Mellis, A. M., Potenza, M. N., & Hulsey, J. N. (2021). COVID-19-related treatment service disruptions among people with single-and polysubstance use concerns. *Journal of substance abuse treatment*, 121, 108180.
- Mericle, A. A., Sheridan, D., Howell, J., Braucht, G. S., Karriker-Jaffe, K., & Polcin, D. L. (2020). Sheltering in place and social distancing when the services provided are housing and social support: The COVID-19 health crisis and recovery housing. *Journal of Substance Abuse Treatment*, 119, 108094.
- Murphy, S. M., Yoder, J., Pathak, J., & Avery, J. (2021). Healthcare utilization patterns among persons who use drugs during the COVID-19 pandemic. *Journal of Substance Abuse Treatment*, 121, 108177.
- Perumal, S. D. (2020). Is COVID-19 An Invitation to Reconfigure or Reinvent Pulmonary Rehabilitation Service Delivery?. Available at SSRN 3747166
- Puccio, K. (2019). (Mis) treating Substance Use Disorder With Prison. *Voices in Bioethics*, 5.
- Russell, C., Ali, F., Nafeh, F., Rehm, J., LeBlanc, S., & Elton-Marshall, T. (2021). Identifying the impacts of the COVID-19 pandemic on service access for people who use drugs (PWUD): A national qualitative study. *Journal of Substance Abuse Treatment*, 129, 108374.
- Ul Hosna, A. (2018). Rehabilitation As A Punishment For Narcotics Addicts. *Journal Research and Analysis: Law Science*, 1(1), 20-25.

- Ula, M. N. (2019). Sufism Healing Method for Drugs Rehabilitation: A Case Study in PP. *Suryalaya Tasikmalaya, West Java, Indonesia. Ulumuna*, 23(2), 384-401
- Zielinski, M. J., Hinton, K. E., & Bull, C. E. (2021). COVID-19 highlights the pitfalls of reliance on the carceral system as a response to addiction. *Journal of Substance Abuse Treatment*, 122, 108190.
- Zolopa, C., Hoj, S., Bruneau, J., Meeson, J. S., Minoyan, N., Raynault, M. F., ... & Larney, S. (2021). A rapid review of the impacts of " Big Events" on risks, harms, and service delivery among people who use drugs: Implications for responding to COVID-19. *International Journal of Drug Policy*, 103127.