

# Implementation of BBN One Stop Service (BOSS) in Handling Narcotics Problems in Tanjung Pinang City

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**Abstract.** The BNN One Stop Service (BOSS) website is an innovation in the field of e-government developed by the National Narcotics Agency (BNN) to provide one-stop integrated services to the community. Through BOSS, the public can access various services such as rehabilitation registration, urine test applications, public complaints, and online narcotics-related education. This study aims to analyze the implementation, effectiveness, and readiness level of the BOSS website in Tanjungpinang City based on the e-government assessment framework. The research method uses a qualitative approach with observation, document analysis, and assessment of variables that include institutional identity, content, features, community participation, usability, services, social media activities, and website security. The results of the study show that the implementation of BOSS in Tanjungpinang City has been running well and is integrated nationally. Based on the results of the e-government assessment, the BOSS website obtained a total score of 94% in the category of "excellent". However, challenges still lie in the low utilization of complaint features by the public and the limitations of language selection features. Increased socialization and technical improvements are needed so that BOSS can be used optimally by all levels of society.

**Keywords:** BNN, E-Government, BOSS, Public Service, Tanjungpinang City, Narcotics.

## 1 Introduction

Digital transformation in the government sector is one of the main strategies in improving the efficiency, transparency, and quality of public services [1]. The Government of Indonesia, through various institutions and agencies, continues to develop an e-government-based system to bring services closer to the community and strengthen good governance [2]. One of the innovations in the field of public services is the development of the BNN One Stop Service (BOSS) Website by the National Narcotics Agency (BNN) [3].

The BOSS website is designed as a one-stop integrated service platform that provides a variety of BNN services online, including rehabilitation registration, community complaints, urine tests, legal consultations, and education related to narcotics abuse [4]. This innovation is expected to

make it easier for people to access services without having to come directly to the BNN office, as well as help institutions become more responsive to the needs of the community.

Especially in Tanjungpinang City, the implementation of BOSS is important because this area is one of the strategic areas in the Riau Islands with serious challenges related to narcotics trafficking. Through an integrated information system between the central, provincial, and district/city BNN, BOSS is expected to increase the effectiveness of reporting, case handling, and rehabilitation of drug abusers. However, in practice, the level of use of the BOSS platform by the public is still relatively low [5]. Many people prefer to submit complaints directly to the BNN office. This indicates the need to increase digital literacy and more intensive socialization. Therefore, this study was conducted to analyze the implementation, effectiveness, and readiness level of the e-government system on the Tanjungpinang City BOSS website using the e-government assessment framework. This research also aims to identify the obstacles faced in the implementation of BOSS and provide strategic recommendations for improving digital-based public services within BNN.

## **2 Research Methods**

This study uses a qualitative approach with a descriptive analysis method to evaluate the implementation of the BNN One Stop Service (BOSS) website in Tanjungpinang City. This approach was chosen because it was able to provide an in-depth picture [6] of the effectiveness of the implementation of e-government in public services within the National Narcotics Agency (BNN).

The data used in this study consisted of primary and secondary data. Primary data was obtained through direct observation of the BOSS website, including analysis of the interface display, completeness of features, ease of access, and interactivity with users. Meanwhile, secondary data was collected from BNN official documents, laws and regulations, annual reports, and scientific literature relevant to the topic of e-government and digital public service innovation.

The analysis was carried out using the e-government assessment framework as developed by [7]. This framework involves seven main variables, namely institutional identity, content, features, community participation, usability, services, social media activities, and website security. Each variable is analyzed based on indicators that represent the quality of e-government implementation on the BOSS website.

The assessment of each variable was carried out by calculating the average score based on the formula proposed by Rozaki and Reza, namely , where  $V_i$  is the variable value,  $\sum X_i$  is the total value,  $Y_i$  is the number of questionnaire items, and  $Z$  is the variable weight. The results of the assessment of all variables are then summed up to obtain a final score that describes the level of completeness and effectiveness of the BOSS website as a digital-based public service platform.

The validity of the research results is maintained through triangulation of data sources by comparing observation results, official documents, and secondary data from the scientific literature. The results of the final assessment are interpreted descriptively to provide a comprehensive understanding of the successes and challenges in the implementation of the BOSS website in Tanjungpinang City.

### **3 Result and Discussion**

#### **Implementation of the BNN One Stop Service (BOSS) Tanjungpinang City Website**

The BOSS website (bbn one stop service) is an innovation and development in the field of e-government where the BOSS website is a one-stop integrated service carried out by BNN (national narcotics agency) to the community. Where innovation is expected to make it easier for the community to interact with the BNN institution and vice versa, innovation is expected to be more responsive to the needs of the community which is mainly related to the BBN institution.

The BOSS website is a portal that includes several services at BNN such as: rehabilitation registration, urine test applications, public complaints, education related to drugs and others that can be accessed online which is expected to help the public if they want to take care of these interests without having to go to the BNN institution office directly.

The integration of information systems in BOSS (BNN One Stop Service) has been the key in strengthening efforts to handle narcotics problems in Tanjungpinang City. The BOSS system has been well integrated not only at the center, but also at the Provincial National Narcotics Agency (BNNP) and the City/Regency National Narcotics Agency (BNN City/Regency). This shows that there is solid cooperation between related institutions in using information systems for the purpose of handling narcotics problems. It emphasized that every report related to drug abuse and illicit circulation is treated quickly and carefully, including in the Tanjungpinang City

area. Thus, it is evident that the BOSS system has been instrumental in facilitating the tracking and reporting of narcotics problems, as well as providing a solid foundation for the handling of such cases with a fast and efficient response.

In the context of the implementation of BNN One Stop Service (BOSS) in Tanjungpinang City, the empirical condition of the complaint and feedback system still shows a low level of use from the community. Although BOSS has been provided as a platform for complaints related to the abuse and illicit circulation of narcotics, there are still few people who use it. On the contrary, the majority of people prefer to come directly to the Tanjungpinang City BNN Office to submit their complaints. This is due to the existence of a complaint contact number provided by the Tanjungpinang City BNN, which makes the public feel more comfortable to interact directly with BNN officers.

Nevertheless, the response from the Tanjungpinang City BNN to every complaint from the public has been proven to be fast, kind, and careful. This reflects BNN's commitment to providing responsive and quality services to the public who report narcotics-related cases. The quick and good response of the Tanjungpinang City BNN to public complaints also helps to create a sense of security for the complainants, which can encourage more people to report narcotics-related cases in the future.

The implementation of BOSS in handling narcotics problems in Tanjungpinang City is faced with several obstacles and challenges that need to be overcome. One of the main obstacles is the lack of public understanding and awareness of the existence of BOSS and what services can be accessed through the platform. These limitations indicate that efforts to introduce BOSS to the public still need to be increased so that more people are aware of its benefits and usefulness in reporting narcotics-related cases.

BNN Tanjungpinang City has tried to overcome these obstacles by integrating BOSS promotion in various programs implemented by the Rehabilitation Section and the Community Prevention and Empowerment Section. Programs such as workshops, counseling, socialization, and so on have been used as a platform to introduce BOSS to the wider community. This effort shows the commitment of BNN Tanjungpinang City in increasing public understanding of the use of BOSS as a means to report narcotics cases.

In addition, another challenge faced is that not all people, especially the elderly, can access BOSS services via the internet. This limited access to technology complicates the efforts of BNN Tanjungpinang City in ensuring that all levels of society can use and access BOSS easily. Therefore, additional strategies are needed to provide alternative access or a more inclusive approach for people who cannot access BOSS online.

In an effort to handle the narcotics problem in Tanjungpinang City, BOSS at BNN Tanjungpinang City has succeeded in involving and empowering the community through various services provided. One example of the successful implementation of BOSS is through the Narcotics Examination Results Certificate Service (SKHPN). The people of Tanjungpinang City widely use this service for various purposes, such as entering college, registering for a job, taking police tests, and others. This fact shows that BOSS has become an important tool for the public to meet their various administrative needs related to narcotics inspection.

In addition, BOSS also involves both public and private agencies in efforts to handle narcotics problems. These agencies use BOSS to carry out urine tests for their members or employees, showing that there is close collaboration between the Tanjungpinang City BNN and various parties in efforts to prevent and handle narcotics problems. The involvement of these agencies has a significant impact on efforts to prevent narcotics abuse among employees and members of the public.

The participation of the people of Tanjungpinang City in the use of the BOSS information system, especially in providing information or reports on narcotics problems, shows a positive and active response from the community in efforts to handle narcotics problems. Data on the use of the Narcotics Examination Results Certificate Service (SKHPN) and the Urine Test Service shows that many people access these services and benefit from them. This fact shows that the public not only accesses BOSS to meet their administrative needs, but also to provide information related to narcotics problems.

In addition, the public can also provide additional information because they get an assessment from a counselor before a urine test. This shows that BOSS not only serves as a platform to provide narcotics screening services, but also as a means of two-way communication between the public and service providers. The public can use this opportunity to provide additional information that may be relevant to handling the narcotics problem.

In measuring e-government assessment on the BNN One Stop Service (BOSS) website, a test of assessment was carried out using the e-government assessment framework.

Analysis of BNN One Stop Service (BOSS) website

The assessment of each variable of the BNN one stop service (BOSS) website is carried out with the formula:

$$Vi = \frac{\sum Xi}{Yi} \times Z$$

Figure 1. The formula for calculating each source variable: [8].

We = Variable

$\sum Xi$  = Total Value

$Yi$  = Number of questionnaire items

$Z$  = Variable Weight

#### 1. Institutional Identity :

From the observation results, the Website already has a Company identity that includes assessment indicators such as the name of the institution, symbol of the institution, office address, information office, information website is available with an average score of 0.50 percent.

- a.Name of Institution, On the home menu of the BNN One Stop Service (BOSS) Website where every time it enters the menu on this website, there is always a clear name of the institution.
- b.Institutional Symbols, Institutional Symbols on the BNN One Stop Service (BOSS) Website can be clearly seen on the top of the website. Institutional Office Address, The address of the institution's office has been listed under the website page.
- c.Institutional Information Contact, on the BNN One Stop Service (BOSS) website, the institution's contact information is clearly listed on the contact section menu page and can be contacted.
- d.The Institution's website, the BNN One Stop Service (BOSS) website already uses a go.id-based domain website.

## **2.Konten**

In terms of content, in general, BNN One Stop Service (BOSS) has met the rules of good Website Parameters, where this website is a one-stop complaint service website from BNN that can be used by the public to obtain information and can make complaints, and reports related to narcotics, with an average score of 0.68 percent.

## **3.Feature**

From the BNN One Stop Service (BOSS) website features such as file download facilities, search, language, multimedia services, and visitor statistics, it is completely available and easy to access with an average score of 0.72 percent

- a.The file download facility, for the download facility feature, is listed on the BNN One Stop Service (BOSS) website.
- b.The data search facility/data search facility, on the BNN One Stop Service (BOSS) website includes a data search/search feature to make it easier for the public to search in detail.
- c.Language choice, for other language choice alternative facility features are not listed on the Perum Bulog website.
- d.Have multimedia services, for the features of multimedia service facilities lie in news and information
- e.Visitor statistics facilities, for visitor facility features are listed on the main BNN website.

## **4.Partisipasi Masyarakat**

The BNN One Stop Service (BOSS) website has a Suggestions and Complaints menu, and a FAQ (Frequently Asked Questions) facility to assist the public in answering common questions that often arise from visitors with an average score of 0.63 percent.

- a.The institution's contact menu, on the BNN One Stop Service (BOSS) website, includes the institution's contact feature, which will make it easier for the public to see in detail about the institution's contact menu, including several information such as office address, E-mail address, office phone number, and location information.

- b. Discussion forums, the BNN One Stop Service (BOSS) website provides a social media forum to be able to discuss and ask questions online.
- c. Having a menu/complaints/questions, on the BNN One Stop Service (BOSS) website has a very complete complaint service, In the complaint service on the BNN One Stop Service (BOSS) website has 4 complaint indicators, the first is Lapor, which is a complaint service for the abuse and illicit circulation of narcotics, the second is an online marketplace complaint, which is a drug crime complaint service that occurs on the marketplace platform, the third is that the whistleblower complaint is a complaint service for violations committed by BNN officers, and finally gratuity complaints, which is a complaint service for violations of gratuities carried out by BNN officers.
- d. Chat facilities, on the BNN One Stop Service (BOSS) website have a chat feature that makes it easier for people to convey messages, on the BNN One Stop Service (BOSS) website, the term chat is made with the word 'contact us' and is directly directed to the available contacts.

## **5. Use**

The BNN One Stop Service (BOSS) website has a map system with 6 main indicators including public complaints, rehabilitation, urine tests, information and education, free legal consultation, lab tests and precursor licensing with a total score of 0.70 percent. Each category has its own sub-categories, including:

- a. Public complaints, have 4 indicators, namely Lapor, is a complaint service for the abuse and illicit circulation of narcotics, the second is the online marketplace complaint, which is a drug crime complaint service that occurs on the marketplace platform, the third is a whistleblower complaint service for violations committed by BNN officers, and finally gratuity complaints, which is a complaint service for gratuity violations carried out by BNN officers.
- b. Rehabilitation, has 8 rehabilitation services, namely Free Rehabilitation Free rehabilitation for drug addicts. Private Rehabilitation A medical and social rehabilitation institution run by the private sector which is strengthened by BNN. Post-Rehabilitation Rehabilitation Continuation Program to maintain recovery. Self-Assessment A brief interview about experience using alcohol, tobacco and other substances or drugs. Drug



Screening Drug screening services for skill/research improvement participants. Improving Skills in the Scope of Rehabilitation Centers, Centers, and Workshops Improving the competence of rehabilitation service officers through the provision of rehabilitation program materials, Observation services, workshops and residential. Research The implementation of research can be related to the methods and development of rehabilitation, education, and human resources services available at the BNN Rehabilitation Center, Center, and Workshop. Psychological Evaluation of Drug Addiction A test service that measures perceptions and attitudes, and requires simple interpretation by a psychologist.

- c. Urine test, there are 2 indicators, namely the Making of a Certificate of Narcotics Examination Results and the Application for Narcotics Test Testing for Public and Non-Public Institutions.
- d. Information and education have 4 indicators, namely information and education media which is packaged in an innovative form with the aim of being a network for learning, sharing stories and inspiration. Literature, a collection of Infographic books and scientific works about narcotics. Socialization services, requests to BNN to become resource persons for drug socialization in community events, government agencies or schools. Public information services form information request form that can be accessed by the public to obtain information about BNN.
- e. Free legal consultation, where the service will be directed to fill the flow of legal consultation services with a process of 7 working days.
- f. Lab tests and precursor licensing, there are 2 indicators, namely, Lab Tests, Lab test services are intended for authorized agencies who want to know the drug content. Precursor Licensing, Precursor import/export licensing services for precursor importer/exporter companies.
- g. Service The BNN One Stop Service (BOSS) website aims to make all services at BNN one door so that it makes it easier for people to receive services from BNN with a total average score of 0.75 percent.

## 6.Social Media Activity

The BNN One Stop Service (BOSS) website has social media accounts such as Instagram, YouTube, Twitter and Facebook which aim to disseminate information related to the BNN One Stop Service (BOSS) institution in order to reach the public comprehensively and aims to build interaction between the institution and the community through social media with a total average score of 0.50 percent.

## 7.Security

The BNN One Stop Service (BOSS) website uses a protocol security system that encrypts communication between the user's browser and the web server. The use of HTTPS is an important practice to keep user data safe when interacting with websites. Through SSL certificate checking, it can be ensured that the connection to the website uses secure HTTPS.

$$Total\ Skor = \sum_t^n Vix \ 20\%$$

Figure 2. Testing formula for the e-government assessment framework [8].

Based on the work assessment of the e-government assessment above, which is completed with this formula. The average score collected is 4.68% with a total score of 94%, so the e-government assessment framework for the web system (BOSS) bnn one stop service can be declared complete or very good.

## 4 Conclusion

The BOSS website (bbn one stop service) is a development innovation in the field of e-government which includes several services at BNN such as: rehabilitation registration, community complaints, education related to drugs and others. The BOSS system has been well integrated not only at the center, but also at the Provincial National Narcotics Agency (BNNP) and the City/Regency National Narcotics Agency (BNN City/Regency). This shows that there is solid cooperation between related institutions in using information systems for the purpose of handling narcotics problems.

Furthermore, the implementation of BOSS in handling narcotics problems in Tanjungpinang City is faced with several obstacles and challenges such as, the empirical condition of the complaint and feedback system still shows a low level of use and lack of understanding and awareness from the public. In addition, for the assessment of e-government assessment on the website (BOSS) bnn one stop service itself is complete or very good where the BOSS website gets a total score of 94% with a score that is almost touching the perfect number, the BOSS website still has some incomplete features such as language choice features that are not listed. Coupled with some errors when we access the application.

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