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Analysis of the Satisfaction of Narcotics Residents with Services at Nunukan Class IIB Correctional Facility

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Abstract: *This research aims to examine the satisfaction level of narcotics prisoners regarding the services provided at the Class IIB Nunukan Penitentiary. The research employs a qualitative research method, utilizing interview and literature review techniques. The data analysis technique utilized is qualitative data analysis, involving data presentation, data verification, data reduction, and the re-presentation of the reduced data. The results of the study indicate that inmates at Class IIB Nunukan Penitentiary are pleased with the caregiving and medical services that meet the standards of Law No. 12 of 1995. However, the service delivery faces hindrances such as budget constraints, inadequate facilities, limited transportation, and insufficient staff. Additionally, surveys and interviews reveal issues related to the non-objectivity and lack of empathy from officers, as well as insufficient communication between officers and inmates.*

Keywords: *Satisfaction, Service, Prisoners, Correctional Institutions*

INTRODUCTION

The community perceives the prison system as conflicting with the goals of reintegration and rehabilitation. Moreover, the justice system fails to strive for fairness and honesty at its core, despite the fact that this is what society most needs. Since 1964, significant changes have occurred in the rehabilitation system for convicts and juvenile offenders. This shift can be linked to the transformation of the prison system into a correctional system, first proposed by the late Saharjo in 1963.

At the prison department conference held in Lembang, Bandung in 1964, an alternative to the prison system was formulated as a treatment and rehabilitation system for law offenders. Since the enactment of the Correctional Law of 1995, this system has become more effective in its mission. Strategic environmental changes at the national, regional, and international levels have driven significant developments. Changes in social norms and

increased crime rates have coincided with the evolution of the prison system. This shift aligns with the ongoing processes of global reform and transformation, characterized by the emergence of highly critical societies and various issues concerning human rights, democratization, and other central issues, as well as the emergence of diverse criminal actors, including those involved in transnational crime, organized crime, and white-collar crime, all of which are on the rise.¹

Prisoners undergo a process at correctional institutions that includes personality development and self-reliance training to prepare them for reintegration into society after serving their sentences. Therefore, to instill strong independence and self-confidence in participants, this developmental activity needs to consider various aspects of prisoners' lives. Prisoners are provided services by correctional institutions in the same manner as community services in general; the only difference is that correctional services provide both external and internal services within the confines of the correctional institution as convicts.

When discussing the concept of public service, management must always be considered. Enforcement of management is necessary. Any individual or community associated with the respective plans or regulations must comply with them in any way. For example, plans or regulations are management products. Every decision must be strong enough to obligate all involved parties, explicitly or coercively (physical force). Due to the fact that every rule and decision is legally binding, it is impossible to act according to one's own free will. Therefore, management requires another component, namely authority. Authority is also referred to as bureaucracy because it is usually carried out from behind a desk (bureau)².

here are several reasons why prison officers and staff have yet to be considered as providing the best quality service to drug convict prisoners:

1. The service process is slower and less effective than it should be due to the lack of prison officers or personnel (human resources) providing services
2. The delivery of prison services is hindered by the lack of necessary infrastructure and facilities
3. The number of people currently residing in shelters has reached maximum capacity (over capacity).

Public service is important to prioritize because, as Rasyid (1996) argued, this is the fundamental reason for establishing governance in the first place: to meet the needs of the people living under it. Besides nurturing an environment where everyone has the opportunity to grow intellectually and creatively, for the benefit of society as a whole.

¹ Hasanul, B, Peranan Lembaga Pemasyarakatan Dalam Pembinaan Narapidana Penyalahgunaan Narkotika (Studi Di Lembaga Pemasyarakatan Subussalam). (2018)

² Sirajudin. Dalam, Implementasi Kebijakan Pemerintah Daerah Makassar, Pelayanan Publik Dasar Bidang Sosial Di Kota'. Jurnal Administrasi Publik, 4(1). (2014)

Widodo (2001) argues that society today demands more professional, effective, efficient, simple, transparent, open, timely, responsive, and adaptive public services from public organizations, especially the government. When we talk about professional public services, we mean services that hold providers accountable and demand accountability from them (government officials).

Nunukan Class IIB Prison is one of the correctional institutions located in North Kalimantan. This prison has a capacity of 150 people, but currently houses 250 inmates, of which 100 are drug convicts. Drug convicts are one of the groups of prisoners with relatively high levels of difficulty. This is because drug convicts generally have dependencies on narcotics, making them at high risk of reoffending. To prevent this, efforts need to be made to improve the quality of service to drug convict prisoners. One effort that can be made is to measure the satisfaction level of prisoners with the services provided. The satisfaction level of prisoners with the services provided is one of the indicators of the success of prisoner rehabilitation implementation. Prisoners who are satisfied with the services provided will be more motivated to participate in rehabilitation and are less likely to reoffend.

RESEARCH METHODS

The research method employed in this study is qualitative research. Qualitative research is a method that yields descriptive data in the form of written or spoken words from individuals and observed behaviors. The type of research utilized in this study is descriptive research, which aims to depict existing phenomena. The data collection techniques employed include interviews and literature review.

- a. Interviews:
- b. Interviews involve direct question-and-answer interactions with respondents. In this study, interviews were conducted with narcotics inmates at Nunukan Class IIB Penitentiary.
- c. Literature Review

Literature review entails reading and studying relevant literature related to the research. In this study, literature review was conducted to explore the satisfaction levels of narcotics inmates, prison services, and previous relevant research.

The data analysis technique utilized is qualitative data analysis, which involves understanding and interpreting data obtained from interviews and literature review. The following qualitative data analysis techniques were employed

- a. Data Reduction

Data reduction involves selecting and focusing on essential elements, abstracting, and transforming raw data into a more manageable and analyzable form.

b. Data Display:

Data display involves organizing reduced data into a format that is easier to comprehend and analyze.

c. Data Verification:

Data verification entails checking the validity of the reduced and displayed data.

In conclusion, the research method employed in the Study of Narcotics Inmates' Satisfaction Levels with the Services at Nunukan Class IIB Penitentiary is qualitative research with a descriptive research design. Data were collected through interviews and literature review, and qualitative data analysis techniques were utilized for analysis.

DISCUSSION

Service Quality Towards the Satisfaction of Drug Prisoners at Nunukan Class IIB Prison

The notion of quality concerning satisfaction or dissatisfaction becomes intricate when applied to concepts such as service quality. If the actual level of service provided surpasses the expected level, then the concept of service quality is deemed high. It is said that the concept of service quality is fulfilled when the anticipated service equals the service actually received (satisfactory). When the expected service quality exceeds the service provided, it is said that expectations are not met (low quality).

Evaluation and analysis of the quality foundation reveal a spectrum of meanings for the term, from traditional to more abstract strategic aspects. Standard quality definitions typically focus on visible service aspects such as performance, dependability, usefulness, aesthetics, and so forth, rather than the quality of interactions, environmental quality, or service outcomes.

Every modern and progressive business inevitably prioritizes the tangible manifestation of service quality. The challenge lies in the service quality provided, defined as the extent to which service requests are fulfilled for the applicant's satisfaction. According to the service quality theory proposed by Parasuraman (2001), which bases customer satisfaction on five factors collectively known as "RATER" for service quality (Responsiveness, Assurance, Tangibles, Empathy, and Reliability). The guiding principles behind the RATER service quality concept are to shape the mindset and actions of service creators into something solid and fundamental. This is done to ensure accurate ratings aligned with the level of service provided.

The core of the service quality concept lies in the demonstration of all forms of service activities in such a way as to satisfy the recipients according to their responsiveness, assurance, tangible evidence, and empathy towards the service providers as expected, and with their reliance (reliability). This is done to ensure that the service provided is satisfactory

to the receiving community. By using the RATER framework, as defined below, it is possible to elaborate on various methods to ensure the delivery of high-quality services:

1. Reliability

Reliability can be interpreted as the quality, capability, and ability to deliver services in a timely, accurate, and satisfying manner, providing confidence as promised. Metric: (a) To what extent do prisoners receive the promised services from correctional officers?

2. Responsiveness

The willingness of correctional officers to assist prisoners and provide timely and responsive services constitutes "responsiveness." Indicators: (a) Sensitivity to the needs of prisoners; (b) Speed and accuracy in service provision by correctional staff.

3. Assurance

The confidence and trust customers have in the company are directly influenced by the actions of company officials. This assurance also indicates that officers are always professional and equipped to address any issues that may arise.

4. Empathy

It shows that the company cares for its customers, always doing its best for them, treating each as an individual, and maintaining reasonable working hours, to mention a few value propositions.

5. Tangibles

Facilities, specifically referring to the actual buildings, equipment owned by the prison institution, and other types of physical service infrastructure. Indicators include (a) support facilities for prisoners; (b) safe and comfortable locations for interaction between officers and prisoners; (c) tidiness of correctional officers and their appearance; and (d) owned information media.

Based on the research results, it is known that the satisfaction of drug prisoners in Nunukan Class IIB prison is qualified as very satisfied by 165 individuals (55%), satisfied (33.4%), neutral (30%), dissatisfied (5%), and none in the very dissatisfied qualification. The following are the results of the satisfaction dimensions described from the research findings:

Physical evidence has been realized, including indicators of display appearance, ease of access to service locations, ease of processing cb, pb, cmb, and cmk, as well as ease of equipment access; however, there are some indicators that have not been fully implemented; especially those related to the comfort of service locations.

There are still indicators that have not met the expectations of prisoners, especially facilities and infrastructure, even though the Reliability dimension has been applied, including indicators of accuracy, clear service standards, and the ability of officers to provide

services. expertise. (Mansur 2019).

This dimension has been provided with indicators of responsiveness, speed, accuracy, precision, and timeliness requested by prisoners thanks to the Responsiveness dimension. This is evidenced by the absence of user feedback regarding Responsiveness indicators.

The timeliness of assurance and the certainty of assurance that have been implemented according to what has been agreed upon jointly constitute the Assurance dimension. The lack of prisoner complaints about the Assurance pillar indicators is evidence of this.

Indicators prioritizing the interests of service users are found in the Empathy dimension; officers are encouraged to be friendly, non-discriminatory, and appreciate what has been done; however, there are indicators that have not met the expectations of prisoners, especially regarding unfriendly officers in terms of serving prisoners.

Supporting Factors of Service in Nunukan Class IIB Prison

Researchers employ five dimensions of public service quality to assess the existing public service quality in Nunukan Class IIB Prison. These dimensions are as follows: tangible, reliable, responsive, assured, and empathetic. Additionally, the researchers investigate the factors that contribute to or hinder the high quality of service provided in Nunukan Class IIB Prison.

The tangible aspect of service refers to the facilities, equipment, physically present personnel, and available communication channels. Customers of quality services in the area will provide positive reviews of prison services if they have a positive impression of this factor. Conversely, if individuals have a negative impression, they will also have a similarly negative assessment of the overall service delivery quality. Appearance significantly influences the service process as it is one of the elements that ultimately supports service delivery. Visitors and inmates' first impressions of those working in the correctional system are formed by the attitude and appearance of the personnel. According to one prisoner, the uniforms worn by the guards are a visible sign that our country is watching over us and keeping us safe to some extent. If the appearance of the personnel is not appealing, customers will not be interested in the quality of the correctional officers, regardless of how well they perform their duties. Furthermore, in accordance with established regulations, prison officers working at Nunukan Class IIB Prison are also required to wear uniforms.

Comfort in the service location during the service process is crucial for customers. Additionally, the service location significantly influences the overall service quality. As public service providers, correctional institutions are obliged to make their operated facilities accessible and comfortable for the public utilizing their services. This obligation begins with allocating sufficient floor space to ensure that individuals using the facilities do not experience feelings of claustrophobia in the environment. For the comfort of those using the service, seating is required, but air conditioning and other temperature control forms are

also necessary. In this particular scenario, Nunukan Class IIB Prison already has excellent service locations for its residents.

Ease in the service process benefits the most from a simplified process if made more comfortable. The prison has arranged for the family members of inmates at Nunukan Class IIB Penitentiary to be visited. This is based on previous research findings. This arrangement has been made possible by the available facilities.

Discipline among officers in carrying out the service process is essential for effectiveness. The formation of attitudes, behaviors, and lifestyles that will shape the personality of responsible correctional officers requires disciplined practice. This creates a conducive environment for productive labor and supports efforts to achieve goals. Additionally, for the service delivery process to succeed, officers need to have time and work discipline, especially in meeting the needs of service recipients. Since public service is work that prioritizes public interest, correctional officers are required to prioritize the needs of their service users over their own interests. In other words, service-providing employees must prioritize the needs of those who use their services above their own needs.

Reliability is the ability of a service unit to provide services as promised, both in terms of timeliness and efficiency. The provider's ability to deliver services reliably and promptly is another aspect of this reliability dimension. Having a reputation for reliability means consistently providing timely and high standards in all areas of operation. Adequate and satisfactory service requires timeliness, expertise in service delivery, skill in responding to customer complaints, should complaints be received, and skill in providing accurate and fair service. The quality of public service at Nunukan Class IIB Narcotics Prison can be measured through the Reliability dimension using the following indicators:

The responsiveness metric, focusing on how quickly and effectively services are provided and how closely they adhere to promised completion times. The responsiveness of officers in providing the required service can be considered the speed of service provided. This customer-focused mindset is related to the reasoning and thinking shown by employees when interacting with clients. Measurement of the Responsiveness dimension can be done using the following indicators in an effort to determine the quality of public service provided at Nunukan Class IIB Prison. This can be done in an attempt to determine how well the prison serves its inmates.

Knowledge, ability, politeness, and the reliable nature of employees, free from threats, risks, and apparent uncertainties, are all included in the Assurance dimension. Assurance is an effort made to protect society for the benefit of its citizens against risks that, if they occur, can disrupt the established order of daily life. In evaluating the level of care provided to inmates at Nunukan Class IIB Correctional Facility, measurement of the Assurance dimension needs to be undertaken.

Ease of interaction can be fostered, effective communication, and awareness of service

user requirements are all components of the empathy dimension. When one puts themselves in a situation similar to that of the service user, they practice empathy towards that individual. This type of attention is known as "personal" or "individual" care. The Empathy dimension can be measured using the following indicators in an effort to determine the quality of public service provided at Nunukan Class IIB Prison. This can be done as an effort to better understand the Empathy dimension.

Certainly, there are requirements for something that can make the received service more comfortable to achieve the best results. The level of enthusiasm shown by employees towards each other at Nunukan Class IIB Prison is a major driver of the development of good services, with the ultimate goal of providing the best service to service users. Another factor supporting the successful implementation of quality at Nunukan Class IIB Prison is the emphasis on teaching inmates about the importance of serving the community with integrity and moral conviction.

Service barriers in efforts to maintain service quality from officers who often engage in unethical behavior, such as extorting visitors and inmates to gain additional time during visits; buying and selling rooms and facilities; human resource personnel of Correctional Services; facilities and infrastructure; exceeding capacity; and limited budgets; all have a significant impact on the quality of service provided.

Factors Inhibiting Service at Class IIB Nunukan Penitentiary

Several factors hinder the implementation of services at the Class IIB Nunukan Penitentiary. As outlined above, facilities were reported to be problematic in the survey. This was further confirmed by personal interviews with staff and inmates. The main cause of this was identified as insufficient budget, which in turn leads to inadequate facilities, limited transportation options, and understaffing.

In other cases, the individual personalities of staff negatively impact satisfaction among inmates. The survey identified potential issues related to staff responsiveness and lack of empathy from prison officers. This was corroborated in personal interviews reporting occasional bias in the treatment of inmates by staff. Consequently, there is a reported lack of communication between staff and inmates, where inmates are unaware of how and where to inquire and access specific services.

Alignment of Service Quality at Class IIB Nunukan Penitentiary with Penitentiary Law No. 12 of 1995

Comparing research findings on inmate satisfaction with Law No. 12 of 1995, researchers concluded that the Class IIB Nunukan Penitentiary provides services in accordance with the law.

Essentially, the penitentiary system based on Pancasila and the 1945 Constitution, which is the final part of the penitentiary system, does not align with the treatment of

inmates as stated in Law No. 12 of 1995 on Penitentiaries. The law stipulates that the law enforcement system as referred to in paragraph b is a penitentiary system aimed at educating inmates about their mistakes, helping them become better individuals, and informing them not to repeat their offenses so that they can be accepted back into society, contribute to its growth, and live a normal life as good citizens. The General Administration of the Class IIB Nunukan Penitentiary is guided by Government Regulation No. 12 of 1995 concerning Amendments to Government Regulation No. 12 of 1995 concerning Amendments.

CONCLUSIONS

The interview feedback indicates that inmates are satisfied with the existing services. Inmates serving sentences for drug-related offenses at Nunukan Class IIB Penitentiary express contentment with the level of care they receive there. The medical services at Nunukan Class IIB Penitentiary meet the standards set by Law No. 12 of 1995. Supportive factors include the positive attitude among fellow correctional officers, monthly coordination meetings or evaluations, and educational efforts to ensure inmates are treated with goodwill and in accordance with their moral principles.

Challenges in service provision at Nunukan Class IIB Penitentiary stem from the aforementioned factors. Issues reported in facility surveys are summarized here for your convenience. This is further corroborated by personal interviews with officers and inmates. The primary cause identified for these issues is a lack of budget, leading to inadequate facilities, limited transportation options, and insufficient staffing. In other cases, the individual personalities of officers negatively impact inmate satisfaction. The survey identifies potential issues related to staff responsiveness and a lack of empathy from prison personnel. This is reinforced in personal interviews, which report occasional subjectivity in the treatment of inmates by staff. These issues are exacerbated by reported communication deficits between staff and inmates, where inmates are unaware of how and where to inquire about and access specific services.

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