Analysis of the Public Satisfaction Levels on the Issuance Rate Policy of Drugs Test Result Certificate (Evaluation of the Government Regulation No. 19 of 2020)

Sri Annisya[*] & Palupi Lindiasari Samputra

Strategic Studies on National Resilience, University of Indonesia, Jl. Salemba Raya No.4, Central Jakarta, Indonesia

Abstract

This study aims to evaluate the public satisfaction levels of users related to the Drug Test Result Certificate *(SKHPN)* issuance services related to the rates set by the Government based on Government Regulation No.19 of 2020 concerning Types and Rates of Non-Tax State Revenues *(PNBP)* that apply to the National Narcotics Agency *(BNN)*. The research method used in this study is quantitative research with survey methods. The research was conducted at the National Narcotics Agency of South Sumatra Province. The study subject employed people who use *SKHPN* publishing services in the *BNN* work area of South Sumatra Province. Data collection instruments used questionnaires through Google Forms, distributed via the WhatsApp application. The research sample was 137 respondents selected by Purposive Sampling techniques. The data analysis method used a Community Satisfaction Survey *(SKM)* based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Indonesia Republic Number 14 of 2017 concerning Guidelines for Preparing Community Satisfaction Surveys for Public Service Delivery Units. The results showed that the *SKHPN* rate policy was included in the good category with an average *SKM* value of 3,45 (B). However, the cost indicator was included in the bad category with an average *SKM* value of 1,957 (D).

Keywords: SKHPN; Public Satisfaction; Drugs

1. Introduction

Establishment of Government Regulation No. 19 of 2020 concerning Types and Rates of Non-Tax State Revenues *(PNBP)* that apply to the National Narcotics Agency as a form of seriousness by the Indonesian Republic government in overcoming the problem of misuse and illegal circulation of narcotics (Akhmadi, 2017; Peraturan Pemerintah Republik Indonesia Nomor 3 Tahun, 2018). Moreover, narcotics abuse is one of the serious problems in Indonesia. Based on the results of a National Narcotics Agency *(BNN)* survey in collaboration with the Indonesian Institute of Science *(LIPI)* in 2019, South Sumatra Province has the second highest prevalence rate of abusers in Indonesia, which is 7,50%. Narcotics abuse from the preventive side needs to be prevented to prevent drug trafficking (Badan Narkotika Nasional, 2019; BKKBN *et al.,* 2018; Husain *et al.,* 2020).

The increasing number of drug abusers has now spread to schools, campuses, and work environments. In particular, the National Narcotics Agency of South Sumatra Province has carried out various prevention programs, one of which is through drug urine examination. This examination is very important because it can detect early whether a person is indicated to be a drug abuser or not, so it is able to stop the path of drug trafficking (Belhabib et al., 2020; Ornell et al., 2020; Valdivia & Okowí, 2021). Drug urine testing is one of the preventive measures for the illegal circulation of narcotics. Drugs are one of the factors that can threaten national security. The drug phenomenon is a multidimensional phenomenon related to all aspects of life, ranging from health, law, social, and economical. Drug abuse can damage the nation's next generation because it is an addictive substance that destroys brain nerves. If allowed, it will undoubtedly impact the loss of a generation of the nation (*lost generation*) in the future. This, of course, threatens the security of the country (Alam *et al.,* 2020; Suhartini *et al.,* 2018).

A Certificate of Narcotics Test Results *(SKHPN)* is an official letter showing that a person is not a drug addict. This

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[*] Corresponding author.
E-mail address: annisyadjuhaan@gmail.com

letter also proves that a person does not consume psychotropic, addictive, or narcotic substances. *SKHPN* is currently one of the requirements in applying for jobs, extending job contracts, and entering colleges and schools. Following the regulations of the Ministry of Manpower, companies can guarantee that every employee is protected from drug abuse and circulation in the work environment (Hariyanto, 2018; Natalia & Humaedi, 2020). To realize the rules, *SKHPN* has been made by the Ministry of Manpower. One of them is to prevent the dangers of using narcotics and illegal drugs that are increasingly rampant in Indonesia. So, the risk of drug trafficking in the work environment is even more negligible, and the rule by the Ministry of Manpower is not without reason. It is widely known that the drug can have a negative impact on the condition of the user's body, especially for mental health (Böhm, 2020; Suyatna, 2018).

Regulation of the Minister of Manpower and Transmigration Number: Per.11/Men/VI/2005 of 2005 concerning Prevention and Control of Abuse and Illegal Circulation of Narcotics, Psychotropics, and other Addictive Substances in the Workplace. Article 2 paragraph (1) of *Permenakertrans* 11/2005 stated:

"Employers must make active efforts to prevent and overcome the abuse and illegal circulation of narcotics, psychotropics, and other addictive substances in the workplace."

On the basis of these regulations, a certificate of drug test results needs to be attached in some conditions order to avoid losses that will be experienced by the company in the long term. The number of companies and state agencies that require job applicants to have SKHPN is one of the positive steps to create a drug-free work environment. When all companies declare these conditions in the process of accepting new employees, it is not impossible that Indonesia will be stronger on the circulation of these illegal goods.

Government Regulations No.19/2020 concerning Types and Rates of Non-Tax State Revenues *(PNBP)* dated March 1, 2020, is the basis for *BNN* to apply payment rates as the provision of *SKHPN* to the public. The government sets the rate for issuing a Certificate of Narcotics Test Results *(SKHPN)* at the National Narcotics Agency Clinic of Rp. 290.000 (Two Hundred and Ninety Thousand Rupiah). Before the issuance of the Government Regulation, the issuance of a certificate of narcotics test results was free of charge. The users of *SKHPN* issuance service only need to bring a rapid urine test tool that can be purchased at a pharmacy with a price range of Rp. 60.000 – 200.000.

Based on this condition, there is a high number of complaints from parents regarding the high price of drug tests as one of the requirements for school and college registration (Fredy, 2021). This was also conveyed by Sidik Jafar (2022) who complained that the issuance of a Certificate of Narcotics Test Results *(SKHPN)* was too high. The cheaper the service rates offered, the more satisfied the public will feel (Hutasoit, 2019).

This is in line with the research conducted by (Eka Septian *et al.,* n.d.) that service rates have an indirect effect on customer value which affects customer satisfaction. Service rates that tend to be expensive make people's satisfaction reduce or dissatisfied. Service rates have a very important influence on customer satisfaction either simultaneously or partially. Fees/cost are part of community's satisfaction (Zulyadi, 2020). The difference between this research and previous ones is that no one has examined policies related to SKHPN issuance rates in the previous research (*Badan Narkotika Nasional*, 2019). This study aims to evaluate the public satisfaction level of *SKHPN* issuance services users related to the rates set by the Government according to Government Regulation No.19 of 2020 concerning Types and Rates of Non-Tax State Revenues *(PNBP)* Types that apply to the National Narcotics Agency.

2. Literature Review

2.1. Policy Evaluation

Policy evaluation is divided into two interrelated parts, namely the use of various methods to monitor the results of public policies and programs and the application of a series of values to determine the usefulness of results (Kurebwa *et al.,* 2017). Dunn also divides the policy implementation evaluation approach into three parts, one of which is formal evaluation.

The implementation of a policy depends on the Content of the Policy and the Implementation Environment. The right policy in implementing the *SKHPN* rates is one of the most important things because it concerns the welfare of the community. If the cost is too high, only the upper and middle classes people can access the service. Meanwhile, the real situation shows that it is not only the upper and middle classes people who need the issuance of a Certificate of Narcotics Examination Results.

2.2. Community Satisfaction

According to (Sutedja Wira, 2007) service can be interpreted as an activity or benefit that can be offered by one party to another party. Customer satisfaction according to Kotler (2009) is a person's feeling of satisfaction or disappointment resulting from comparing product performance or results with expectations. If the performance is less than expectations, the consumers will be disappointed, while if it is in accordance with expectations, the consumer will feel satisfied which is interpreted as an effort to fulfill something or make something adequate.

The Utilization of State Apparatus *(PAN)* of Ministerial Regulation No. 14 of 2017 Community Satisfaction Survey aims to measure community satisfaction as service users in improving the quality of public service delivery with the following objectives:

a) Encouraging community participation as service users in assessing the performance of service providers;

b) Encouraging service providers to improve the quality of public services;

c) Encouraging service providers to be more innovative in providing public services;

d) Measuring the tendency of people's satisfaction levels towards public services.

2.3. Community Satisfaction Indicators

Based on the Minister of *PAN* Regulation Number 14 of 2017 as a means of measuring public satisfaction consists of 9 indicators as follows:

a. Requirements are the conditions that must be met in the management of a type of service, both technical and administrative requirements;

b. Systems, Mechanisms, and Procedures are the procedures for services performed for service providers and recipients including complaints;

c. Completion time is the period of time required to complete the entire service process of each type of service;

d. Fees/Cost are fees or charges that are paid to the recipient of the service in managing and or obtaining services from the operator whose amount is determined based on the agreement between the organizer and the community;

e. Product Type Specification Service is the result of services provided and received in accordance with the provisions set. This service product is the result of each type of service specification; implementing Competencies are abilities that must be possessed by implementers, including knowledge of expertise skills and experience;

f. The behavior of the Executor is the attitude of the officer in providing services;

g. Handling complaints, suggestions, and inputs is the procedure for implementing complaint handling and follow-up;

h. Facilities and Infrastructure are everything that can be used as a tool in achieving goals and objectives. While infrastructure is everything that is the main support for the implementation of a process (business, development, project). Facilities used for moving objects are computers, machines and infrastructure for immovable objects are the buildings.

The stage of conducting a community satisfaction survey is to compile survey instruments, determine the size and technique of sampling, determine respondents, carry out surveys, process survey results, as well as present and report the results.

2.4. Rates

A rates is a number of fees that a consumer must pay to obtain a product. Tjiptono (2014) states that rates or costs are the only element of the marketing mix that can provide income for the company, while other elements, such as products, places, and promotions can cause costs or expenses. It is amount required to obtain a number of combinations of goods and their services (Swastha, 2007).

Research on public satisfaction with public services has been carried out by several previous studies. Nur'Aini & Fanani's research (2019) entitled Analysis of Community Satisfaction with Public Services Based on the Community

Satisfaction Index at the Ayah Subdistrict Office of Kebumen Regency examined the level of community satisfaction with public services at the Ayah District Office of Kebumen Regency. Analysis method is in accordance with the Ministry of PAN Number 25 of 2004, the result is an IKM of 82.25 which means the quality of public service is at the B or Good level.

Second, Farokhah, Sofi, Indah, M. Ilyas (2021) in the research entitled The Effect of Service Quality, Facilities, and Shipping Rates on J&T Express Customer Satisfaction in Lamongan showed results of this study have an influence between shipping rates on customer satisfaction.

Third, Riajaya *et al.* Research (2019) concerning the level of public satisfaction with the Becakayu (Bekasi - Cawang - Kampung Melayu) toll rates policy in Jakarta-Bekasi which aims to evaluate the satisfaction levels of toll road users related to the rates set by the government using nine indicators based on *Permen PAN* Number 14 of 2017 as a means of measuring public satisfaction, the result indicated the lowest interval value of 2,36 (dissatisfied) contained in the cost indicator.

Based on previous research, there is an influence between shipping rates and customer satisfaction. The similarity of previous research with this study is that they both use nine indicators variables of community satisfaction based on *Permen PAN* Number 14 of 2017. The advantage of this research lies in the novelty to measure government policies related to the application of *SKHPN* rates that have not been previously studied. Thus, this research is expected to be able to become one of the benchmarks in policy making or as a policy evaluation in meeting the satisfaction of the public users of *SKHPN* issuance services.

3. Methods

This research was conducted using quantitative survey type methods. Filling out the questionnaire was carried out through self-filling consisting of nine satisfaction indicators using a descriptive survey method. This research has a focus on determining the level of public satisfaction in South Sumatra Province with the *SKHPN* issuance rate. The instrument used to obtain data was by distributing questionnaires to the people who have used *SKHPN* issuance services in ten regions of South Sumatra Province which have Provincial and Regency/City *BNN* agencies. The sampling technique in this study is purposive sampling by utilizing Google Forms as the media shared through Whatsapp application. The sample consists of people who have used *SKHPN* issuance services by the *BNN* of South Sumatra Province and the ranks of ten regencies/cities with the following details:

Table 1. Data of *SKHPN* Service 2021 in the Work Area of National Narcotics Agency of South Sumatera Province

Institution	Data in 2021 (People)	Total of Sampel (People)
BNNP Sumatera Selatan	1.000	44
BNNK Ogan Ilir	85	4
BNNK Ogan Komering Ilir	70	3
BNNK Prabumulih	175	8
BNNK Muara Enim	96	4
BNNK Lubuk Linggau	176	8
BNNK Muara Enim	96	4
BNNK Lubuk Linggau	176	8
BNNK Pagar Alam	252	11
BNNK Musi Rawas	165	7
BNNK OKU Timur	56	3
BNNK Empat Lawang	82	4
Total	**2.155**	**96**

Source: Processed data from the Annual Report of the National Narcotics Agency of South Sumatra Province in 2021

People of South Sumatra Province who Have Carried Out *SKHPN* Issuance Service using *permenpan* indicator No.14 of 2017. The interpretation of the *SKM* assessment is between 25-100. After the results are obtained, the assessment is converted with a value of 25, with the following formula:

Table 2. Perception Value, Interval Value, Conversion Interval Value, Service Quality and Service Unit Performance

Perception Value	Interval Value (NI)	Conversion Interval Value (NIK)	Quality of Service (x)	Service Unit Performance (y)
1	1.00 – 2.5996	25.00 – 64.99	D	Not Good
2	2.60 – 3.064	65.00 – 76.60	C	Not Good Enough
3	3.0644 – 3.532	76.61 – 88.30	B	Good
4	3.5324 – 4.00	88.31 – 100.00	A	Excellent

Source : *Permen PAN* Number 14 of 2017

The questionnaire assessment uses a Likert scale that has a score range of 1-4. A score of 1 indicates that the respondent has a strongly disagreeing opinion on the questionnaire statement, while a score of 4 indicates that the respondent has a very agreeing opinion on the questionnaire statement.

There are several indicators to assess public satisfaction (*Permen PAN* No.14 of 2017), namely: (i) Requirements; (2) Systems, Mechanisms and Procedures; (3) Turn around time; 4) Fees/rates; (5) Product Service Type Specification; (6) Competence of the Implementer; (7) Executing Conduct; (8) Handling of Complaints, Suggestions and Feedback; and (9) Facilities and Infrastructure. The public satisfaction index on the *SKHPN* rates can use the following formula:

$$SKM = \frac{\text{Total of Perception Values Per Element}}{\text{Total Elements Filled}} * \text{Weighing Value}$$

Source: *Permen PAN* Number 14 of 2017

$$RT = \frac{\text{Number of Weights}}{\text{Number of indicators}}$$
$$RT = \frac{1}{9}$$
$$RT = 0.11$$

Source: *Permen PAN* Number 14 of 2017

Information:

RT = weighted average value
Number of Weights = the number of weights contained in the *IKM* indicator
Number of Indicators = the number of indicators contained in the *IKM* indicator, which is as many as nine indicators

The level of community satisfaction can be determined based on several criteria. Criteria with service quality of D or not good with an interval value of 1,00 – 2,5996; service quality criteria C or less good with an interval value of 2,60 – 3,064; service quality criteria B or good with an interval value of 3,0644 – 3,532; and service quality criteria B or excellent with an interval value of 3,5324 – 4,00.

Survey data processing was done manually. The results of the questionnaire contents that have been filled out by the respondents are included in the formulation of U1 (element 1) to UX (element X). Then, the value of each service element is summed up by the number of questionnaires that have been filled out. In order to get the average value per service element, the number of values of each service were divided by the number of respondents who fill in; to obtain the survey value of the service unit by summing X elements. To test the quality of the data, the results of the questionnaire were classified by age group, gender, recent education, and occupation. This information can be used to find out the profile of the respondent and the inclination of the recipient of the service.

4. Result and Discussions

4.1. Characteristics of Respondents

The questionnaire that had been successfully collected in this survey was from 137 respondents. Users of *SKHPN* publishing services as the respondents in this study consisted of various characteristics, based on age, gender, occupation, recent education, and marital status shows the following results:

4.2. Characteristics of Respondents Based on Gender

Table 3 shows that Based on gender, it was dominated by men as many as 72 people and women 65 people. The data illustrates that there are almost as many users of *SKHPN* publishing services by gender.

Table 3. Distribution of Respondents by Gender

Gender Total	Gender Total	Gender Total
Men	72	52.55
Women	65	47.45

Source: Processed Data (2022)

4.3. Characteristics of Respondents by Age

The classification of respondents who use *SKHPN* issuance services in the National Narcotics Agency of South Sumatra Province by age were divided into three groups with details of age 16-29 years (83 people), then age 30-39 years (32 people) and age >40 years (22 people). For more details, it can be seen in table 4. Judging from the proportion of respondents based on age, it appears that most SKHPN issuance services are accessed by productive age groups.

Table 4. Distribution of Respondents by Age

Total Age	Total Age	Total Age
16 – 29 years	83	60.58
30 – 39 years	32	23.35
>40 year	22	16.07

Source: Processed Data (2022)

*4.4. **Characteristics of Respondents Based on Education Level***

Based on the latest education (Table 5), users of SKHPN issuance services were grouped into several levels of education, namely elementary school (2,2%), junior high school (2,2%), high school/vocational school (48,2%), D3 (16,1%), and undergraduate (31,4%). Table 3 shows that the highest education of the respondents is SMA/SMK. The data describes the users of SKHPN publishing services dominated by high school/vocational school graduates, undergraduate and diploma, which means graduates in good education.

Table 5. Distribution of Respondents by Education Level

Total Education	Total Education	Total Education
Elementary School	3	2.2
Junior High School	3	2.2
Senior/Vocational High School	66	48.2
D3	22	16.1
Undergraduate	43	31.4

Source: Processed Data (2022)

4.5. Characteristics of Respondents Based on Marital Status

Marital status is divided into 3 categories, namely married, single and ever married. The research results (Table 6) show Based on marital status of Married (43.1%), unmarried (53.3%), and Ever Married (3.6%). Data shows that users of SKHPN issuance services are dominated by unmarried marital status.

4.6. Characteristics of Respondents Based on Employment Status

Meanwhile, based on occupations, it was grouped into four categories of civil servants, private employees, self-employed, students, and unemployed. Civil servants (13.9%), private employees (16.1%), self-employed (20.4%), students (26.3%), and unemployed (23.3%). The result indicated that most of respondents (23.3 %) have no occupation.

Students dominated because the issuance of SKHPN is a requirement in entering university for finding a job (Table 7).

Table 6. Distribution of Respondents by Marital Status

Marital Status Total	Marital Status Total	Marital Status Total
(people) Percentage (%)	(people) Percentage (%)	(people) Percentage (%)
Married 59 43.1	Married 59 43.1	Married 59 43.1
Not Married 73 53.3	Not Married 73 53.3	Not Married 73 53.3

Source: Processed Data (2022)

Table 7. Distribution of Respondents by Occupation

Education	Amount (person)	Percentage (%)
civil servant	19	13,9
Private employees	22	16,1
Self-employed	28	20,4
Student / Student	36	26,3
Not yet working	32	23,3

Source: Processed Data (2022)

4.7. Analysis of Community Satisfaction Index

The purpose of the SKHPN public satisfaction analysis issuance rate is to determine the level of satisfaction about SKHPN service users in the Working Area of the National Narcotics Agency in South Sumatra Province. From the distribution results of the questionnaire, 137 questionnaires data were obtained. In order to determine the level of users' satisfaction in SKHPN issuance services, first was analyzing the satisfaction assessment of each element of the Community Satisfaction Index (IKM). This is important in knowing the community's assessment of the services provided by BNN in the South Sumatra Provincial working area.

Table 8. The Elements of Average Value and Ratings in Measuring Public Satisfaction Index towards SKHPN Issuance Rates

No.	Element of Service	Average Value of Element of Service	Internal Value	Rank
1.	Requirements	3.642	Excellent	3
2.	Systems, Mechanisms and Procedures	3.663	Excellent	1
3.	Turnaround Time	3.515	Excellent	8
4.	Fees/Rates	1.957	Not Good	9
5.	Product Specifications Types of Services	3.589	Excellent	5
6.	Implementing Competence	3.643	Excellent	4
7.	Executing behavior	3.652	Excellent	2
8.	Complaint Handling, Advice	3.568	Excellent	6
9.	Facilities and Infrastructure	3.547	Excellent	7

Source: Processed Data (2022)

Based on the survey results of public satisfaction with the rates policy for issuing *SKHPN* in the Working Area of the National Narcotics Agency of South Sumatra Province, as follows:

4.7.1. Requirement

The results of the analysis obtained an average score of 3.642 at intervals of 33.54 – 4.00 in the "Excellent" category. The Requirements indicator ranked third and shows that the requirements that service providers carry out are very easy to understand by the public.

4.7.2. Systems, Mechanisms, and Procedures

The results of the analysis obtained an average score of 3.663 in the interval of 3.54 – 4.00. The systems, mechanisms and procedures for issuing SKHPN services at the BNNP for the South Sumatra Region have clear procedures and simplicity of service procedures in the good category. System Indicators, Mechanisms, and Procedures get the first rank.

4.7.3. Turnaround Time

Timeliness of officer service to the community is good. The results of the analysis obtained an average score of 3.515 at intervals of 3.54 – 4.00. The Turnaround Time indicator is ranked eighth.

4.7.4. Fees/Rates

The fee/costs for the SKHPN issuance service shows the result of the IKM value of 1.957 at intervals of 1.00–2.59 in the "Not Good" category. The Cost/Rates indicator gets the last ranking which shows that the cost/rate of issuing *SKHPN* is expensive.

4.7.5. Product Specifications

Product specifications for types of services in accordance with predetermined conditions are the results of services provided and received. Service Type of the analysis results obtained an average score of 3.589 at intervals of 3.54 – 4.00. The results of this study indicate that product specifications for the type of service are good.

4.7.6. Implementing Competence

Competence of service officers such as the skills and abilities of officers in providing services to the community. The results of the analysis obtained an average score of 3.643 in the interval of 3.07 – 3.53 in the "Excellent" category.

4.7.7. Executing behavior

The behavior of the executor in serving the community who will receive SKHPN issuance services is related to the friendliness, convenience, and responsibilities of the executor. The results of the analysis obtained an average score of 3.652 at intervals of 3.54 – 4.00 in the "Excellent" category.

4.7.8. Complaint Handling and Advice

Handling of complaints is the procedure for handling and following up, as well as suggestions and input. The results of the analysis obtained an average score of 3.568 at intervals of 3.54 – 4.00 in the "Excellent" category. It shows that the complaint handling and advice is good.

4.7.9. Facilities and Infrastructure

Means are tools in achieving goals and objectives that can be used. Infrastructure is the main implementation of a process with everything that is a support. The results of the analysis obtained an average score of 3.547 at intervals of 3.54 – 4.00 in the "Excellent" category.

Almost all indicators are categorized as excellent except for the cost/rates indicator. Based on the calculation results of the average value of the *IKM* Indicator, it is known that the cost or rates value gets the lowest rank which will be the main point that makes the public dissatisfied with the *SKHPN* issuance service. The service unit index value is calculated in the following way: (3.642x0.11) + (3.663x0.11) + (3.515x0.11) + (1.957x0.11) + (3.589x0.11) + (3.643x0.11) + (3.652x0.11) +(3.568x0.11) + (3.547x0.11) = 3.45. The value of the service unit index is the *IKM* Value after being converted from the Index Value x Basic Value (3.45 x 25) obtained the overall index value of community satisfaction is 86,3 or included in the **Good** category.

Based on the criteria discussed in the research method, the results show that the level of user public satisfaction of *SKHPN* publishing services is B. In other words, the level of public satisfaction with *SKHP* publishing services is Good with an overall index of 86.3. The level of public satisfaction with *SKHPN* issuance services when viewed from all indicators can be stated to be good. However, in contrast to the results on the rates/cost indicator, the level of community satisfaction obtained an index number of 1.957, or the level of community satisfaction is less satisfied or not good. Of

the 137 respondents, it can be seen that 64 people stated that *SKHPN* issuance rates are expensive. One element of community satisfaction is affordable rates. According to them, the average costs is Rp. 100.000,- to 200.000,-. Research conducted by Widyaningsih, *et al*. (2022) shows that the community is satisfied with the costs/prices at BUMDes Amartha in the Writing Batik Business because they are considered cheap or affordable and in accordance with the services provided. National resilience is the strong character of the younger generation. The development and changes that occur greatly affect the younger generation. Even though, not everything that is going viral today is in accordance with the norms and rules in Indonesia. The solutions that can be done by strengthening and encouraging the younger generation to be wiser in facing all changes.

Based on the results of the study, it was found that the issuance of *SKHPN* at the National Narcotics Agency for the South Sumatra Region was considered to be faster than the issuance of *SKHPN* in other places. Expensive costs make *SKHPN* issuance services less desirable so that they become the choice of the public to access *SKHP* issuance services that are fast for completing administration either for applying for jobs, entering universities, or other needs.

5. Conclusions

The conclusion of the evaluation results about public satisfaction levels with the *SKHPN* issuance rate as a whole received an interval value of 86,3 with a service quality value of **B** or **Good.** However, it is very opposite proportional to the rates/cost that gets the lowest interval value of 1,957 (Not Good). This illustrates that the costs for issuing *SKHP* at the National Narcotics Agency should be lowered. The amount of *SKHPN* costs considered very expensive is quite burdensome for some people. Most people's economies are bad due to Covid-19, and this, of course, threatens economic resilience. The implementation of the *SKHPN* issuance service rates policy needs to be re-evaluated to get the best solution for increasing public satisfaction. The government must certainly pay attention to the ability of the community to pay *SKHPN* service rates which are considered relatively high or expensive. The need for a reduction in rates because *SKHPN* has become a requirement to enter universities, extend employment contracts, promotions etc.

In the data collection process, the information provided by respondents through questionnaires sometimes did not show the actual opinions of respondents. This happened because sometimes different thoughts, assumptions and understandings were different for each respondent, as well as other factors, such as the honesty factor in filling out the respondents' opinions in the questionnaire. Limited time needed during research is another factor so that the interpretation of the data is less than optimal.

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