

## Communication Management of Narcotic Addicts Rehabilitation Program in East Java Province

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### Abstract

*Drug addicts rehabilitation program is one of government effort to accompany and cure the addicts medically, socially and psychologically for narcotic/drugs addicts. To implement the rehabilitation program, communication management is needed by IPWL (Mandatory Report Recipient Institution). Cooperation, good and integrated communication will greatly assists and support the success of he rehabilitation program. This will carried out with therapeutic communication process.*

*The purpose of this research is to find out the communcation management occurs in IPWL. This research use qualitative method to explore and understand the meaning of therapeutic communication process based on narcotic addicts problem as social and humanity problem. The researchers asked questions in indepth interview, collecting data and analyze the data inductively.*

*Research results showed that communcation management in East Java IPWL divided into two main programs. First program is primary care. This program in generic start with research (clients document checking), planning (designing rehabilitation program for inpatient or outpatient), program implementation in daily activities in physical activities, environment cleanliness, communcation and discussion, structured task, measuring process of mental health,*

*psychologically and in social matters, report in writing to social ministry of Indonesia. The second program is after care program that relies on meetings program of former drug addicts to encourage one another not to use drug anymore. After care program also seeks ex-addicts to be able to create and carry out social and economic roles.*

*Key Word: communication management, therapeutic communication, IPWL, rehabilitation program*

### 1. Introduction

IPWL (Mandatory Report Recipient Institution) is a medical and social rehabilitation institution for drug/narcotic addicts. This institution is created based on the decision of Health Minister of Indonesian Republic decision Number 18/Menkes/SK/VII/2012, the aim of this institution are to guide, to cure and creating medical and social rehabilitation to drug addicts.

Data show that 19.000 narcotic addicts in Indonesia were rehabilitated in 179 IPWL all around 33 provinces in Indonesia. [1] It showed that large amount of drug addicts were cured and rehabilitated in IPWL. So this institutions has a lot of responsibilities in handling the curing problems of drug addicts so they can live in a healthy condition and be productive person.

Rehabilitation program is created to develop drug abstinence condition for addicts, and recover their medical and social condition. This program also aimed to reduce the use of drugs. There are three steps in rehabilitation program: (1) Medical rehabilitation (detoxification), in this step the drug addict is diagnosed by the medical doctor mentally and physically. Then, the doctor decided whether the drug addict should be treated by using certain medicine to reduce the negative effects of drug abstinence in early detoxification process, (2) Non medical rehabilitation, in this step the drug addicts were participated in rehabilitation program which usually known as TC (Therapeutic Community), (3) After care program, in this step drug addicts do their regular activities based on their own interest, participate in school or their jobs but they are still in control by the councillors. [2]

IPWL as the primary institution for drug addicts rehabilitation process- must create good communication program to reach the effectiveness of the program. How the entire communication process is organized in this institution is a matter of communication management. In this process includes communication between managers, communication between counselors, between counselors with clients and also structured therapeutic communication programs. Therefore, researchers are very interested in conducting research on IPWL communication management in East Java in conducting the rehabilitation process for drug users.

## **2. Research Method**

**Research method**, the research method used is qualitative methods to explore and understand the meaning derived from social or humanitarian problems by asking questions, collecting data, analyzing data inductively, and interpreting meaning. [3]

**Data collection** is done by 1) field observation methods carried out to explore the behavior and activities in IPWL as study site, 2) Interviews were conducted with face to face interviews with participants who were generally unstructured and open-ended questions. Informants of this research are the counselors, social workers as part of IPWL management and the narcotic addicts, interviews take place in personal interviews and focus group discussions, 3) qualitative document in the form of reports or books made by therapy houses.

## **3. Literature Review**

IPWL is a medical and social rehabilitation institution for drug addicts. Based on Government Regulation No. 25 of 2011 concerning the Implementation of Narcotics Addicts Obligatory Reports stated that the goal of establishing a therapy home is to fulfill the Narcotics addict's right to get treatment and/or treatment through medical rehabilitation and social rehabilitation. [4]

What is meant by medical rehabilitation is an integrated treatment process or activity to free addicts from narcotics addiction. While social rehabilitation is a process of integrated recovery activities, both physical, mental, and social, so that former narcotics addicts can return to carrying out their social functions in social life.

The state has an obligation to facilitate the rehabilitation activities by establishing several designated therapy homes (IPWL). With funding from the government, the therapy home provides medical services to those who, with their own awareness, want to come to the IPWL to report themselves as drug users who want to stop their dependence on drugs. Besides being based on the addict's own desire to be free from drugs, IPWL clients also come from encouragement/family requests or cases of police arrest.

This research focuses on communication management because previous research emphasizes more on dyadic communication based on therapist/counselor-client relations. Communication management is the process of using various communication resources in an integrated manner through the process of planning, organizing, implementing, and controlling the elements of communication to achieve the stated goals. [5] In general, communication management uses the Five-Step Communication Planning Model consisting of: (a). Research, (b). Planning (c). Execute, (d) Measurement / evaluation, (e) report. [6] Based on this prior understanding, the manager of IPWL will design a communication program so that the client is free from drugs or in other words in an abstinence condition.

What is done in this research is within the scope of health communication which means “..... inquiry that is concerned with the important influences on people’s health care in face-to-face communication such as health care interview, counseling session, health education efforts, care coordination, and provision of social support”. [7]

#### **4. Result and Discussion**

Communication management is needed to carry out all stages of the rehabilitation program. Collaboration and good communication are very supportive of achieving the objectives of the rehabilitation program. The rehabilitation program is an effort made to assist and treat drug addicts so that they do not return to using all types of drugs. There is no cure for drug addicts but always in recovery condition. This rehabilitation program aims to prevent addicts from using drugs anymore. The program is organized into several stages.

**Initial Stage.** There are a number of methods used by the Recipient Obligatory Report Institution (IPWL) to get clients:

(1). **Institutional references.** Institutional referral is done by accepting clients from the National Narcotics Agency or the National Police. If there are individuals caught using drugs with a limit of methamphetamine: 1 gram, marijuana: 300 grams, 10 items inexperienced, heroin: 1 gram then they will be categorized as addicts and rehabilitated in the IPWL. (2) .

**Through family or social environment based on public information channel website institutions / home therapy or social media.** Web or social media provides information to the public about rehabilitation homes so that there are personal, communal or family who contact the IPWL to get rehabilitation towards recovery.

(3). **Community outreach.** Each rehabilitation house has a counselor who functions as a PL (Field Officer) who will contact and communicate with the CP (contact person) in the environment/community of drug addicts. With this information, it is hoped that there will be addicts who wish to recover and become clients of therapy home to get rehabilitation treatment.

**Primary Care Stage / Initial stage of coaching (0-6 weeks).** At this stage, the client is invited to begin to change the mindset, taste patterns, and patterns of past actions that are full of damage and destruction leading to patterns of life that are in accordance with religious, social, and cultural values. This phase includes 3 phases namely: (1). Orientation Phase, this stage lasts for the first 30 days when the client enters. In this phase the client undergoes a medical health assessment, affirmation of family background, adaptation to the community, and introduction of rehabilitation programs. (2). Intensive and Re-Socializing Phase, this phase is focused on the development of the client's mental and spiritual health and psychosocial health. rehabilitation.

(3).Consolidation Phase, preparation phase to proceed to the Re Entry Care stage

**Re-Entry Care Stage (7-12 weeks).** The Re-Entry Stage program aims to facilitate clients to be able to socialize with outside life after undergoing a rehabilitation program. At this stage, the client is prepared to re-enter normal life in the community. Clients are invited to return to think, feel, and act normally in the community. The focus of coaching at this stage is the management of mental and spiritual, psychological, physical, and psychosocial skills and independence.

**After Care Stage Program.** It is a program aimed at former IPWL residents / alumni, which are carried out outside the IPWL facilities and are followed by all forces under the supervision of re-entry staff. The form of activities carried out is sharing in groups without responding, asking members to respond to a topic, the time and place of implementation agreed upon together. Forms of aftercare programs can be in the form of halfway houses. This stage is the channeling of clients interest to fulfill and continue their sosioeconomic life. Continuation program (UEP = Productive Economic Business) given to drug addicts who have undergone rehabilitation in the form of capital assistance to do business (livestock, workshop, trade, services, etc.).

**Communication Management applied in Rehabilitation Program.** At first, observation is carried out by checking all documents relating to clients / residents. The counselors discuss the result to find out all information about the background of the client's life, such as their personal and social life, their affiliation, how the frequency of drug use, types of drugs used, and other personal experiences. The results of this observations form the basis for the IPWL counselors to assess the client / resident, whether the clients will be

rehabilitated inpatient or outpatient. the number of clients is the basis of whether the therapy is based on a group or more on a personal approach

**Planning.** Planning in the rehabilitation program of drug addicts is manifested in activities that have been prepared by the IPWL counselors. The drug rehabilitation program consists of 3 (three) programs. Namely the medical rehabilitation program (detoxification), social rehabilitation or non-medical programs, and further development programs. Rehabilitation programs carried out by therapy houses are social or non-medical rehabilitation. This not mean that medical rehabilitation and further development programs are not carried out. The medical rehabilitation program is carried out in collaboration with hospitals or doctors. If the client / resident has a certain disease then he will be referred to the hospital for medical treatment. To recover addicts from their dependence on drugs, IPWL use two kinds of therapy namely group (community) therapy and personal therapy. In the first therapy, counselors act as facilitator. In second kind of therapy, counselors do the interpersonal therapy or personal counseling..

**Personal therapy.** Counselor predict the sociopsychological condition of drug addicts through personal interviewing stage. In the initial stage, counselor evaluated the client's addiction condition. By using multiple drug screen test, they can estimate the type of drugs consumed by the clients. They can also predict the socio pathological behavior based on the type of drug use. Narcotics addicts usually have social problems with the family and in their social life. In a quarantine atmosphere, counselors will solve their problems in drug addiction. Personal therapy is the main program at IPWL with a small number of clients. Nevertheless the therapeutic group continues to run even if the client is not



grouped in the departments where they are placed in social training.

**Group Therapy.** Personal and social adjustment are the first process in primary stage of therapeutic communication. Clients must know the social rehabilitation process. The counselor will explain and elaborate the rehabilitation process with the client in a treatment plan. After the social adjustment is complete, the client will participate fully in the rehabilitation institution. First, the client will be placed in the division of institutional work. The existence of this department depends on the interests and needs of the institution and the amount of the clients. Departmental membership can be in: (a) Kitchen department, (b) Landscape, (c) Housekeeping and maintenance, (d) Expeditor, (e) Mental spiritual, (f) Expeditor, (g) Gastronom.

As a new member of the institution, the clients will learn the rules and roles in the rehabilitation institution. The role and social participation carried out by the client will show the quality of their behavior. The ability to behave in a good manner which is demonstrated by appropriate social behavior is a positive achievement of the client. Two journals are prepared for the clients. First, a journal which notes about everyday activity. Second, journal of positive and negative activity inventory that is carried out in one day. On the other side, the counselor carries a journal about clients under his supervision. In implementing this social function, there is an umbrella rule that must be obeyed, namely cardinal rule and house rule. Cardinal rule is substantial or fundamental rule in an organization. From the observations made, there are at least three main things that must be avoided by the client, "no drugs, no violent and no sex". While house rules regulate things that are routine related to social manners.

There are several joint activities inside the community created by rehabilitation institution. Counselors participate in this activity as organizer, facilitator and

counselor. They called the activity sessions. This session is different for each institution. Those sessions are: a. Wellness (morning sport), b. Functions (clean up the environment), c. Morning Meeting, d. Seminar/Class (informational session), e. Confrontation (social reminding), f. Clients Presentations (structured tasks), g. Care and Concern (special occasion), h. Drop Guild (forum of mistakes disclose), i. House Meeting (case conference), j. Vocational Session, k. Outing/refreshing. In general, the typology of the contents of the activities are physical health, religious, educational information, independence, responsibility and social functions of individuals. [8]

**Measurement of Results.** Measurement is a step taken to determine the success or failure of each message in a communication program delivered through rehabilitation programs that are carried out. Each client / resident has a journal or diary containing the development of personality, health, social, psychological assessed by the counselor. Recovery indicators can be seen from the extent to which the client / resident is able to take care of themselves as reflected in their personal performative aspects, able to communicate properly and appropriately, able to maintain emotions or feelings, able to get along in a healthy and correct manner, able to deal with the existence of family and community environment.

**Reporting.** The last stage of communication management activities is the reporting carried out by the IPWL as a form of accountability and provides an explanation to the authorized parties. The administrator of the IPWL must report to the Ministry of Social Affairs for the rehabilitation program that has already been implemented. In this case the IPWL management is responsible for reporting all rehabilitation activities regularly to the Ministry of Social Affairs.

Formally, IPWL's institutional responsibility ends when the period of responsibility in the quarantine and abstinence process of addicts has been completed based on the time period. But basically counselors still continue the continuity of the rehabilitation program by encouraging the activity of support groups based on the pattern of NA (narcotic anonymous) activities even though this is not an obligation. Reporting becomes mandatory when counselors accompany former addicts in economic empowerment programs that are financially supported by the social ministry.

## 5. Conclusions

The program implemented by IPWL is a social rehabilitation program. The success of the managerially designed communication program in this program is when clients who are drug addicts successfully carry out their social functions in daily social interactions. For the abstinence program it can be done relatively easy with a few obstacles because the activities are in the quarantine process. IPWL counselors will use mixed communication strategy between personal and therapeutic groups. With this variation and adjustment, they carry out therapy for clients/addicts to make the process of social internalization based on standard norms can be applied by clients after the rehabilitation process.

Further research is needed to see these addicts in activities after this rehabilitation process. How they function socially and carry out their social roles, and how they survive the relapse - the desire to use drugs again. Because this is the challenge of a former addict, namely how to deal with the pressures of life without being compelled to use drugs again.

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