

## INTISARI

**Latar belakang:** Informasi merupakan salah satu sumber daya yang berharga bagi proses manajemen dalam suatu organisasi. Dalam menjalankan fungsinya, manajer dalam suatu organisasi membutuhkan informasi yang relevan, tepat waktu, akurat dan lengkap sebagai dasar untuk melakukan perencanaan, pengorganisasian, kepemimpinan, hingga pengendalian. Manajer dalam organisasi harus mampu memahami sistem informasi karena sangat berpengaruh terhadap kehidupan organisasi. BNN RI telah membekali sistem informasi bernama Sistem Informasi Rehabilitasi Narkoba (SIRENA) pada salah satu unit kerjanya, yaitu bidang rehabilitasi. Meskipun sudah terintegrasi, pemanfaatan terhadap informasi yang dihasilkan SIRENA di BNNP DIY ternyata belum optimal.

**Tujuan:** Menjelaskan sejauh mana pemanfaatan yang sudah dilakukan terhadap informasi yang dihasilkan SIRENA oleh tiap tingkat manajemen di BNNP DIY dan menganalisis penyebab belum dimanfaatkannya informasi tersebut secara optimal untuk meningkatkan layanan rehabilitasi Narkoba.

**Metode:** Penelitian ini menggunakan rancangan penelitian studi kasus. Metode pengumpulan data yang digunakan yaitu wawancara, observasi, dan studi dokumentasi. Instrumen yang digunakan yaitu panduan wawancara, lembar catatan observasi, dan alat rekaman.

**Hasil:** SIRENA tidak dilibatkan dalam membantu pelaksanaan fungsi manajemen di bidang rehabilitasi BNNP DIY (perencanaan, pengorganisasian, kepemimpinan, dan pengendalian). Beberapa faktor penyebabnya antara lain: operator SIRENA merangkap tugas lain sehingga penginputan data ke SIRENA sering tertunda; SIRENA sering mengalami kegagalan sistem; fitur di dalam aplikasi kurang lengkap dan kurang fleksibel; SIRENA tidak terintegrasi dengan sistem informasi lain yang dimiliki BNN; informasi yang dihasilkan tidak terkini dan tidak lengkap meskipun perilaku penerimaan pengguna terhadap SIRENA sudah baik dari segi *performance expectancy*, *social influence*, *facilitating condition*, dan *hedonic motivation*.

**Kata Kunci:** SIRENA, Narkotika, sistem informasi

## ABSTRACT

**Background:** Information is one of the valuable resources for the management process in an organization. In carrying out its functions, the managers of an organization need relevant, punctual, accurate and complete information as a basis for planning, organizing, leadership, and controlling. Managers in organizations must be able to understand information systems because it is very influential to the life of the organization. National Narcotics Board Republic of Indonesia (BNN RI) has provided an information system called the Drug Rehabilitation Information System or Sistem Informasi Rehabilitasi Narkoba (SIRENA) in one of its work unit, namely the rehabilitation division. Even though it has been integrated, the utilization of the information produced by SIRENA at BNNP DIY has not been optimal.

**Objective:** To explain the extent of the utilization that has been made to the information produced by SIRENA in each level of management at National Narcotics Board Special Region Of Yogyakarta (BNNP DIY) and to analyze the causes of such information have not been utilized optimally to improve drug rehabilitation services.

**Method:** This study used a case study research design. Data collection methods used were interview, observation, and documentation study. The instruments used were interview guide, observation sheet, and recording device.

**Results:** SIRENA was not involved in assisting the implementation of management functions in the rehabilitation division of BNNP DIY (planning, organizing, leadership, and controlling). Some of the causing factors included: the operator of SIRENA is responsible for more than one tasks so that the input of data to SIRENA is often delayed; SIRENA often experiences system failure; the features in the application are incomplete and less flexible; SIRENA is not integrated with other information systems owned by BNN; The information produced is not up-to-date and incomplete, although the user's acceptance of SIRENA is already good in terms of performance expectancy, social influence, facilitating conditions, and hedonic motivation.

**Key words:** SIRENA, Narcotics, information system