



CENTRAL ASIAN JOURNAL OF SOCIAL SCIENCES AND HISTORY

Journal homepage: <https://cajssh.centralasianstudies.org>



The Development of Integrity Zone Policy in Increasing the Availability of Public Service Facilities at State Detention Center Class IIB Kotamobagu

Henry Riddel Rawung, Jeane Elisabeth Langkai, Selpius Kandou
Study Program State Administration, Universitas Negeri Manado

Abstract:

The development of an Integrity Zone towards a Corruption-Free Area (CFA) / a Clean and Serving Bureaucratic Area (CSBA) is a fast step towards achieving the bureaucratic reform goals expected by the government. This study aims to determine the Integrity Zone Development Policy Towards in terms of improving the quality of public service facilities at the Class IIB State Detention Center in Kotamobagu. This research was conducted using qualitative methods, with data collection through observation and interviews. The results showed that the development of integrity zones had not run optimally because apart from not yet available supporting public service facilities, there was still a shortage of staff and limited funding, but it was also very much determined by the commitment of the leadership and all levels of staff within it. Commitment is the main requirement for an agency with integrity.

ARTICLE INFO

Article history:

Received 18-Jan-23

Received in revised form 15-Jan-23

Accepted 16-Feb-23

Available online 24-Mar-2023

Key word: Policy, Integrity Zone, Detention Center.

INTRODUCTION

Public services that are not yet optimal, coupled with frequent maladministration in Indonesia, encourage the government to realize good governance in the context of bureaucratic reform. Recently, the government has been increasingly active in making various regulations within the bureaucracy, one of which is by launching the Grand Design of national bureaucratic reform through Presidential Decree no. 81 of 2010 so that efforts to reform the bureaucracy can be better, more focused and sustainable. All ministries follow the implementation of this grand design which is under the management of the national bureaucratic reform team. A strategic achievement for the State is to achieve a corruption-free title, increase its capacity and accountability, and strengthen its orientation towards improving public services.

To accelerate the achievement of these target results, the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia issued the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 10 of 2019 concerning Amendments to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 52 of 2014 concerning Guidelines for Development of Integrity Zones Toward Regions Free from Corruption and Clean and Serving Bureaucratic Areas in Government Agencies;

The development of an Integrity Zone towards a Corruption-Free Area/Clean and Serving Bureaucratic Area is a fast step towards achieving the bureaucratic reform goals expected by the government. The targets in general are increasing the capacity and accountability of organizations, clean government and free from corruption, collusion and nepotism, as well as improving public services. Every government agency is required to build a pilot project for the implementation of bureaucratic reform at the work unit level through the development of integrity zones towards CFA and CSBA. The Integrity Zone predicate towards a Corruption-Free Area and a Clean and Serving Bureaucracy Area is the initial gate in realizing a clean and serving bureaucracy. ZI development is expected to be a success that increases public trust in ministries, institutions, and local governments.

The Kotamobagu Class IIB Detention Center is also trying to get the CFA and CSBA title. As a first step, the creation and signing of an Integrity Pact witnessed by stakeholders and/or the community, this signing is an initial milestone and is the main indicator in the assessment. To support these activities, the role of the community or stakeholders is required. The community is also asked to actively participate in monitoring, evaluating and providing input for improvement in terms of preventing fraud and corruption. Make a clear performance contract and evaluate the work that has been carried out whether it is in accordance with what is stated in the intended performance contract. Improvement of services to the community must be improved to give satisfaction to the community.

In implementing the development of the integrity zone towards CFA and CSBA at the Kotamobagu class IIB State Detention Center, the implementation is based on the lever component. Through a model that can be described through the Change Management program, Management Arrangement, HR Management Management, Strengthening Performance Accountability, Strengthening Oversight, and Improving the Quality of Public Services is a lever component, each of which is formed by a working group (Pokja) which is expected to produce clean and KKN-free government goals and improve quality, but in fact the Kotamobagu Prison after 2 years of participation has not yet won the CFA and CSBA predicate.

Based on the Public Service Standards issued by the Indonesian ombudsman based on Law No. 25 of 2002 Public Service Facilities, which are meant among other One-Stop Integrated Services, Motorcycle Parking, PTSP Waiting Room, Directions, Disability Track, Advocate Room, Health Room and Breastfeeding Room, Child Friendly Playroom. Article 29 Law Number 25 of 2009 1) Providers are obliged to provide services with special treatment to certain community members in accordance with statutory regulations 2) Facilities, infrastructure and/or public service facilities with special treatment as referred to in paragraph (1) are prohibited used by unauthorized persons. This explains that it is necessary to provide special facilities for persons with disabilities in the context of improving the quality of public services which is also one of the 6 areas of change that are emphasized to be repaired and optimized.

This also includes regarding the availability of public facilities such as Child Friendly Playrooms which is a mandate from Law Number 23 of 2002 concerning Child Protection which has been

amended in Law Number 35 of 2014 concerning Amendments to Law Number 23 of 2002 regarding Child Protection, as well as Lactation Rooms which are regulated regarding the provision of special facilities for breastfeeding rooms through the Regulation of the Minister of Health of the Republic of Indonesia Number 15 of 2013 concerning Procedures for Provision of Special Facilities for Breastfeeding and/or Expressing Mother's Milk. This arrangement is certainly inseparable from Law Number 36 of 2009 concerning Health, especially in Article 128 which regulates the right of babies to get exclusive breastfeeding from birth for 6 (six) months.

Based on this, a study was conducted on the Availability of Public Facilities in supporting the Integrity Zone of the Kotamobagu Detention Center Towards CFA and CSBA. It can be seen that it has been two years of participation in the Kotamobagu Detention Center in an effort to achieve the WBP predicate but has not been successful. This is considered not good because various efforts have been made. However, the public facilities which form the basis for the assessment requirements seem to have been neglected.

Through initial observations and empirical facts that there are no public facilities in the form of RBRA and Lactation Rooms, this has become a difficulty in the program adjustment stage so that there are various difficulties in implementing the programs that have been set. As a result, the integrity zone work program has different interpretations in carrying out and filling in the integrity zone development document sheets, unplanned work and there are still many files that are not suitable that are collected and some are not even uploaded, this makes the hope of having a WBK predicate difficult to achieve.

Based on this empirical fact, the author examines what factors make the implementation of the Integrity Zone declaration towards a Corruption-Free Area and a Clean Serving Bureaucracy Area not going well, especially in terms of improving the quality of the construction of public service facilities. So the authors took the title of the research on "Integrity Zone Development Policy in increasing the availability of public service facilities at the Class IIB State Detention Center in Kotamobagu".

METHOD

The research approach used in this study is a qualitative method. According to the researcher based on the qualitative descriptive method in examining the status of human groups, an object, a condition, a system of thought or in a class of events in the present. Thus the researcher considers that using a qualitative method with a descriptive approach is very suitable for use in this study which discusses how the actual method is appropriate for the Integrity Zone Development Policy in order to improve public service facilities at the Class IIB State Detention Center in Kotamobagu.

Therefore the author uses the approaches and methods above, which aim to create a systematic, factual and accurate description or description of the facts, characteristics and relationships between the phenomena being investigated (Nazir, in Tangkau 2016). The reason for using this method, researchers can obtain data that is more in-depth, complete, credible, and contains real meaning, namely definite data regarding the Integrity Zone Development Policy in improving the quality of public service facilities at the Class IIB State Detention Center in Kotamobagu.

The focus of his research is on the Integrity Zone Development Policy Towards CFA and CSBA regarding public service facilities at the Class IIB State Detention Center in Kotamobagu. With a focus that will be seen as an indicator measurement that refers to conditions that should be carried out, and compares it to the main points in the implementation of public policy with the principle of excellent

service, namely: right policy, right implementation, right target, right environment, and right process.

DISCUSSION

The three main outcome targets, namely increasing organizational capacity and accountability, clean and corruption collusion and nepotism-free government, and improving public services are part of the Bureaucratic Reform. this is a target for the performance of the state civil apparatus in the context of developing integrity zones,

Integrity zone is a concept commonly used by the government to show its enthusiasm in eradicating and preventing corruption. Integrity is defined as an attitude or culture that shows consistency between words and actions as well as an attitude to reject all disgraceful actions that can harm oneself and the institution. The meaning of the zone can be described by government agency units that have instilled the value of integrity in it. Zone of Integrity is a designation or predicate given to ministries, institutions and regional governments whose leaders and all staff have the full commitment to realizing CFA and CSBA through efforts to prevent corruption, reform the bureaucracy and improve the quality of public services. Ministries, institutions and local governments that have declared ZI to propose one of their work units to become a Corruption Free Area.

Corruption Free Area is a title given to a work unit that fulfills most of the management of change, governance arrangements, human resource management system management, strengthening supervision, and strengthening performance accountability. While the Clean and Serving Bureaucracy Area is a title given to a work unit that fulfills most of the management of change, structuring management, structuring the HR management system, strengthening supervision, strengthening performance accountability, and strengthening the quality of public services

Most important in the stages of the integrity zone development is the development itself. Development means building integrity in government agency units through planned, massive, comprehensive, and systematic changes and improvements. Building integrity means building systems, building people, and building culture. Building Humanity means building the mindset of government officials to be reluctant, ashamed, and feel guilty for not doing excellent service to the community, especially committing acts of corruption and other despicable acts. The process of building a mindset is not easy, because there will be reluctance and even rejection. In addition, it also takes a lot of time with continuous habituation. Building a system means building various instruments, facilities and infrastructure, making SOPs and policies for prevention.

To accelerate the achievement of bureaucratic reform targets, the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia issued Minister of State Apparatus Empowerment and Bureaucratic Reform Regulation Number 10 of 2019 concerning Amendments to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 52 of 2014 concerning Guidelines for Development of Integrity Zones Towards Regions Free from Corruption and Clean and Serving Bureaucratic Areas in Government Agencies;

The Kotamobagu Class IIB Detention Center, which is a work unit of the Ministry of Law and Human Rights of the North Sulawesi Regional Office, has also been trying to get the CFA and CSBA title. initial milestones and is the main indicator in the assessment. Make a clear performance contract and evaluate the work that has been carried out whether it is in accordance with what is stated in the intended performance contract. Improvement of services to the community must be improved to provide satisfaction to stakeholders.

In this case, centrally the policy regarding Bureaucratic Reform, especially the improvement of public services, has been carried out, there are even standards such as children's playroom and lactation room facilities, but in implementation there are standards that have not been carried out by the Kotamobagu Detention Center. Concerning service facilities. If we look at the problem, we can compare it with the Principles of Implementation of Public Policy. According to Nugroho (2011: 650) the main principles in the implementation of public policy, (1) whether the policy itself is appropriate. (2) proper implementation. In this research, it can be seen that the Integrity Zone development work group has not fully understood or mastered the regulations that apply in the context of fulfilling support data and public service facilities for CFA and CSBA resulting in work becoming unorganized and disoriented. And often perform actions that are not good in fulfilling the supporting data, what is uploaded is not in accordance with the reality of being embedded in a culture of excellent service that is less than optimal, this is evidenced by the results of the achievement of uploading the supporting data which does not reach 100%.

Table 4.6
Upload Pokja data in the E-RB application



Source: E-RB Kemenkumham

Then, public service facilities that do not yet exist, such as lactation rooms, children's playrooms, and coffee corners, which are an absolute requirement for the construction of this integrity zone, are one of the obstacles in the Kotamobagu Detention Center winning the WBK predicate. It becomes impossible for the Kotamobagu Detention Center to win the WBK title because it is an absolute requirement that must be held,

Based on the Public Service Standards issued by the Indonesian ombudsman based on Law No. 25 of 2002 Public Service Facilities, which are meant among other One-Stop Integrated Services, Motorcycle Parking, PTSP Waiting Room, Directions, Disability Track, Advocate Room, Health Room and Breastfeeding Room. Child Friendly Playroom. Article 29 Law Number 25 of 2009 1)

Providers are obliged to provide services with special treatment to certain community members in accordance with statutory regulations 2) Facilities, infrastructure and/or public service facilities with special treatment as referred to in paragraph (1) are prohibited used by unauthorized persons. This clearly explains that it is necessary to provide special facilities for persons with disabilities in the context of improving the quality of public services which is also one of the 6 areas of change that are emphasized to be repaired and optimized.

This also includes regarding the availability of public facilities such as Child Friendly Playrooms which is a mandate from Law Number 23 of 2002 concerning Child Protection which has been amended in Law Number 35 of 2014 concerning Amendments to Law Number 23 of 2002 regarding Child Protection, as well as Lactation Rooms which are regulated regarding the provision of special facilities for breastfeeding rooms through the Regulation of the Minister of Health of the Republic of Indonesia Number 15 of 2013 concerning Procedures for Provision of Special Facilities for Breastfeeding and/or Expressing Mother's Milk. This arrangement is of course inseparable from Law Number 36 of 2009 concerning Health, especially in Article 128 which regulates the right of babies to get exclusive breastfeeding from birth for 6 (six) months, it becomes useless every time participation but the supporting facilities are not provided, it becomes worse forcing to build with funds that do not know where to come from and there is no accountability.

Not to mention the general condition of a shortage of staff. If you look at indicator (3), it is right on target. (4) The right environment, (5) the right process, which ideally is 1: 10 in a detention center, meaning 1 employee compared to 10 convicts, the fact is that currently 1 employee compared to 23 convicts because the guard team consists of 16 people and even then divided into 5 shifts, this forces some work is carried out in duplicate and even convicts are assigned to do it and this is also one of the weaknesses in realizing the Kotamobagu Detention Center's longing to achieve the CFA and CSBA predicate.

Then continuing in service operations there are still SOPs that are incomplete and then not socialized as weaknesses too, not to mention service innovation that doesn't work, this weakness is getting worse with some employees who are not optimally involved to participate in the development of the Integrity Zone. The absence of sanctions for employees who do not want to be involved in the construction of the Integrity Zone is one of the homework as well as how the leadership can motivate all employees to participate actively and collectively and consistently.

There is still a lot to be done, there is no need to hesitate to establish ourselves towards building an integrity zone to achieve the CFA and CSBA predicate. In the end, the effectiveness of establishing an integrity zone is largely determined by the commitment of the leadership and all levels of employees within it. All successes show that commitment is the main requirement for an agency with integrity. If the commitment is strong, then creating a clean and serving institution through the establishment of an integrity zone will become a necessity. However, if commitment is weak, the dream of becoming an integrity zone will only be limited to wishful thinking and imagery.

CONCLUSION

From the research results that have been analyzed and described in the discussion, the researcher can draw the following conclusions:

- a. The Integrity Zone Development Policy Towards CFA and CSBA has not gone well because the Employees have not fully understood or mastered the regulations that apply in order to fulfill supporting data and public service facilities for the construction of Integrity Zones.
- b. The unavailability of DIPA Funds to support the development of the Integrity Zone has resulted in the unavailability of public service facilities which are the basis for fulfilling data in the framework of the development of the Integrity zone, forcing development only from self-help funds whose origins and responsibilities are unclear.
- c. Lack of human resources is one of the problems that has an impact on services, so that many employees who have concurrent jobs, on the other hand, ask convicts to help with work.
- d. The innovations that have been carried out have not been carried out, both from socialization to the completeness of the SOP, it does not work, it has an impact on uploading supporting data that is not appropriate.
- e. The motivation of some employees is still lacking in full involvement for the construction of the Integrity Zone causing the Working Group to have difficulty scheduling the upload of supporting data.

BIBLIOGRAPHY

1. Bambang Sunggono, 1994, Law and Public Policy, Jakarta: PT Karya Unipress.
2. Dimock & Koenig. 1960. Public Administration. In Syafiie, Inu Kencana. 2010.
3. Public Administration Science. 2nd Printing. Jakarta: RINEKA CIPTA.
4. Halim, Abdul, 2004. Regional Financial Accounting, Salemba Empat Publisher, Jakarta
5. Keban, Yermias T. 2008. Six Strategic Dimensions of Public Administration (Concept, Theory, and Issues). Yogyakarta: Gava Media
6. Mamesah, D, J. 1995. Regional Financial Administration System. New York: Library Main
7. Miles & Huberman, 1992, Qualitative Data Analysis, Tjetjep Rohendi Translation Rohidi, UIPress.
8. Moleong, Lexi J. 2007. Revised Edition Qualitative Research Methodology, PT. Teenager Rosdakarya, Bandung
9. Nasution, Arif. 2000, Democracy and Regional Autonomy Problems, Mandar Maju, Bandung
10. Prakosa, Kesit Bambang, 2003, Regional Taxes and Levies, UII Pres, Yogyakarta
11. Siahaan, P. Marihot, 2005, Local Taxes and Local Levies, PT. Rajagrafindo Persada, Jakarta
12. Siagian, P. Sondang. 2012. Concept Development Administration, Dimensions, and Strategies. Fifth printing. Jakarta: Earth Script.
13. Sugiyono, 2010. Quantitative Qualitative Research Methods and R&D. alfabet, Jakarta
14. Sugiyono, "Understanding Qualitative Research", Alfabeta, Bandung, 2009.
15. Sugiono, 2005, Understanding Qualitative Research with Proposal Examples and Research Report, Alfabet. Bandung.

16. Tachan, H. 2006. Public Policy Implementation. Bandung: Research Center for KP2W Lemlit, Padjadjaran University.
17. Thoha, Miftah, Dimensions - Prime Dimensions of State Administration Science, commercial image Rajawali press, Jakarta, Cet. 5, 2002.
18. Wahab, Solichin A. 2011. Policy Analysis from Formulation to Implementation Policies, Bumi Aksara Jakarta.
19. Yani, Ahmad, 2002, Financial Relations Between Central and Regional Governments In Indonesia, PT. Rajagrafindo Persada, Jakarta
20. Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 10 of 2019 concerning Amendments to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 52 of 2014 concerning Guidelines for the Development of Integrity Zones Towards Corruption-Free Areas and Clean Bureaucratic Areas and Serving Within Government Agencies