

Burnout dan Alienasi pada Petugas Pelayanan Rehabilitasi Sosial Balai Besar Rehabilitasi Badan Narkotika Nasional = Burnout and Alienation of Social Rehabilitation Officer at National Narcotic Board Rehabilitation Center

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Abstrak

Tesis ini membahas tentang fenomena *burnout* dan alienasi dari petugas pelayanan dan rehabilitasi sosial di Balai Besar Rehabilitasi Badan Narkotika Nasional, yang berada di Kecamatan Cigombong, Lido, Kabupaten Bogor, Jawa Barat. Fenomena *burnout* dan alienasi yang dilihat adalah selama mereka menjadi staf. Penelitian ini adalah penelitian kualitatif dengan desain deskriptif. Hasil penelitian menyarankan bahwa Balai Besar Rehabilitasi BNN manajemen waktu kerja yang fleksibel, supervisi yang tepat dan berkala, melakukan upaya pengembangan profesi pekerjaan sosial di bidang rehabilitasi bagi pecandu, penyalahguna, dan korban penyalahguna narkoba. Selain itu, dalam upaya meminimalisir terjadinya *burnout* dan alienasi dari petugas, perlu dikembangkan standar etika dan profesi pekerjaan sosial di bidang rehabilitasi adiksi narkoba, peningkatan kesejahteraan yang tidak hanya bersifat material saja, serta memberikan dukungan kepada para pegawai *recovering addict* yang sedang dalam proses pemulihan (*recovery*)

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This thesis discusses the phenomenon of burnout and alienation from social services of social rehabilitation officer at the Center for Rehabilitation of the National Narcotics Agency, which is located in District Cigombong, Lido, Bogor, West Java. The phenomenon of burnout and alienation which seen was that happens to those who are assigned as a staff. This study is a qualitative research with descriptive design. Results of the study suggest that BNN Rehabilitation Center should provide flexible working time management, proper and periodic supervision, develop the social work profession in the field of rehabilitation for addicts, abusers, and victims of drug abusers. Additionally, in an effort to minimize the occurrence of burnout and alienation, BNN Rehabilitation Center should needs to be developed ethical standards and the social work profession in the field of drug addiction rehabilitation, improvement of well-being that is not merely material, as well as providing support to employees recovering addict who is in the process of recovery.