ABSTRACT

Service Quality and Client Compliance in a Rehabilitation Program at Tanah Merah Narcotics Rehabilitation Center

Andina Oktavianty, Ratno Adrianto, Ratih Wirapuspita Wisnuwardani

Correspondence E-mail : andinaabdulhakim@gmail.com

Background : Substance use rehabilitation requires sustained client participation in activities and program requirements. Service quality is important because clients directly experience and interact with providers, while compliance determines rehabilitation continuity. Studies examining this relationship remain limited in BNN inpatient rehabilitation.

Objective : This study analyzed the relationship between service quality and client compliance in the substance use rehabilitation program at the Tanah Merah Narcotics Rehabilitation Center.

Research Methods/ Implementation Methods : This quantitative cross-sectional study was conducted from September to October 2026 among 73 adult clients selected from a population of 90 using simple random sampling. Data were collected through a valid, reliable questionnaire (18 service quality items, 12 compliance items; Cronbach's alpha 0.966 and 0.968) and analyzed using Spearman's rho, as the Shapiro-Wilk test indicated non-normal distribution ($\alpha = 0.05$).

Results : Most respondents were aged 18–29 years (61.6%) and had a senior high school education (50.7%). Mean scores were 75.58 (SD 11.54) for service quality and 53.96 (SD 6.23) for compliance. Spearman's rho was 0.529 ($p < 0.001$), a positive, moderate, significant relationship.

Conclusion/Lesson Learned : Clients who perceived better service quality tended to be more compliant with rehabilitation. Strengthening client-oriented service quality and the rehabilitation environment should be part of service evaluation. The cross-sectional design indicates association only, not causality.

Keyword : : service quality; client compliance; substance use rehabilitation; patient-centred care; inpatient rehabilitation

5th MICTOPH
Mulawarman International Conference on Tropical Public Health