



## Therapeutic Communication for Drug Addicts

(Study of Therapeutic Communication Phenomenology for Drug Addicts) at the Doulos Recovery Cottage,  
Batu City of East Java)

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### ABSTRACT

*This study aims to describe and analyze how therapeutic communication is for drug addicts at the Doulos Recovery Cottage, Batu City and to describe and analyze what factors are the supporters and obstacles in therapeutic communication for drug addicts at the Doulos Recovery Cottage, Batu City. The method used in this study uses a qualitative method. The data analysis model used in this study is Miles and Huberman (2014) with three stages, namely: the data reduction stage, the data presentation stage, and the conclusion/verification stage. The initial acceptance stage is: families, almost all clients who undergo the rehabilitation process are escorted by their families to the at Doulos Recovery Cottage, Batu City, and the legal process, those who are rehabilitated are the result of the arrest of the National Narcotics Agency (BNN) or the police. Rehabilitation activities for drug addicts have been arranged holistically (completely comprehensively), integrated, and integrated starting from waking up in the morning until the night before going to bed. The supporting factors, social support provided in the form of attention, affection, care, giving pocket money, advice, and motivational words are very helpful in the process of recovering the health and psychological condition of the client. They feel valued, cared for, loved, and loved by those closest to them. The existence of this social support motivates clients not to return to using drugs again. The inhibiting factors, there are several inhibiting factors in the rehabilitation process including the family who intervenes too often in the institution, the personality of the client who is still closed and often lies, the counselor who has never attended training or seminars. These factors become the material for evaluation of the institution to improve services in the future. The existence of this social support motivates clients not to return to using drugs again. The inhibiting factors, there are several inhibiting factors in the rehabilitation process including the family who intervenes too often in the institution, the personality of the client who is still closed and often lies, and the counselor who has never attended training or seminars. These factors become the material for evaluation of the institution to improve services in the future. The existence of this social support motivates clients not to return to using drugs again. The inhibiting factors, there are several inhibiting factors in the rehabilitation process including the family who intervenes too often in the institution, the personality of the client who is still closed and often lies, and the counselor who has never attended training or seminars. These factors become the material for evaluation of the institution to improve services in the future.*

**Keywords:** Drug Addicts, Qualitative method, Therapeutic Communication.

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### 1. INTRODUCTION

Drug problems (short for narcotics, psychotropic, and illegal drugs) has become a serious concern and concern for the whole country. The high rate of drug use has resulted in many countries taking various ways to prevent and eradicate drug trafficking. The rehabilitation program is one way to provide treatment and therapy for people who are addicted to using drugs, in addition to giving severe penalties for drug dealers.

A person who has been addicted to drugs can harm his health physically and psychologically because it can cause his mind to be subconscious. When a person has abused drugs to the point where he became addicted, the negative impact will be seen on him both in the physical, psychological, social, economic, spiritual, and so on. From a physical point of view, drug abuse can cause damage to organs, damage to brain function such as loss of concentration, decreased memory, and other physical disturbances. On the psychological aspect, drug abuse will lead to personality disorders and mental disorders. Then, drug abuse will also cause a person to lose consciousness, confusion and increased aggressiveness so that it will disturb the surrounding environment. There is a negative stigma from society towards drug users. This drug abuse will certainly cause a person to be ostracized from the surrounding environment because it is considered to have violated existing norms and rules and can disturb the surrounding community. From an economic point of view, it is clear that drug abuse will have a big impact because of the high selling price of drugs and their frequent use (depending on the type of drug and the level of addiction). Besides, it can also cause death if it is addicted to high doses. This drug abuse will certainly cause a person to be ostracized from the surrounding

environment because it is considered to have violated existing norms and rules and can disturb the surrounding community. From an economic point of view, it is clear that drug abuse will have a big impact because of the high selling price of drugs and their frequent use (depending on the type of drug and the level of addiction). Besides, it can also cause death if it is addicted to high doses. This drug abuse will certainly cause a person to be ostracized from the surrounding environment because it is considered to have violated existing norms and rules and can disturb the surrounding community. From an economic point of view, it is clear that drug abuse will have a big impact because of the high selling price of drugs and their frequent use (depending on the type of drug and the level of addiction). Besides, it can also cause death if it is addicted to high doses.

In accordance with Law Number 35 of 2009 concerning Narcotics Article 54 which states that drug addicts and victims of drug abuse are required to undergo medical rehabilitation and social rehabilitation. In accordance with the mandate of Law No. 35 of 2009, it is appropriate for drug addicts and someone who has abused drugs to get a rehabilitation program. Social rehabilitation for drug addicts can be carried out by the government or the community after obtaining the approval of the Minister.

To avoid dependence on drugs, one of the efforts is a rehabilitation program. This is the best way to save their lives from drug addiction. Rehabilitation is an effort to recover addicts from drug dependence and live a normal, physically and mentally healthy life so that they can adjust and improve their skills, knowledge, intelligence, social interactions in the environment or with their families, which is called resocialization.

By undergoing medical and social rehabilitation programs, addicts can be free from the influence and effects of drug use as well as a new beginning in their life. When someone wants to break away from addiction, they need to go through several stages, one of which is the detoxification process. In this process, an addict will be accustomed not to use drugs or reduce the dose of drugs that are usually used often until they are not given at all. At this stage it will be very dangerous and painful for addicts, therefore of course it would be better if accompanied by professional medical personnel. In addition to helping with physical problems, rehabilitation will also help addicts emotionally. In general, addicts have emotional problems because of their dependence on drugs. Then, in some cases, Emotional problems are the main cause of someone starting to try and fall for drugs. Therefore, rehabilitation will help an addict in managing his emotions because usually he will be supervised by a psychologist/counselor in the healing process. Emotional stability will also help prevent relapse or the return of drug addicts after the rehabilitation process is complete.

The rehabilitation program for drug addicts is one of the government's efforts to provide medical, psychological and social assistance and treatment to drug addicts. In addition to being organized by the government, the rehabilitation of drug addicts can also involve the community with the establishment of several community-based IPWLs (Recipient Institutions for Compulsory Reporting). The establishment of several IPWLs (Recipient Institutions for Compulsory Reporting) which are mobilized by community social institutions can help the government in the rehabilitation program for drug addicts. This shows the concern and participation of the community in tackling drug abuse.

Reporting Recipient Institutions, hereinafter abbreviated as IPWL, are public health centers, hospitals, and/or rehabilitation institutions appointed by the government. IPWL (Recipient Institution for Compulsory Reporting) is a medical and social rehabilitation institution for drug addicts. Based on Government Regulation No. 25 of 2011 concerning the Implementation of Compulsory Reporting for Drug Addicts, it is stated that the purpose of establishing a therapy house is to fulfill the rights of drug addicts to receive treatment and/or treatment through medical rehabilitation and social rehabilitation. Medical rehabilitation is a process of integrated treatment activities to free addicts, abusers, and victims of narcotics abuse from narcotics dependence. The doctor will also decide whether the addict needs to be given certain drugs to reduce the withdrawal symptoms he is suffering from. Social rehabilitation is a process of refunctionalization and development to enable a person to be able to carry out his social functions properly in community life.

Data shows as many as 19,000 drug addicts throughout Indonesia are currently undergoing the rehabilitation process through 179 IPWL(Recipient Institution for Reporting)spread over 33 provinces in Indonesia. ([www.Indonesiainside.id](http://www.Indonesiainside.id), June 26, 2019). From these data, it shows that drug users are treated and rehabilitated through IPWL(Recipient Institution for Reporting)high enough, it is expected that the role of IPWL(Recipient Institution for Reporting)who are committed to saving and returning them to healthy and productive lives.

IPWL(Recipient Institution for Reporting)as a medical and social rehabilitation institution must be able to build good communication because it is one of the indicators of the success of all IPWL programs(Recipient Institution for Reporting)is how much the messages conveyed can be accepted and understood by all IPWL members(Recipient Institution for Reporting)and rehabilitated drug patients. Message is a component in the communication process in the form of a combination of one's thoughts and feelings by using symbols, languages / other symbols that are conveyed to others. Messages have 3 (three) components, namely: meaning, symbols used to convey meaning, and form or organization of the message.

Therapeutic communication is one of the planned efforts to assist and care for patients leading to a recovery. The mentoring and treatment process requires an open and supportive two-way communication between addiction counselors and rehabilitated drug addicts. Communication is the main capital in helping and supporting the healing process of drug addicts.

Therapeutic communication as part of health communication is increasingly playing a role in the patient's healing process. Therapeutic communication carried out by an addiction counselor is carried out consciously and planned with certain techniques for healing from drug addicts who are in the rehabilitation process. The basic principle in therapeutic communication is that competent medical professionals must also be competent communicators who have a clear understanding of the uncertainties experienced by patients and their families. In therapeutic communication, interpersonal communication is established between addiction counselors and patients/clients so that it is hoped that there will be a relationship of mutual trust and support between the two.

Therapeutic communication is a very important component in the rehabilitation process for drug addicts because the communication process plays a role in making mutual agreements between addictive counselors as communicators with drug addicts as communicants. After the agreement is mutually agreed upon, the addictive counselor will find it easier to go deeper in asking about his personal life history. The therapist process will run smoothly because it begins with a mutual agreement that must be adhered to by both parties. If there is a significant difference between expectations and the reality that is felt by the patient, the professional worker or the doctor will try to make the patient understand these differences. Therefore, therapeutic communication between addictive counselors and residents needs to be done properly so that the rehabilitation process runs smoothly to help and support the healing process of drug addicts.

## **2. LITERATURE REVIEW**

### **2.1. Health Communication**

Liliweri (2018) states that health communication is a process to develop or share health messages to certain audiences with the intention of influencing their knowledge, attitudes, beliefs about healthy life choices and behaviors. In health communication there is a process of delivering messages by communicators (doctors, nurses, health workers, health institutions, health counselors) to a patient, either directly or using the media. The impact of the message conveyed is of course the creation of a clean and healthy lifestyle, a clean environment.

### **2.2. Therapeutic Communication**

Mulyana (2018) say that therapeutic communication is part of health communication. Therapeutic communication is communication between professionals/supervisors/health workers (doctors, nurses, midwives, etc.) and patients related to the patient's healing process. Machfoedz (2009): Therapeutic communication is an interactive experience between nurses and patients that is obtained together through communication. Communication here aims to solve the problems that patients face.

### **2.3. Social Change Theory**

Max Weber said that social change in society is related to the development of human rationality. The development of human rationality is the key to objective analysis of subjective meaning and a basis for comparison of the different types of social action. For this reason, Max Weber analyzes the form of human rationality which is divided into two, namely the means (means) and ends (ends). The theory of social change is used to explain the behavioral changes of drug addicts. The expected behavior changes are healthy living behavior and behavior of not using drugs anymore. The act of undergoing a rehabilitation program is considered the right tool to choose in an effort to restore the physical, mental, and spiritual health of drug addicts.

### **2.4. Social Interaction Theory**

According to H. Bonner, interaction Social media is a relationship between two or more human individuals, where the behavior of one individual affects, changes or improves the behavior of other individuals or vice versa. This definition describes the reciprocal continuity of social interaction between two or more human beings. Social interaction is the key to all social life, without social interaction there is no life together. The mere meeting of individuals in a physical way will not result in the association of life in a social group. Such life associations will only occur when individuals or human groups work together, talk to each other, and so on to achieve a common goal, enter into competition, conflict and so on.

## **2.5. Self-Awareness Theory**

Self-awareness or self-awareness is a person's ability to understand the awareness of thoughts, feelings, and self-evaluation so that they can find out the strengths, weaknesses, drives, and values that occur in themselves and others. Individuals with good self-awareness can read social situations, understand other people, and understand other people's expectations of themselves so that they can reflect on themselves, observe and explore experiences, including controlling emotions. Daniel Goleman says that self-awareness is constant attention to one's inner state. In this self-reflection, the mind observes and explores experiences including emotions.

## **2.6. Social Support Theory**

Taylor, Peplau and Sears describe social support as an interpersonal exchange characterized by emotional attention, instrumental help, information provider, or other help. Social support is believed to strengthen people in dealing with the effects of stress and possibly improve physical health as well. Social support is the presence and availability of another person we can rely on, someone who lets us know that they care, respect, and love us. Social support is also direct assistance, advice, encouragement, friendship and expressions of affection, all associated with positive outcomes for people who face life's dilemmas and stresses.

According to Sarason, early social support defined based on the presence of individuals who provide social support. Then this definition developed so that the definition of social support not only includes the number of friends who provide social support, but also includes satisfaction with the support provided.

## **2.7. Positive Interpersonal Communication Theory**

The essence of Interpersonal communication is actually dyadic communication that is done by someone with another person, either by using verbal or non-verbal communication. As explained by DeVito (2013) that interpersonal communication based on dyadic relationships is communication that takes place between two people who have a steady and clear relationship. Interpersonal communication focuses on the individual and the messages that are exchanged. None of the elements that exist stand alone, one another is dependent on each other. The relationship between the counselor and the client is based on the clarity and closeness of the relationship between them. The closeness of this relationship makes interpersonal communication more effective in conveying a message or information to someone until finally the message can be received and understood.

# **3. RESEARCH METHODS**

## **3.1. Research Approach**

The method used in this study uses a qualitative method. The history of qualitative research comes from anthropology, sociology, humanities. Creswell said that qualitative method is a method to explore and understand the meaning that comes from social or human problems by asking questions, collecting data, analyzing data inductively, and interpreting meaning. (Creswell, 2018).

## **3.2. Research focus**

- 1) Therapeutic communication for drug addicts at the Doulos Recovery Cottage, Batu City with the following indicators:
  - a. Messages conveyed, both verbal and non-verbal. Verbal messages can be in the form of spoken (vocal) or written words. Non-verbal messages include kinesics, which is a form of body or limb sign language, proxemic, namely non-verbal language indicated by "rung" and "distance" between individuals and other people when communicating, physical appearance. Messages conveyed by addiction counselors at each stage of the rehabilitation program are the Initial Intake Stage, the initial stage of development (Primary Care Stage), the advanced stage of development (Re-Entry Care Stage), the termination stage (Final Stage), the post-secondary stage. coaching (After Care Stage Program). Likewise, the message conveyed by the resident to the addictive counselor.
  - b. Communication channels used, namely tools or vehicles used by addiction counselors to convey their messages to residents, can be done face-to-face or through the media. Vice versa, the communication channel used by the resident in conveying his message to the addiction counselor.
- 2) What are the supporting and inhibiting factors in therapeutic communication? for drug addicts at the Doulos Recovery Cottage, Batu City with the following indicators:
  - a. Supporting factors

- (1) Emotional support, expressed in the form of conveying empathy, care, attention, positive appreciation, and belief in someone.
  - (2) Instrumental support, expressed by providing assistance in the form of money, food
  - (3) Informational support, expressed by providing information about healthy living behavior, advice
  - (4) Companionship support, expressed in the form of togetherness
- b. Obstacle factor
- (1) Resident personality, expressed by the resident type and personality traits.
  - (2) Human resources, expressed by the expertise and credibility of the addictive counselor.

### **3.3. Data analysis**

The data analysis model used in this study is the Miles and Huberman (2014) model on the grounds that data analysis will be carried out interactively and continuously until it is complete so that the data is saturated, there is no new data or information. Miles and Huberman stated that the activities in qualitative data analysis were carried out in 3 (three) stages, namely: the data reduction stage, the data presentation stage, and the conclusion/verification stage.

## **4. DISCUSSION**

### **4.1. Stages of Rehabilitation for Drug Addicts**

Drug rehabilitation is one of the efforts made by the government in order to save the victims of drug abuse from dependence on drug use and the effects that accompany it. Based on the Regulation of the National Narcotics Agency of the Republic of Indonesia Number 24 of 2017 concerning Rehabilitation Service Standards for Narcotics Addicts and Victims of Narcotics Abuse, there are 3 (three) stages in the rehabilitation process for drug addicts, namely:

- 1) Initial Admission, what is meant by initial acceptance is the process of accepting drug addicts, narcotics abusers, and victims of narcotics abuse in a service, either medical rehabilitation or social rehabilitation services, in order to estimate the degree of problems experienced, diagnoses, and required treatment plans.
- 2) Rehabilitation, what is meant by rehabilitation is a series of integrated recovery efforts for narcotic addicts, narcotics abusers, and victims of narcotics abuse which include initial admission, medical rehabilitation and/or social rehabilitation, as well as post-rehabilitation. Medical rehabilitation is a process of integrated treatment activities to free drug addicts from drug addiction. Social rehabilitation is a process of integrated activities, both physically, mentally and socially, so that former narcotics addicts can carry out social functions in people's lives.
- 3) Post-rehabilitation, what is meant by post-rehabilitation is a service activity which is a stage of further development given to narcotics addicts, narcotics abusers, and victims of narcotics abuse, after undergoing medical rehabilitation and/or social rehabilitation, which is an integral part of the rehabilitation series.

### **4.2. Therapeutic Communication for Drug Addicts**

The rehabilitation process for drug addicts is based on community or small group therapy. The term Therapeutic Community is associated with traditional medicine and approaches by using relationships and activities in the social environment with the aim of social and psychological change of people addicted to drugs, alcohol, and so on. Drug addicts come together to form an organized and structured community to achieve change that is freedom from drug addiction.

Another data finding is that not all clients openly express their problems or feelings, there are still some clients who are still closed even though they have undergone the rehabilitation process for 2-3 months. If it is still closed, the counselor will not serve counseling guidance, only providing assistance. But most others are already open to counselors, only 1 or 2 clients are still closed. If the client is still closed, then a counselor must first approach and seek information regarding his background to the family. This approach is necessary so that the client will slowly open up, therefore a counselor must first establish a friendship with the client. By establishing friendships first, it will create a sense of client trust in the counselor.

Another data finding is that clients who are older and have a family are usually called "Pak". Meanwhile, those who are the same age or younger are considered as brothers and are sometimes referred to as "bro". These are our brothers and sisters who are in trouble and need help, so we should help them. Who else will help them if not us. It is time for us to give help to our brothers and sisters who really need attention and affection.

Based on the results of interviews with informants showed that the counselor has a positive attitude. This is indicated by the counselor should not judge the client as a guilty person. Counselors should not immediately judge the client is a person who is guilty of abusing drugs. The counselor must think positively that the client is someone who is in need of help and is immediately helped. There are even clients who get angry and blame the counselor for something. Responding to an emotional client, the informant explained that the counselor must be patient and not provoked by anger either. The calmness of a counselor is needed before responding to the problem. The counselor must first calm the client's condition, after the client's condition is calm, the problem is explained in a soft tone of voice. The informant explained that all humans must have problems, but all problems must have a solution. We are looking for a good solution, not looking for who is wrong or right. The informant also explained that he did not have a grudge or anger towards the client, instead the counselor loved them and helped find a good solution. Finally the explanation was well received by the client and them. Based on a positive attitude, all client problems and problems can be resolved properly without anyone feeling offended or guilty. The informant also explained that he did not have a grudge or anger towards the client, instead the counselor loved them and helped find a good solution. Finally the explanation was well received by the client and them. Based on a positive attitude, all client problems and problems can be resolved properly without anyone feeling offended or guilty. The informant also explained that he did not have a grudge or anger towards the client, instead the counselor loved them and helped find a good solution. Finally the explanation was well received by the client and them. Based on a positive attitude, all client problems and problems can be resolved properly without anyone feeling offended or guilty.

### **4.3. Supporting and Inhibiting Factors**

#### **4.3.1. Supporting factors**

Factors that support the client's recovery from drug abuse, including: Emotional support, which is in the form of support for attention, affection, empathy given, positive appreciation given to clients. Emotional support is given in the form of empathy which is always shown by the counselor to every client's problem. This is indicated by the counselor always willing to listen to everything the client has to say. Counselors can carry out their functions properly if they have basic skills in the form of listening skills. Listening is a form of assistance services to clients provided by counselors so that clients can find solutions to all their life problems.

Thus the social support provided is very helpful in the client's recovery process. Without social support, clients feel alone and find it very difficult to help themselves. The existence of this social support will motivate a person to behave positively, enthusiastically in living life because they feel cared for and accepted. Conversely, low social support causes someone to return to using drugs and usually people who lack social support are vulnerable to trying drugs. Individuals with high social support have been shown to be lower in drug abuse and social support can keep the chances of relapse lower.

Social support is needed for former drug addicts so that they have a good quality of life. The various forms of family support that include emotional, rewarding, instrumental and informative support contribute to the positive impact on the problem of drug abuse. Various forms of social support in the form of acceptance, recognition, attention, a form of togetherness towards individuals, caring, a sense of kinship, positive appreciation, sympathy, empathy, assessment of the efforts made, advice, direction and other forms of care that have been given to former drug addicts. will increase their enthusiasm to not go back to using drugs again.

The existence of strong social support is associated with decreased mortality, easier recovery from dependence, cognitive function, physical and emotional health in former drug addicts. In addition, social support has a positive influence on the adjustment of stressful events in former drug addicts. Therefore, the availability of social support from family is very important for ex-drug addicts to increase their self-esteem from their dependence and to support their full and comprehensive recovery to avoid relapse.

#### **4.3.2. Obstacle factor**

Factors that hinder the client's recovery from drug abuse, including:

- 1) Institutional facilities and infrastructure, currently the rehabilitation facility owned by Doulos Recovery Boarding School, located at Jalan Arum Dalu 79a RT 004, RW 002 Songgoriti, Batu city is still rented. The occupied land belongs to someone else. This is an obstacle for the Doulos Recovery Boarding School to develop facilities and infrastructure. The development of facilities and infrastructure is important to improve services to clients. Because the land is still rented out, the Doulos Recovery Boarding School is still unable to develop facilities and infrastructure to complete complete and adequate rehabilitation facilities.
- 2) Human resources (counselors), addictive counselors at at the Doulos Recovery Cottage are 4 people plus 1 Social Worker from the Ministry of Social Affairs of the Republic of Indonesia who is employed at the institution. Of the 4 addictive counselors, 3

- people who have attended various addictive counselor trainings, 1 person who has never attended training. Therefore, assistance is still needed. By participating in various trainings or seminars, of course, it will increase the competence of addictive counselors in carrying out their duties and obligations. Addictive counselor knowledge and skills need to be developed continuously through participation in various trainings or seminars.
- 3) Families, there are still some families who are still intervening or interfering in any rehabilitation activities. Sometimes the family receives inaccurate information from the client regarding activities during rehabilitation. This inaccurate information often causes the family to intervene in the institution, for example small things related to the food menu that does not vary. There are also families who do not want to pick up clients for a dozen years on the grounds that if the client returns home it will cause problems for the family.
  - 4) Personality of clients, there are still some clients who have closed personalities, like to be alone and do not want to hang out with fellow clients. Even the habit of lying is often done by clients so that it hampers the counseling process carried out. The counselor must take a good approach so that the client can change his personality to be open and honest. This is to facilitate and expedite the pastoral counseling process between the counselor and the client.

From the above discussion related to therapeutic communication for drug addicts at the Doulos Recovery Cottage, researchers can describe in tabular form as follows:

**Table 1. Existing Model**

No.	Research focus	Data finding	Proposition
1	Therapeutic Communication		
	a. Intrapersonal communication activities	- Biston activities or quiet time filled with prayer and personal Bible reading	By doing biston or quiet time, clients are expected to get closer to God so that they grow their spiritual mental health
		- Another form of punishment is to write 2000 mistakes on a piece of paper	By accepting the punishment, the client is expected to be able to improve his behavior so that in the future he will not repeat his mistake. This is to foster mental health to be responsible
		- Punishment in the form of a chair by sitting alone in a chair	
	b. Interpersonal communication activities	- The client's openness in expressing all problems, complaints, feelings to the counselor	With the client's openness in expressing all feelings, the problem will make it easier for the counselor to provide advice and direction
		- The counselor shows empathy by always listening to all client complaints attentively without blaming or justifying the client	With the empathy shown by the counselor, the client feels cared for, valued so that it creates a feeling of comfort and calm
		- Counselors provide support in the form of prayers and words of motivation that make clients more excited	Prayer support and motivational words given by the counselor make the client strong and patient in every face of life's problems
		- The counselor treats the client as a parent, sister, brother even though there are still differences in status between the counselor and the client in terms of their main duties and responsibilities.	Equality shows that the counselor and client have the same mind so that the message can be conveyed well even though they are of different ages and main functions.
	c. Group communication activities	- Joint worship performed by all staff and clients filled with praying, reading the Bible, preaching, singing praises	By participating in joint worship and guided studies, clients better understand God's will for their lives so that they can grow their mental and spiritual health
		- Guided study filled with various materials, such as Bible studies, drug problems	
		- Exercise regularly, eat regularly with a nutritious menu, take a shower twice a day, take medication regularly	With sports activities, eating nutritious food, taking medication regularly, the client's body becomes healthy and fresh and the mind also becomes clear
		- The coaching group is filled with learning classes with various materials provided by the counselor, music exercises that are followed, sharing and care in groups.	By participating in these activities, clients feel happy, happy so that they can foster the client's mental health in reducing stress levels during rehabilitation activities throughout the day.

No.	Research focus	Data finding	Proposition
		- Happy Saturday activities filled with grilled corn, toasted bread, and fried bananas together	By participating in these activities, clients can carry out their social roles as healthy and productive individuals when they return to the community and their families.
		- Recreational activities carried out incidentally filled with games, swimming, and so on	
		- Functional activities or practical work in the form of sweeping, mopping, cleaning glass, cleaning the bathroom	
		- Vocational therapy activities include skills in making doormats, making cakes, making salted eggs, raising catfish	
		- The morning meeting activity is a meeting of the entire family where each client can express his feelings at that time, submit a report if a client has made a mistake and is interspersed with singing together.	
2	Supporting and inhibiting factors		
	a. Supporting factors	- Support in the form of attention, care, empathy given by family and counselors	The social support provided by the counselor and family makes the client feel not alone so that there is a feeling of comfort and calm in participating in the rehabilitation program
		- Support in the form of pocket money and food (snacks) sent by the family	
		- Support in the form of giving advice, words of motivation given by counselors and families	
		- Support together in the institution as brothers	
	b. Obstacle factor	- The facilities and infrastructure owned by the institution are still rented	These inhibiting factors must be evaluated by the institution so that in the future the rehabilitation program can run well
		- Families who often intervene in institutions related to rehabilitation programs	
		- Counselors who have never attended training or seminars	
		- The client's personality is still closed and likes to lie	

## 5. CONCLUSIONS AND RECOMMENDATIONS

### 5.1. Conclusion

Based on the results of research conducted at the Doulos Recovery Cottage, Batu City, it can be concluded that:

#### 1) Initial acceptance stage (initial intake stage)

There are 3 ways found in the initial client acceptance process at the Doulos Recovery Cottage, Batu City, namely:

- a. The family, almost all of the clients who underwent the rehabilitation process were escorted by their families to the Doulos Recovery Cottage, Batu City. Family support is very important in helping clients to want and be willing to be rehabilitated. Many of them are not willing to go to rehabilitation because of fear and shame. Therefore, the family must persuade and approach them well. There is also a request from the family to ask to be picked up. Very few drug addicts come alone to the doulos recovery cottage voluntarily. There is only 1 (one) person who wants to come voluntarily.

- b. Due to the legal process, those who were rehabilitated were the result of the arrests of the National Narcotics Agency (BNN) or the police. With the judicial restoration applied to someone who abuses drugs, it gives them a greater chance to find their way back in life in the future.

## **2) Rehabilitation Stage**

Rehabilitation activities for drug addicts have been arranged in a holistic, integrated and integrated manner, starting from waking up in the morning until the night before going to bed. The therapeutic communication activities carried out are:

- a. Intrapersonal communication activities, communication that is carried out within oneself in the form of biston activities or private quiet time. This activity is more about improving mental and spiritual so that you can get closer to God personally. Meanwhile, punishment in the form of other and chair is given to clients who violate the rules with the aim of more self-reflection for the formation of a better character and clients do not repeat the same mistakes again.
  - b. Interpersonal communication activities, communication between the counselor and the client in the process of counseling guidance. Communication between the counselor and the client will work well if there is openness, empathy, support, and similarity in thinking. The client can express all problems or feelings openly and the counselor listens attentively while providing advice, direction for the good of the client.
  - c. Group communication activities, messages conveyed in activities carried out in groups can build group awareness to help each other among themselves as well as to help themselves. The themes given in group communication activities can increase social capability and social responsibility. Clients have the ability to meet their needs and carry out their social roles, namely healthy and productive individuals, individuals who can adapt to their social environment
- 3) Supporting factors, social support provided in the form of attention, affection, care, pocket money, advice, motivational words are very helpful in the process of recovering health and the client's psychological condition. They feel valued, cared for, loved, loved by those closest to them. The existence of this social support motivates clients not to return to using drugs again.
- 4) The inhibiting factors, there are several inhibiting factors in the rehabilitation process including the family who intervenes too often in the institution, the personality of the client who is still closed and often lies, the counselor who has never attended training or seminars. These factors become the material for evaluation of the institution to improve services in the future.

## **5.2. Suggestion**

- 1) So that drug addicts do not return to using drugs again and can return to a healthy and productive life instead of being penalized and put in a Correctional Institution but they should undergo a rehabilitation program in accordance with Law No. 35 on drugs in 2009 article 54
- 2) There is good cooperation between families and related parties to include victims of drug abuse in rehabilitation institutions so that they receive mental, spiritual, psychological, social, and physical health so that they can return to living a healthy and productive life in society and their families.
- 3) Provide opportunities for counselors to attend drug abuse addiction counselor trainings. By attending trainings, counselors will have competence in the health and social fields in helping people who are addicted to drugs.
- 4) In order for the rehabilitation program to run continuously, it is better if the Doulos Recovery Center has an after care or post-rehabilitation program so that there is monitoring, client assistance and further guidance after completing the rehabilitation program.

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