

Introduction

Communities, the business sector and the government all wish for the forest licensing service system managed by the government to provide excellent service to the its users in a way that allows the business sector to optimally producing goods and services.

To be able to provide excellency in its service, the government must continuously improve its licensing system in a manner that meets public expectations. Evaluation and feedback must therefore be sought from licensing service users directly.

Accordingly, the government, with UN-REDD support, is conducting a survey of its current licensing service, with a view of collecting and analyzing opinions and feedback on the experience of those receiving licensing services. The government will use such feedback to improve its licensing service system.

For this purpose, inputs and feedback from service users as well as service providers will be gathered through the below questionnaire. Respondents were asked to give a score on different aspects of the licensing service. The scoring system is :

- a. Excellent (81 – 100),
- b. Good (71 – 80),
- c. Moderate good (61 – 70)
- d. Poor (31 – 60), and
- e. Extremely Poor (0 – 30).

In addition, several questions allow for narrative explanations in connection with the conditions of the licensing service, as well as suggestions/opinions about the improvement efforts.

If you encounter any problem, please contact our officers/assessors to give more explanation as necessary.

Your replies and explanations will be used solely for the sake of improving the licensing service system currently being managed by the government. In this way, the service may be improved to an excellent level.

IF YOU HAVE ALREADY FILLED AND SUBMITTED THIS SURVEY BY EMAIL, PLEASE REFRAIN FROM TAKING IT AGAIN, AS THIS WOULD SKEW THE RESULTS.

*1. Are you

- A license user?
- A license provider ? (you will be directed to page 13)

Respondent data for license users

2. Company name (optional)

3. Company Address

*4. Location of Business

District and city

Province

*5. Please choose the types of permit you have requested

- IUPHHKHA (Business License to Utilize Timber Forest Products)
- IUPHHK – HTI (Business License to Utilize Timber Forest Products-Industrial Forest Plantation)
- IUPHHK-RE (Business License to Utilize Timber Forest Products-Eco System Restoration)
- The release of HPK (Convertible Production Forest) Area
- IPPKH Production/Non-Mine
- IPPKH Survey/Exploration

6. Please specify the type of product or land use

- Timber/Non timber
- Environment services
- Farm: oil palm/rubber/coffee/tea
- Settlement (housing)/road infrastructure/ port/industry
- Oil/natural gas/ geothermal/ hydroelectricity
- Mining: Coal/tin/ gold/silver/iron sand/soil/stone/

Other (please specify)

7. Your name (optional)

***8. Position/Title**

- License Consultant (hired)
- Law consultant (hired)
- Officers in charge of licensing
- Board of Directors
- Commissioner
- Shareholders/Owner

Other (please specify)

Access to information

*9. What has been the quality of the information that the institution has given you ?

- Highly accurate
- Accurate
- Moderately accurate
- Inaccurate
- Extremely Inaccurate

*10. Has the institution given easy access to information service clearly ?

- Extremely clear
- Clear
- Moderately clear
- Unclear
- Extremely unclear

11. If you felt it was difficult to obtain information from the institution, please explain:

Why was the information difficult to obtain ?

What effort did you have to make to obtain the information you needed?

Did you spend some money to get the information? if so, how much ?

12. If the information about the licensing service in question was inaccurate or unclear, please describe :

The information was inaccurate and unclear in terms of (please complete):

What are your suggestions for improving accuracy and clarification ?

***13. Through which media do you usually receive information about the licensing service ?**

- I visit the unit to ask for information
- I use computer and internet from my office or home
- I learn from the brochure/leaflet or information board provided by the institution
- I come and ask the service license counter
- I used the internet provided in the lobby of the Ministry of Forestry
- I make a phone call to the unit

Other (please specify)

Timeliness

***14. Has the institution provided its service in a timely manner as per its standard operating procedure ?**

- Extremely timely
- Timely
- Moderately timely
- Not timely / Slow
- Extremely slow and delayed

***15. How long has it taken you to obtain the license or permit, from application until issuance ? Please specify below**

Process at _____
regency/municipality
(year(s)/month(s)/day
(s))

Process in Ministry of _____
Forestry: (year
(s)/month(s)/day(s))

Process in province: _____
(year(s)/month(s)/day
(s))

***16. If there have been delays, what is, in your opinion, the main reason ?**

***17. When the license/permit is obtained late :**

In what stage(s) _____
has the delay
occurred? (please
be specific)

What working unit _____
(s) has contributed
to the delay
(please be
specific)?

How long has the _____
delay been
occurring in each
department/section
(please be
specific)?

***18. What action(s) have you taken to accelerate the licensing process?**

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***19. What are suggestions to make the licensing service more timely or faster?**

***20. Were you aware of every step of the licensing process ?**

- Yes
 No

(please specify)

Friendliness and professionalism

*21. The staff in charge of providing service is

- Very friendly
- Friendly
- Moderately friendly
- Unfriendly
- Extremely unfriendly

*22. The staff in charge of providing service is, on average

- Highly professional
- Professional
- Moderately professional
- Unprofessional
- Extremely unprofessional

*23. When staff has been unfriendly and unprofessional, please specify:

Which officers in what department (s)/section(s) (give detail)?

Please specify the shortcomings of such officers (give detail)?

What are your suggestions to improve the service?

Feedback

***24. As a service user, the system for you to provide inputs, suggestions or feedback to improve the service has been**

- Highly open
- Open
- Somewhat open
- Mostly closed
- Extremely closed

***25. Is there a facility for suggestions ?**

- Yes
- No
- I do not know

***26. What types of facility would you use to provide suggestions? (you may select more than one)**

- by oral/written to the units
- by oral/written to the service license counter
- by mail sent to the units
- by internet

Other (please specify)

***27. If the facility exists, do you find it sufficient ?**

- Yes
- No

Other (please specify)

28. In case the facilities to give suggestions are not available, what are your suggestions to accommodate suggestions and inputs, and how can the service users participate?

Costs

***29. You, as a service user, have to spend considerable costs to accelerate the service.**

- Yes - extremely considerable
- Yes - considerable
- Yes - but the costs are moderate
- Yes - but the costs are small
- No, there is no extra costs

30. How much do you spend to accelerate the licensing process ? Kindly break down the costs incurred in what stages, what amounts and in what units.

***31. Are you given a receipt for each expense incurred the previous question ?**

- Yes
- No

***32. Are there demands for extra costs/levies beyond the costs above ?**

- Yes
- No

Please specify

33. d. If you have answered "yes" to the question above, what are the amounts and in what stages, in what working units (please provide details).

34. With the illegal levies above, do you feel disadvantaged and forced to give it?

- Yes
- No

(please explain)

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35. To speed up the licensing service, do you offer certain incentives to the officers in charge?

- Always
- Sometimes
- Rarely
- Never

36. If you have answered "yes", "sometimes" or "rarely" above, please describe in details how much, and in what working unit(s) this happens?

37. Do you have suggestions to reduce or eliminate extra costs charged to accelerate the service?

38. Spending considerable costs to accelerate the service is illegal. Why do you think it happens?

Convenience

*** 39. Do you think the procedure in the service unit is**

- Highly convenient
- Convenient
- Moderately convenient
- Mostly inconvenient
- Extremely inconvenient and complicated

40. If the licensing service procedure remains difficult and complex, please explain the causes, and describe your suggestions for improvement?

41. If the licensing service procedure remains difficult, what can users do to accelerate the licensing process?

*** 42. Do you give incentives to accelerate the licensing process?**

- Always
- Sometimes
- Rarely
- Never

43. If so, how much and at which step(s)?

Responsibilities

***44. Have you had to meet the officers in charge (not at the service counter), in order to accelerate the license procurement.**

- I have never done this
- I have done this exceptionally
- I have done this occasionally
- I have done this frequently
- I have done this systematically , and had to go all the way up to the top officer

45. When you had to frequently meet the officers in charge of licensing process, what were the problems, in what steps, and how often?

46. Have you had to you provide incentives to the licensing process staffs? if so, how much?

47. Do you feel that incentives (above) are usually given by other licensing users?

48. Do you have suggestions to make the monitoring of the licensing process easy?

General satisfaction

***49. How do you, as a service user, overall feel with the current services provided**

- Highly satisfied
- Generally satisfied
- Fairly satisfied
- Dissatisfied
- Extremely dissatisfied

50. if you are not satisfied with the licensing service, please specify in what areas, in what working units

51. What are your suggestions for improvement (please provide details) ?

Quality of complaints mechanism

***52. Is there any complaint facility when, you, as a user, feel that the service procedures are not in line with rules or SOP?**

- available, easy to use, responsive
- available, easy to use, but not responsive
- available, not easy to use, not responsive
- not available, but planned
- not available and not planned

53. If it is available, do the complaint facilities match your expectations ? Please comment

54. What are your suggestions for improving the facilities?

55. Do the existing complaint facilities protect the users' privacy? if not, what are your suggestions to improve this ?

Respondent: License Provider (Ministry of Forestry)

Please provide information about yourself

56. Your name (optional)

57. Your position (optional)

*58. Your work unit

- Echelon I
- Echelon II
- Echelon III
- Echelon IV

*59. Choose in accordance with the type of licensing service that you support, and describe your role on these licenses

IUPHHKHA (Business License to Utilize Timber Forest Products)	<input type="text"/>
IUPHHK – HTI (Business License to Utilize Timber Forest Products-Industrial Forest Plantation)	<input type="text"/>
IUPHHK-RE (Business License to Utilize Timber Forest Products-Eco System Restoration)	<input type="text"/>
The release of HPK (Convertible Production Forest) Area	<input type="text"/>
IPPKH Production/Non-Mine	<input type="text"/>
IPPKH Survey/Exploration	<input type="text"/>

***60. Types of product or types of land use**

- Timber/Non timber
- Environment services
- Farm: oil palm/rubber/coffee/tea
- Settlement (housing)/road infrastructure/ port/industry/.....
- Oil/natural gas/ geothermal/ hydroelectricity
- Mining: Coal/tin/ gold/silver/iron sand/soil/stone/.....

Other (please specify)

Standard Operating Procedure (SOP)

***61. The institution has improved its Service Standard Operating Procedure (SOP) and you find it now**

- Highly Practical
- Practical
- Moderately practical
- Impractical
- Extremely Impractical

62. If you find the SOP somewhat unclear and impractical, please specify in what areas, in what working units

63. What are your suggestions for improvement (please provide details).

Transparency and Use of Information Technology

*** 64. By using information technology, the system is**

- Highly transparent
- Transparent
- Moderately transparent
- Not very transparent
- Not transparent at all

*** 65. Availability of information**

- All information is available online
- Most information is available online
- Some information is available online
- Only little Information is available online
- No information is available online

66. The online system at Ministry of Forestry now is part of all licensing system. When you consider the licensing service in the Ministry of Forestry is not transparent enough, what are your suggestions to improve its transparency?

67. How important is the online licensing system now? Please explain problems that may exist on process stages at provincial or regency/municipality level.

68. To what extent has the information technology (online system) has been able to assist the licensing service, in what areas, and do you have suggestions to improve it?

Discrimination

***69. In providing its services, the institution is :**

- Not discriminative at all
- Not very discriminative
- Somewhat discriminative
- Very discriminative
- Extremely discriminative

70. If there is discrimination in the services, in what stage of process and how does it occur?

71. Do you have suggestions how to eliminate discrimination when providing licensing services?

Convenience

*72. The institution provides facilities that are

- Highly Convenient
- Convenient
- Moderately convenient
- Inconvenient
- Extremely Inconvenient

*73. Supporting facilities are :

- Very Complete
- Complete
- Moderately complete
- Incomplete
- Extremely incomplete

74. If you feel that the licensing counter is not perfectly convenient :

What are the shortcomings?

Are support facilities still insufficient? In what aspects?

What are your suggestions for improvement ?

Professionalism

***75. Overall, your assessment is that the officers in charge of providing the licensing service are :**

- Highly Professional
- Professional
- Moderately professional
- Unprofessional
- Extremely unprofessional

76. When the officers in charge of providing the licensing service are considered unprofessional or less professional:

Please specify
in what areas

Do you have
suggestions
for
improvement?

Fees

*77. Does staff/the institution provide the services by charging a fee ?

- No, the service is free of charge
- Yes, but the fee is inexpensive
- Yes, and the fee is moderately expensive
- Yes, and the fee is expensive
- Yes, and the fee is extremely expensive

78. If fees are charged, please explain

How much are they?

At what stage of process?

In what working units/by which officers?

79. Do you provide a receipt for each and every payment of fee requested and paid ?

- Yes
- No

Please specify

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80. if there is a request for extra fee beyond the fees in point a? If any,

How much
is such
extra fee?

In what
stage of
process,
what
working
unit/which
officer?

Do you
think that it
includes
gratification
or just
giving for
friendship?

***81. Do you think that request for extra fee beyond the fees in point (above question) happens as consequences of long delays in business process and it is usual because of mutualism? Please describe**

Time and courtesy

*** 82. You/the officers serve your/their service users in a manner that you consider :**

- Extremely fast
- Fast
- Moderate fast
- Slow
- Extremely slow

*** 83. When the service is slow:**

What is causing such delay

What are your suggestions to improve and speed up such service?

*** 84. Generally speaking, you consider that the officers who serve the service users are :**

- Extremely polite and patient
- Polite and patient
- Moderately polite and patient
- Quite impolite and impatient
- Extremely impolite and impatient

85. In instances where the officers do not serve licensing users in a polite and patient manner:

Why do you think this occurs ?

Please specify

Do you have suggestions for improvement?

Pressure from management

*** 86. Have you received or felt pressure from your management or external actors to receive or ask fees from licensing users?**

- never
- Yes, in fewer than 25% of requests
- Yes, in 20 to 50% of requests
- Yes, in 50 to 75% of requests
- Yes, in 75% or more of requests

87. Please provide a bit more details about such pressure , if/when it occurs. Who does it come from ?

From senior management of Ministry of Forestry (MoF)?

From actors outside of the MoF?

Please specify

What type of permit did it concern? In which units?

Did you know who you could talk to about it?

If you talked to someone about it, what was the result?

Accelerating the process

***88. Have you had experiences or information that by giving fees to licensing unit, it will accelerate the licensing process?**

- Never
- Yes, 1% of requests
- Yes, 5% of requests
- Yes, 10% of requests
- Yes, 20% or more

89. if you answered positively above

What
type of
permit(s)
did it
concern ?
(please
list them
all)

Did you
know who
you could
talk to
about it?

What was
the
result?

Thank you !

Thank you for taking the time to fill this survey. We will make the results public.