



Public Satisfaction Index Survey 2015

Inspectorate of NADFC

Inspectorate of NADFC

Executive Board of Public Satisfaction Index Survey Year 2015

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PREFACE

Greetings

As a government agency that functions in providing services for the public, the National Agency of Drug and Food Control of the Republic of Indonesia has stipulated Regulation of Head of the National Agency of Drug and Food Control of the Republic of Indonesia on Standards of Public Services in the Environment of the National Agency of Drug and Food Control of the Republic of Indonesia as a standard used as a guideline for service delivery and reference of service quality evaluation. In line with the need for improving the quality of public services as the embodiment of the function of the state apparatus as a public servant, the National Agency of Drug and Food Control constantly works to improve services provided for the public related Drug and Food Control. To this end, the Inspectorate of Drug and Food conducted the Public Satisfaction Index Survey on Public Service Units in the environment of the National Agency of Drug and Food Control (Centre) in 2015. The survey was conducted in 8 (eight) unit services of Drug and Food Control (Center) that provide services for the public. Respondents in the survey are service users who interact directly with public service units in the National Agency of Drug and Food Control.

The Public Satisfaction Index survey was conducted by the Inspectorate of the National Agency of Drug and Food Control to determine the performance of services of the government apparatus for the public on a regular basis as an evaluation to establish a policy in the framework of further improving the quality of services and in order that the public will be able to determine the performance of the service units concerned.

The results of the Public Satisfaction Index Survey year 2015 are expected to stimulate the improvement of the quality of public services provided by the National Drug and Food Control in order to realize the performance accountability and to increase public trust in the National Drug and Food Control. Concerning the service elements perceived to be weak by respondents - users of our services - we hope that follow-up actions for improvement will be prioritized.

We would like to extend our thanks to all parties who have provided support on the implementation of the Public Satisfaction Index Survey year 2015. Because of our limitations, we fully realize that this report of the Public Satisfaction Index Survey year 2015 is still far from perfect, so we would like to welcome any suggestions and positive constructive criticisms in order to improve the survey results in the future.

Greetings.

Jakarta, December 2015

the National Agency of Drug and Food Control

Inspector,

Dra. Zulaimah, Apt, M.Si

CHAPTER I

INTRODUCTION

A. Basis for the Implementation of the Survey

In accordance with the mandate of Law No. 25 of 2009 on Public Services, the government is required to improve the quality and ensure the provision of public services based on the general principles of good governance as well as to provide protection for every citizen and resident against abuse of authority in delivering public services related to public basic needs. One of the efforts to improve the quality of public services as mandated by Law No. 25 Year 2009 on Public Services and Law No. 25 Year 2000 on the National Development Program is to measure the Public Satisfaction Index as the criteria for evaluating the quality of services. For this purpose, the preparation of the Public Satisfaction Index in the environment of the National Agency of Drug and Food Control is done based on the following conditions:

1. Law of the Republic of Indonesia Number 25 Year 2009 on Public Services Article 35:
 - a. Control of public services delivery performed by internal and external controllers.
 - b. The internal control of public services delivery is done through:
 - 1) Control by an immediate superior in accordance with legislations; and
 - 2) Control by a functional controller in accordance with legislations.
2. Regulation of State Minister of Efficient Utilization of State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 16 Year 2014 on Guidelines for the Public Satisfaction Survey on the delivery of Public Services.
3. Letter of Assignment of Permanent Secretary of the National Agency of Drug and Food Control of the Republic of Indonesia Number PI.02.01.2.6.04.15.1519 dated April 2, 2015 to conduct the Survey of Public Satisfaction Index on Public Service Units of the National Agency of Drug and Food Control in 2015.

This Public Satisfaction Index Survey is also intended for the implementation of the Quality Management System (QMS) ISO 9001: 2008 NADFC.

B. Purpose of the Implementation of the Survey

Data collection of the Public Satisfaction Index Survey in the environment of the National Agency of Drug and Food Control of the Republic of Indonesia aims to determine the level of public satisfaction in the performance of service units periodically as evaluation materials to establish a policy in order to further improve the quality of public services and to be used by the public as graphic information on the performance of service units concerned.

C. Target of the Implementation of the Survey

1. The level of achievement of service units of government agencies in providing services for the public.
2. System structuring, mechanisms and procedures in order that services can be implemented with better quality, efficiency and effectiveness.
3. The growth of creativity, initiative and public participation in improving the quality of public services.

D. Expected Benefits

With the availability of the Public Satisfaction Index data periodically, the following benefits can be obtained:

1. The public satisfaction index on the results of public services delivery in the environment of National Agency of Drug and Food Control is comprehensively known.
2. The implementation of functional control is carried out by the Government Internal Control Apparatus on public services of the National Agency of Drug and Food Control mandated by Article 35 of Law No. 25 Year 2009 on Public Services.
3. Indicators of success of Bureaucratic Reform in improving the quality of public services of the National Agency of Drug and Food Control.
4. Implementation of the Quality Management System (QMS) ISO 9001: 2008 NADFC Clause 8.2.1 on Customer Satisfaction.
5. Materials to set a policy and various steps to improve the quality of public services.
6. Weaknesses or shortcomings of each element of public services delivery are known
7. The performance of providers of public services that have been implemented by public service units periodically.

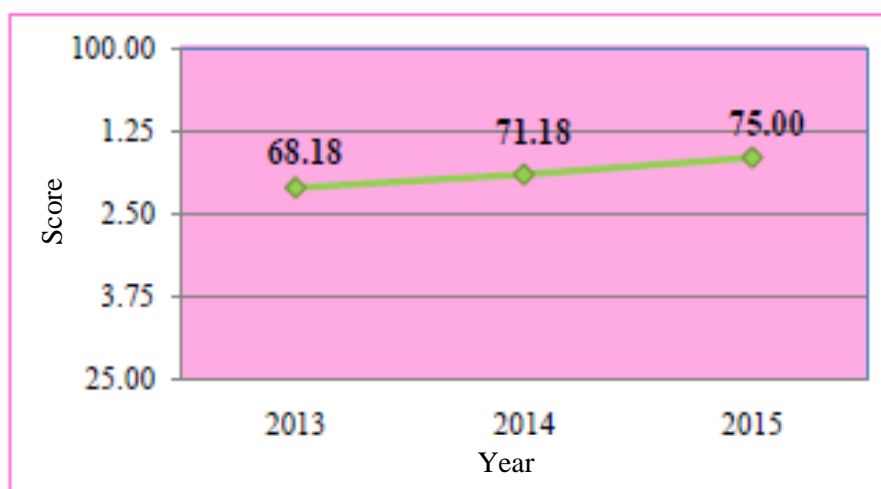
8. Stimulating positive competition among service providing units in the environment of the National Agency of Drug and Food Control (Center) in order to improve service performance.
9. The public will be able to obtain graphic information on the performance of service units.

and Kos Evaluation:												
- Sub Directorate of Product I Evaluation (OT and SM)	229	216	176	271	219	236	246	228	229	250	236	268
- Sub Directorate of Product II Evaluation (Kos)	238	214	181	276	219	242	242	224	221	259	237	269
Directorate of Inspection and Certification of OT Kos	236	234	205	278	237	252	267	237	239	236	224	259
Directorate of Food Safety Evaluation	238	219	168	278	220	237	255	227	224	233	242	271
PPOMN	246	245	231	281	248	259	267	249	243	243	233	254
Total Score Per Element	2155	2051	1769	2520	2077	2234	2282	2104	2096	2166	2098	2369
NRR Per Element	2,99	2,85	2,46	3,50	2,88	3,10	3,17	2,92	2,91	3,01	2,91	3,29
NRR weighed	0,25	0,24	0,20	0,29	0,24	0,26	0,26	0,24	0,24	0,25	0,24	0,27
Total NRR of the Public Satisfaction Index Survey weighed	3,00											
Score of the Public Satisfaction Index Survey	75,00											

The calculation of the score of the Public Satisfaction Index survey in 2015 was done on 8 (eight) service units of the National Agency of Drug and Food Control as the number of survey respondents of the Public Satisfaction Index survey on the Center of National Laboratory of Drug and Food (PPOMN) reached 80 (eighty) respondents, while the scoring of the Public Satisfaction Index surveys conducted in 2013 and 2014 excluded the Center of National Laboratory of Drug and Food (PPOMN) as the number of respondents in 2013 and 2014 was respectively 23 and 30 so that the results of the Public Satisfaction Index surveys on the Center of National Laboratory of Drug and Food in 2013 and 2014 are reported separately.

The score of the Public Satisfaction Index Survey on public services delivery in the environment of the National Agency of Drug and Food Control (Center) in 2013 was 68.18 and increased in

2014 and 2015 to respectively 71.18 and 75.00 as shown in Graph 1. The service quality of the National Agency of Drug and Food Control from 2013 to 2015 got a B category (good).



Graph 1. Evaluation results of the Public Satisfaction Survey on the National Agency of Drug and Food Control (Center) year 2013 – year 2015

F. Evaluation Results of the Public Satisfaction Index Survey Per Service Element





The score of the Public Satisfaction Index Survey per service element on the National Agency of Drug and Food Control (Center) in 2014 and 2015 can be seen in Table 2.

Table 2. Evaluation Results of the Public Satisfaction Index Survey Per Element Year 2014 and Year 2015

Element of the Public Satisfaction Index		2014	2015	Increase/Decrease
U1	Service requirements	72.85	74.83	1.98
U2	Service procedures	65.98	71.22	5.24
U3	Service time	55.82	61.42	5.60
U4	Cost/Tariff	87.81	87.50	-0.31
U5	Specification Product of Service Type	69.65	72.12	2.47
U6	Competency of Executors	75.00	77.57	2.57
U7	Executors' Behavior	75.31	79.24	3.93
U8	Service Notice	69.45	73.06	3.61

U9	Handling of Complaints, Suggestions and Input	69.38	72.78	3.40
U10	Conveniences	-	75.21	-
U11	Discipline	-	72.85	-
U12	Information Technology	-	82.26	-

Table 2 Description

	: Service Quality A (Excellent)
	: Service Quality B (Good)
	: Service Quality C (Fair)
	: Service Quality D (Poor)

The data in table 2 shows that the score of the Public Satisfaction Index Survey per service element on the National Agency of Drug and Food Control (Center) in 2015 is as follows:

- a. The service elements that got an A category (Excellent), namely: (from the highest score)
 - Cost/Tariff (U4) scored 87.50; and
 - Information Technology (U12) scored 82.26
- b. The service elements that got a B category (Good), namely: (from the highest score)
 - Executors' Behavior (U7) scored 79.24
 - Competency of Executors (U6) scored 77.57
 - Conveniences (U10) scored 75.21
 - Requirements (U1) scored 74.83
 - Service Notice (U8) scored 73.06
 - Discipline (U11) scored 72.85
 - Handling of Complaints, Suggestions, and Input (U9) scored 72.78
 - Product Specification of Service Type (U5) scored 72.12 and
 - Procedures (U2) scored 71.22
- c. The service elements that got a C category (Fair), namely service time (U3) scored 61.42
- d. 9 (nine) elements of service in 2015 increased compared to the year 2014, namely: (from the highest increase)
 - Service Time (U3) increased by 5.60;
 - Procedures (U2) increased by 5.24;

- Executors' Behavior (U7) increased by 3.93;
 - Service Notice increased by 3.61;
 - Handling of Complaints, Suggestions, and Input (U9) increased by 3.40;
 - Executors' Competency (U6) increased by 2.57;
 - Product Specification of Service Type (U5) increased by 2.47; and
 - Requirements (U1) increased by 1.98;
- e. The cost/tariff element (U4) in 2015 decreased compared to 2014 at 0.31
- f. 3 (three) other elements, namely the convenience element (U10), discipline element (U11) and information technology element (U12) are not comparable to that of the previous year as it was an additional service element to be scored in 2015.

G. Comparison of Evaluation Results of the Public Satisfaction Index Survey Per Service Unit

The comparison of the evaluation results of the Public Satisfaction Index Surveys on the delivery of public services in each service unit in 2014 and 2015 are presented in Table 3.

Table 3. Evaluation Results of Public Satisfaction Index Survey Year 2014 and Year 2015

NO	SERVICE UNIT	2014	2015	INCREASE/DECREASE
1	Directorate of Drug and Biological Product Evaluation	64.76	70.21	5.45
2	Directorate of Production Control of Therapeutic Product and Household Medical Supplies	69.41	73.49	4.08
3	Directorate of Distribution of Therapeutic Product and Household Medical Supplies	76.52	78.41	1.89
4	Directorate of Traditional Medicines, Food Supplement, and Cosmetics Evaluation: - Sub Directorate of Product I	68.27	73.02	4.75
		71.25	73.49	2.24

	Evaluation (Traditional Medicines and Food Supplement) - Sub Directorate of Product II (Cosmetics)			
5	Directorate of Inspection and Certification of Traditional Medicines, Cosmetics, and Complementary Product	76.31	75.63	-0.68
6	Directorate of Food Safety Evaluation	71.66	73.23	1.57
7	Directorate of Food Inspection and Certification	71.25	79.45	8.20
8	Center of National Laboratory of Drug and Food	66.32	78.10	11.78

The data in Table 3 show that the scores of the Public Satisfaction Index Survey per service unit in 2015 are as follows:

- a. The scores of the Public Satisfaction Index Surveys in 2014 and 2015 show that the quality of service of all service units of the National Agency of Drug and Food Control (Center) got a B category (good).
- b. The service providers that increased in score based on the Public Satisfaction Index Survey in 2015 compared to that of 2014 are: (from the highest score)
 - o Center of National Laboratory of Drug and Food increased by 11.78;
 - o Directorate of Inspection and Certification of Food increased by 8.20;
 - o Directorate of Drug and Biological Product Evaluation increased by 5.45;
 - o Sub Directorate of Product Evaluation (Traditional Medicines and Food Supplement) increased by 4.75;
 - o Directorate of Production Control of Therapeutic Product and Household Medical Supplies increased by 4.08;
 - o Sub Directorate of Product II (Cosmetics) Evaluation increased by 2.24;
 - o Directorate of Distribution Control of Therapeutic Product and Household Medical Supplies increased by 1.89; and
 - o Directorate of Food Safety Evaluation increased by 1.57

- c. In contrast, Directorate of Inspection and Certification of Traditional Medicines, Cosmetics, and Complementary Products decreased by 0.68 in the 2015 Public Satisfaction Index Survey compared to that in 2014.





H. Results of the Public Satisfaction Index Survey Per Sevice Unit and Service Element

The score of the Public Satisfaction Index Survey 2015 per Sevice Unit and Service Element can be seen in Table 4.

SERVICE UNIT	U1	U2	U3	U4	U5	U6	U7	U8	U9	U10	U11	U12
Directorate of Drug Evaluation	71.56	64.06	48.75	86.88	65.00	75.31	75.63	67.19	67.19	71.88	70.00	79.06
Directorate of Production Control	74.06	70.00	55.63	89.38	71.88	77.50	76.88	70.31	72.50	74.38	70.63	78.75
Directorate of Distribution Control	77.81	77.50	72.50	86.56	75.63	80.00	82.19	75.94	77.19	79.06	72.19	84.38
Directorate of OT, SM and Kos Evaluation:												
- Sub Directorate of Product I Evaluation (OT and SM)	71.56	67.50	55.00	84.09	68.44	73.75	76.88	71.25	71.56	78.13	73.75	83.75
- Sub Directorate of Product II Evaluation (Kos)	75.31	67.81	56.56	88.13	69.38	76.56	75.63	70.94	69.06	80.94	75.00	84.06
Directorate of Inspection and Certification of OT Kos	73.75	73.13	64.06	86.88	74.06	78.75	83.44	74.06	74.69	73.75	70.00	80.94
Directorate of Food Safety Evaluation	74.38	68.44	52.50	86.88	68.75	74.06	79.69	70.94	70.00	72.81	75.63	84.69
Directorate of Inspection and Certification of Food	79.06	76.88	75.63	92.19	79.38	82.19	79.38	80.00	76.88	70.00	76.56	85.31
PPOMN	76.88	76.56	72.19	87.81	77.50	80.94	83.44	77.81	75.94	75.94	72.81	79.38

Table 4 Description:

U1	: Service Requirements	U7	: Executors' Behavior
U2	: Service Procedures	U8	: Service Notice
U3	: Service Time/Punctuality	U9	: Handling of Complaints, Suggestions and Input
U4	: Cost / Tariff	U10	: Conveniences
U5	: Specification Product of Service Type	U11	: Discipline
U6	: Executors' Competence	U12	: Information Technology

	: Service Quality A (Excellent)
	: Service Quality B (Good)
	: Service Quality C (Fair)
	: Service Quality D (Poor)

The scores of the Public Satisfaction Index Survey 2015 per Service Unit and Service Element show that:

1. Cost / Tariff element (U4) was categorized A (Excellent) for all service providers.
2. Executors' Behavior element (U7) was categorized A (Excellent) for service officials mentioned below:
 - Directorate of Distribution Control of Therapeutic Product and Household Medical Supplies;
 - Directorate of Certification and Inspection of Traditional Medicines, Cosmetics and Complementary Product; and
 - Center for National Laboratory of Drug and Food
3. Information Technology element (U12) was categorized A (Excellent) for service providers mentioned below:
 - Directorate of Distribution Control of Therapeutic Product and Household Medical Supplies;
 - Sub-Directorate of Product I Evaluation (Traditional Medicines, Food Supplement);
 - Sub-Directorate of Product II Evaluation (Cosmetics);

- Directorate of Food Safety Evaluation; and
 - Directorate of Food Inspection and Certification
4. Service Time/Punctuality element (U3) was categorized C (Fair) for service providers mentioned below:
- Directorate of Medicine and Biological Product Evaluation
 - Directorate of Production Control of Therapeutic Product and Household Medical Supplies
 - Sub-Directorate of Product I Evaluation (Traditional Medicines, Food Supplement);
 - Sub-Directorate of Product II Evaluation (Cosmetics);
 - Directorate of Food Safety Evaluation

Then, the analysis was carried out in detail for each service unit of the National Agency of Drug and Food Control in which the 2013-2015 results of the Public Satisfaction Index evaluation are described – evaluation results of each service element and input from the respondents.

CHAPTER IV

SUMMARY AND RECOMMENDATION

The Public Satisfaction Index survey 2015 was the ninth survey conducted by Inspectorate of the National Agency of Drug and Food Control. The survey is done periodically. The purpose of this survey is to know the work performance of service units based on respondents' evaluation. The results of the survey are expected to be used as:

1. The fulfillment of the ISO 9001:2008 clause of clause 8.2.1 on Customer Satisfaction.
2. Indicator of Bureaucratic Reform Success on the quality improvement of the National Agency of Drug and Food Control public service.
3. Functional control executed by the Government Internal Controlling Apparatus (APIP) on the National Agency of Drug and Food Control public service in accordance with Law Number 25 No. 25 on Public Service.
4. Materials to stipulate a policy and some improvement measures to improve the public service quality.

Based on the 2015 survey results, the score of the Public Satisfaction Index has been known by graphing the quality level of unit service and performance at the National Agency of Drug and Food Control (Headquarters) as a whole and in each service unit. Besides, the survey also shows the shortcomings or weaknesses of service elements.

The Public Satisfaction Index survey conducted by the Inspectorate shows that the score of the Public Satisfaction Index in 2015 increased compared to that of 2014 which was 3,82. However, it shows that there is a service element with the service quality of C (Fair), that is, service time/punctuality (U3) scored 61,42.

In brief, the results of the Public Satisfaction Index survey 2015 results on the National Agency of Drug and Food Control public service units (Headquarters) are set in fact matrices based on the Public Satisfaction Index survey as shown below:

Service Unit	Facts of Survey Results
Directorate of Medicine and Biological Product Evaluation	<ol style="list-style-type: none"> 1. The score of the Public Satisfaction Index survey 2015 increased by 5,45 compared to the 2014 survey. 2. The Service Quality in 2015 got a B category, and the unit service performance was good. 3. There is one service element categorized A (Excellent); there are ten service elements categorized B (Good); there is one service element categorized C (Fair) .
Directorate of Production Control of Therapeutic Product and Household Medical Supplies	<ol style="list-style-type: none"> 1. The score of 2015 Public Survey Index survey increased by 4,08 compared to the 2014 survey. 2. The Service Quality in 2015 got a B category, and unit service performance was good. 3. There is one service element categorized A (Excellent); there are ten service elements categorized B (Good); there is one service element categorized C (Fair) .
Directorate of Distribution Control of Therapeutic Product and Household Medical Supplies	<ol style="list-style-type: none"> 1. The score of the Public Satisfaction Index survey 2015 increased by 1,89 compared to the 2014 survey. 2. The Service Quality in 2015 got a B category, and the unit service performance was good. 3. There are three service elements categorized A (Excellent); there are nine service elements categorized B (Good).
Directorate of Traditional Medicines, Food Supplement, and Cosmetics Evaluation <ul style="list-style-type: none"> • Sub-Directorate of Product I Evaluation (Traditional Medicines, Food Supplement), Directorate of Traditional Medicines, Food Supplement, and Cosmetics Evaluation 	<ol style="list-style-type: none"> 1. The score of the Public Satisfaction Index survey 2015 increased by 4,75 compared to the 2014 survey. 2. The Service Quality in 2015 got a B category, and the unit service performance was good. 3. There are two service elements categorized A (Excellent); there are nine service elements categorized B (Good);

<ul style="list-style-type: none"> • Sub-Directorate of Product II (Cosmetics) Evaluation, Directorate of Traditional Medicines, Food Supplement, and Cosmetics Evaluation 	<p>there is one service element categorized C (Fair).</p> <ol style="list-style-type: none"> 1. The score of 2015 Public Satisfaction Index survey increased by 2,24 compared to the 2014 surveys. 2. The Service Quality in 2015 got a B category, and unit service performance was good. 3. There are two service elements categorized A (Excellent); there are nine service elements categorized B (Good); there is one service element categorized C (Fair).
<p>Directorate of Certification and Inspection of Traditional Medicines, Cosmetics and Complementary Product</p>	<ol style="list-style-type: none"> 1. The score of the Public Satisfaction Index survey 2015 decreased by 0,68 compared to the 2014 survey. 2. The Service Quality in 2015 got a B category, and the unit service performance was good. 3. There are two service elements categorized A (Excellent); there are ten service elements categorized B (Good).
<p>Directorate of Food Safety Evaluation</p>	<ol style="list-style-type: none"> 1. The score of the Public Satisfaction Index survey 2015 increased by 1,57 compared to the 2014 survey. 2. The Service Quality in 2015 got a B category, and the unit service performance was good. 3. There are two service elements categorized A (Excellent); there are nine service elements categorized B (Good); there is one service element categorized C (Fair).
<p>Directorate of Food Inspection and Certification</p>	<ol style="list-style-type: none"> 1. The score of the Public Satisfaction Index survey 2015 increased by 8,20 compared to the 2014 survey. 2. The Service Quality in 2015 got a B category, and the unit service performance was good. 3. There are three service elements categorized A (Excellent); there are nine service elements categorized B (Good).
<p>Center of National Laboratory of Drug and Food</p>	<ol style="list-style-type: none"> 1. The score of the Public Satisfaction Index survey 2015 increased by 11,78 compared to the 2014 survey. 2. The Service Quality in 2015 got a B category, and the unit

	service performance was good. 3. There are two service elements categorized A (Excellent); there are ten service elements categorized B (Good).
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Based on the results of the Public Satisfaction Index survey 2015, the National Agency of Drug and Food Control Inspectorate suggests the following:

1. It is important to study the stipulation of policy and to prioritize the improvement efforts of Public Service on service time/punctuality aspect (U3);
2. The National Agency of Drug and Food Control public service unit (Headquarters) sets an action plan to improve the National Agency of Drug and Food Control public services (Headquarter) on services that are categorized C (Fair) and those whose score decreased. It also monitors the implementation of the improvement efforts.
3. It needs to improve the infrastructure to support the security and conveniences of public services.
4. It is essential to study the stipulation of policy and system improvement on respondents' input and complaints on the Public Satisfaction Index element.