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The Effect of Information, Expertise, and Supervision on The Obedience of Narcotics and Psychotherapy Reporting Officer

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Abstract

Obedience can be influenced by several factors, including information, expertise, and supervision. This study aims to analyze the influence of information, expertise, and supervision on the obedience of narcotics and psychotropic reporting officers in pharmacy service units in Banjarmasin city. The method was an analytical observational study with cross-sectional study design. The sample was 102 respondents using simple random sampling method. The research instrument uses a questionnaire that has been tested for validity and reliability. Data analysis with descriptive and statistics, namely chi-square and multiple logistic regression. Respondents who have quality information will obey with psychotropic narcotics reporting (p=0.000). Respondents who have good skills (expert) will obey to psychotropic narcotics reporting (p=0.000). A respondent who has good supervision will obey to psychotropic narcotics reporting (p=0.005). The analysis using multiple logistic regression analysis showed variable information (p=0.001; Exp. B=6.993), expertise (p=0.012; Exp.B=4.691), and control (p=0.039; Exp.B=2.910) with 95%. There is the influence of information, expertise, and supervision on the obedience of narcotics and psychotropic reporting officers, with the most dominant variable is information.

Keywords: *Information, expertise, supervision, obedience, report.*

Introduction

Drug prevention cannot be separated from prevention, eradication, and supervision efforts. One form of supervision is the Narcotics and Psychotropic Reporting System Application (SIPNAP) which is developed and managed by the Directorate of Pharmaceutical Production and Distribution of Pharmaceuticals, the Ministry of Health of the Republic of Indonesia which aims to ensure the availability of Narcotics and Psychotropic for health services and/or the development of science and technology. Narcotics and Psychotropic Reporting is an obligation for pharmaceutical service units to the Head of District/City forward to the Head of the Provincial Health Service and Head of the Local Food and Drug Control Center online each month in accordance with the Regulations from Ministry of Health of the Republic of Indonesia number 3 of 2015 concerning circulation, storage, destruction and reporting of Narcotics, Psychotropics and Pharmaceutical Precursors.

According to a study by Milgram in 1963, obedience is one type of social behavior, where someone obeys and obeys the requests of others to do something because of an element of authority.[1] Information is a significant factor in social influence. Sometimes someone wants to do something they do not want to do after they have been given some information; someone often influences others by giving them logical information or arguments about what they should do.[2]

Expertise is specialized knowledge, training, and skills can also be a source of power. Someone submits to the expert and follows his advice because they believe that the knowledge of the ruler will help us achieve our goals.[2] There is a significant relationship between

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training variables and knowledge of SIPNAP reporting, so that information and expertise are crucial for a narcotics and psychotropic reporting officer.[3] Narcotics and psychotic reporting is a form of supervision that aims to determine the use of narcotics and psychotropic drugs in the legal pathway and is very important as the International Narcotics Control Board (INCB) report so that it is known how much national consumption of narcotics and psychotropic drugs so that availability can be guaranteed for the benefit of health services and/or the development of science.[4]

The study aims to find out the influence of information, expertise, and supervision on the obedience of narcotics and psychotropic reporting officers in pharmacy service units in Banjarmasin City.

Materials and Method

This study uses a tool or instrument in the form of a questionnaire modified by researchers from previous studies containing questions about the influence of information, expertise and supervision on the obedience of report reporting officers for narcotics and psychotropic drugs at the pharmaceutical service unit in Banjarmasin City. The independent variables examined and revealed through questionnaires included information, expertise, and supervision. While the dependent variable is obedience.

The population in this study were 142 pharmacists or pharmaceutical technical personnel who were assigned as narcotics and psychotropic reporting officers in pharmaceutical service units (pharmacies, IFK, IF clinics and IF hospitals) in Banjarmasin city that had reported narcotics reports and psychotropic drugs in the SIPNAP application from January to December 2017, with sample calculations based on the Lameshow formula, namely 92 people plus 9.2 (10%) so that there were 102 people and the method of sampling using a simple random sampling method.

Findings and Discussion

Effect of information on obedience: Based on the continuity correction test results with a confidence level of 95%, the p-value=0.000 is obtained so that the decision is Ho rejected (p<0.05) which means that information has a significant effect on the obedience of narcotics and psychotropic reporting officers. PR results of 4.182 (95% CI 1.980 - 8.831), which means that quality information produces obedience 4.182 times better than respondents with information that is not qualified.

Respondents who obeyed to make narcotics and psychotropic reporting as many as 52 people did indeed have information that was biased with a score range of> 24-40 as many as 46 people while six others had information that was not qualified. Of the 46 people (100%) who have quality information, there are 32 people (69.57%) who do have quality information with an average score of 36 while the other 14 people (30.43%) are the opposite. Based on the facts found in the field in this case because the 14 officers had to ask the clerk SIPNAP Banjarmasin City Health Office for delete and revise report that has been submitted due to an error in the listing on the stock card. Information is data that has been processed and can be felt by the recipient and has a real value, to make decisions now or in the future.[5] Information systems are inseparable from input-process-output which is processed by the system so that it produces useful output.[6] Partially information quality factors through relevant information indicators, information speed, and information consistency had a positive effect on Employee Work Effectiveness in the Health Resources Sector of the West Java Provincial Health Office.[7] Likewise, information quality has a positive effect on information satisfaction with a p-value of 0.000 as well as other studies,[8] which concluded that there was a difference in the quality of information before and after development (p=0.0001).[9]

Effect of expertise on obedience: Based on the continuity correction test results with a confidence level of 95%, the p-value=0.000 is obtained, so the decision is Ho rejected (p<0.05) which means that expertise has a significant effect on the obedience of narcotics and psychotropic reporting officers. PR results of 4.297 (95% CI 1.889 - 9.773), which means that excellent expertise produces obedience 4.297 times better than respondents with inadequate expertise.

Respondents who obeyed to make narcotics and psychotropic reporting as many as 52 people did have excellent skills with a score range of >30-50 as many as 47 people while five others had terrible skills. Of the 47 people (100%) who have excellent expertise, there are 38 people (80.85%) who have excellent expertise with an average score of 45 while the other 9 (19.15%) is the opposite. Based on the facts found in the field because 9 of these officers are older (over 40 years) so that the technical expertise possessed is limited in terms of SIPNAP reporting online. Expertise is technically acquired through learning in engineering fields such as operating computers and other digital devices. In

SIPNAP reporting by operating a computer or laptop or smartphone. The skills possessed by someone will make skilled in doing specific skills. Expertise will make someone able to do something according to what has been taught. Training on reporting systems is essential, mainly if the reporting system is based on information technology (IT).[10] There is a meaningful relationship between training variables and knowledge of reporting. With training, it will provide excellent expertise for officers.[3] Knowledge, skills, hardware, software, LAN, and method related to management information systems ($p < 0.05$).[11] The number of operators in the pilot health center (e-Puskesmas) was categorized as lacking because it was not yet available in each service unit, 48 new people attended the training (80%).[12] The application of applications and software has a significant influence on the dependent variable, namely the performance of the part of human resources with significance values of F and T below 0.05.[13] The medical record information system had an effect on physician performance and from the results of the t-test.[12]

Effect of supervision on obedience: Based on the continuity correction test results with a confidence level of 95%, the p-value = 0.005, then the decision is Ho rejected ($p < 0.05$) which means that supervision has a significant effect on the obedience of narcotics and psychotropic reporting officers. PR results were 1.935 (95% CI 1,191 - 3,146), which means that proper supervision resulted in obedience 1.935 times better than respondents with inadequate supervision.

Respondents who obeyed to make narcotics and psychotropic reporting as many as 52 people did have proper supervision with a range of scores > 27-45 as many as 39 people while 13 others had inadequate supervision. Of the 39 (100%) people who have proper supervision, there are 25 people (64.10%) with proper supervision with an average score of 35 while the other 14 people (35.90%) are the opposite. Based on the facts found in the field, the 14 officers were rarely active in social media where online supervision was carried out by SIPNAP officers at the Banjarmasin City Health Office. Supervision is one of the factors that influence obedience. One of the apparent factors of obedience is the permanent presence or supervision of a researcher. If researchers leave the room and give their instructions over the telephone, obedience will decrease.[14] There is an influence between supervision and obedience, the value of p=0.013.[15] Likewise, direct supervision of the hospital leadership had an effect on the performance of nurses (28.62%), indirect supervision of the implementation of indirect supervision (13.32%), indirect influence of the implementation of supervision directly (15.97%), and the implementation of indirect supervision (15.97%).[16]

Effect of information, expertise, and supervision on obedience: Information variable has a significant value of 0.001 with a wald value of 11.235 and a regression coefficient of 1.945. The significant value is <0.05 so that Ho is rejected or means that information has a significant partial effect on the obedience of narcotics and psychotropic reporting officers. The expertise variable has a significant value of 0.012, with a wald value of 6.251 and a regression coefficient of 1.546. The significant value is <0.05 so that Ho is rejected or means that expertise has a significant partial influence on the obedience of narcotics and psychotropic reporting officers. The supervision variable has a significant value of 0.039, with a wald value of 4.276 and a regression coefficient of 1.068. The significant value is < 0.05 so that Ho is rejected or means that supervision provides a significant partial effect on the obedience of narcotics and psychotropic reporting officers.

From the overall independent variable, the most dominant influence on obedience is the information variable (p=0.001) with a beta exponent value (Exp. B) of 6.993, which means that officers with quality information will have 6.993 obedience with officers with information that is not qualified.

Based on the results of the multivariate analysis of three independent variables, variable information is the most dominant variable who influence obedience with narcotics and psychotropic reporting officers. It is known that in total, respondents who are more obedient in reporting narcotics and psychotropic drugs (52 people) are more than respondents those who have excellent skills (47 people) are followed by respondents who have information that is difficult (46 people) and by respondents who have proper supervision (39 people). Based on the factual data, excellent expertise is more than quality information and proper supervision; this is because if the variable itself turns out the expertise that most influences obedience, meaning that without the interaction of quality information and proper supervision, expertise will be most affect obedience. Factually there is zero reporting that does not require data on information on narcotics and psychotropic use to be reported in SIPNAP reporting, and even without proper supervision, so that enough with officers who

have excellent expertise, the zero reports can be reported on SIPNAP reporting online. The findings in the field based on the characteristics of the respondents did show that the younger officers had excellent skills and conversely the older officers had inadequate expertise. However, if the three variables are tested together then the most dominant or most influential information on obedience because after being tested together it turns out that expertise and supervision encourage information to be the most influential factor in obedience with narcotics and psychotropic reporting in pharmacy service units in Banjarmasin city. Quality information is indeed the most dominant or very influential on obedience because based on the facts in the field there are indeed reporting officers who ask SIPNAP officers to delete or edit reports that have been sent and reporting officers will send back (repeat) so that the effect on obedience, in this case, is timeliness of delivery of reports of narcotics and psychotropic substances. If expertise can be improved with education and training, supervision can also be increased by internal and external supervision, but quality information is indeed required to be easily obtained, complete, thorough, suitable and timely and avoid recording errors on the stock card so that the physical goods and there is no difference in stock card. Be clear based on these exact reasons that cause quality information is the primary key of reporting narcotics and psychotropics so that information becomes the most dominant or most influential variable compared to other independent variables. Simultaneously, the Management Information System had a positive effect of 63.50% on the Work Effectiveness of Employees in the Field of Health Resources West Java Province Health Office.[7] Likewise, the overall weighted average value of information quality before system development was 7.51 and after system development 21.87 with a difference of 14.36. The results of the statistical test also show p <0.05, which means there are differences in accessibility, completeness, clarity, speed, timeliness, and accuracy of information before and after system development.[17]

Conclusion

There is the influence of information, expertise, and supervision on the obedience of narcotics and psychotropic reporting officers, with the most dominant information variable among the three variables.

Ethical Clearance: This research has gone ethical feasibility testing by the Ethical Research Commission of the Faculty of Medicine, University of Lambung Mangkurat.

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Conflict of Interest: The authors declare that they have no conflict interests.

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