Implementation Of Service Standards in The Framework Of Increasing The Quality Of Public Services In The Faculty Of Social Sciences And Law State University Of Surabaya To Achieve The Integrity Zone Of Area Free Of Corruption

Vita Mahardhika[1], Dian Ayu Larasati[1], Mutiah[1], Melda Fadiyah Hidayat[1] M.Noer Falaf Al Amin[1]

[1]Faculty of Social Sciences and Law, Universitas Negeri Surabaya, Surabaya, Indonesia
vitamahardhika@unesa.ac.id

Abstract. The Ministry of Education, Culture, Research, and Technology is continuing to conduct bureaucratic reform in accordance with the road map developed by the bureaucratic reform team and work units. The main goals of bureaucratic reform, which include a clean, accountable, and performing bureaucracy, an effective and efficient bureaucracy, and the provision of good and quality public services, must be supported by the establishment of integrity zones aimed at areas free of corruption (WBK) and clean and serving bureaucratic areas (WBBM). Through the development of integrity zones, all work units within the Ministry of Education and Culture are obligated to support the core purpose of bureaucratic reform. Surabaya governmental University, a governmental university overseen by the Ministry of Education and Culture, is no exception. Surabaya State University appointed the Faculty of Social Sciences and Law to be the faculty proposed to achieve the title of integrity zone free from corruption. The purpose of this study was to determine the development of integrity zones at Faculty of Social Sciences and Law Surabaya State University, especially in terms of improving public services. The research method used is qualitative research with data collection techniques through in-depth interviews and field observations of faculty leaders who are authorized to make policies regarding service standards and conduct interviews with education staff as service providers directly to users, as well as interviews with service users about service quality in Faculty of Social Sciences and Law. The result of this research is a description of the implementation of service standards in Faculty of Social Sciences and Law, then it is known the level of satisfaction of lecturers and education staff in obtaining services which will be used as material for analysis to create service innovations in Faculty of Social Sciences and Law.

Keywords: Integrity Zone, Public Service, Service Standard.

1   INTRODUCTION

Bureaucratic reform is the government's effort to achieve good governance, especially regarding organizational (institutional) aspects, management, and human resources of the apparatus [1]. The national policy on bureaucratic reform shows a commitment to reforming the bureaucracy through various policies. This is indicated by the existence of new regulatory products that have been passed as well as various draft regulations that indicate changes. The demand for the realization of good and clean governance is increasingly inevitable.

This is a consequence of the government system in Indonesia which is strengthened by a supervisory system both by the community (social control) and oversight institutions. The essence of implementing bureaucratic reform is a change in the mentality of the apparatus which is aimed directly at all elements of the system that support the apparatus and it is hoped that the creation of a clean, proper, professional government and free from corruption, collusion and nepotism practices. In its journey, the practice of corruption, collusion and nepotism (KKN) often occurs, this is due to weak oversight and abuse of authority. In this regard, the Government has stipulated Presidential Regulation of the Republic of Indonesia Number 81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010-2025. The operational form of the Bureaucratic Reform Grand Design is stipulated by the Regulation of the Minister for Administrative Reform and Bureaucratic Reform Number 25 of 2020 concerning the 2020-2024 Bureaucratic Reform Road Map. In the Grand Design, a road map for bureaucratic reform was established which contained eight areas of change, including: 1) Change Management; 2) Strengthening Performance Accountability; 3) Institutional Strengthening; 4) Strengthening Legislation; 5) Management Strengthening; 6) Strengthening Supervision; 7) Apparatus HR; 8) Improving the Quality of Public Services.

Service/bureaucracy indicators, especially in government agencies, need to be considered. Therefore, as an effort to take action to prevent corruption, the government issued Presidential Regulation Number 54 of 2018 concerning the National Strategy for Prevention of Corruption (hereinafter referred to as PP Stranas PK). In article 1 point 2 of PP Stranas PK, it is explained that Stranas PK is a policy direction that contains the focus and targets for preventing corruption which is used as a reference for ministries, agencies, local governments and other stakeholders in carrying out actions to prevent corruption in Indonesia. It is further explained in article 5 that every 2 (two) years, the National Corruption Prevention Team (Timnas PK) determines actions to prevent corruption, namely the elaboration of the focus and targets of the Stranas PK in the form of programs and activities.

In the PP Stranas PK it is also explained that ministries, institutions, regional governments and other stakeholders are required to carry out corruption prevention actions that have been determined by the PK National Team. The focus on preventing corruption by strengthening bureaucratic reform is structured with sub-actions that are used as indicators of achievement, namely 1) accelerating the merit system; 2) development of integrity zones; 3) strengthening of government internal and

supervisory apparatus (APIP); 4) institutional arrangement; 5) acceleration of the electronic-based government system.

In order to create an integrity zone towards a Corruption-Free Area (WBK) and a Clean and Serving Bureaucratic Area (WBBM), a high value of public integrity is required. This can be seen from 4 (four) indicators including 1) administration system; 2) work environment; 3) behavior of service personnel; 4) efforts to eradicate corruption [2].

In general, public services with corruption are things that go hand in hand. With poor public services, the potential for corruption often occurs. Conversely, if the public service is good, it will certainly guarantee the good performance of government officials and this will have implications for the low potential for corruption. The process and final form of a public deviation often has the potential for criminal acts of corruption [3]. Public service is a benchmark for evaluating government performance that can be seen and assessed directly by the community because the object of this activity is the community itself. [4]. Thus we can conclude that public service is one of the important sectors in contributing to the high rate of corruption in Indonesia. There is not a single part of government that is not touched by service defects, this is indeed very common when logic is directed at the subject or executor of government, namely humans. Humans with everything they have, such as lust, ego, desire, ambition, and sometimes excessive desire for power, can deviate from existing legal provisions in carrying out their duties. [5]

Universities are tertiary institutions under the auspices of the Ministry of Education, Culture, Research and Technology and have an obligation to implement the bureaucratic reform roadmap set by the Ministry. The strengthening of bureaucratic reform is expected to realize the campus environment towards the WBK and WBBM zones.

Surabaya State University has appointed the Faculty of Social and Legal Sciences (FISH) to be a pilot project for the development of an Integrity Zone towards a Corruption-Free Area (ZI WBK), so that the quality of service at FISH is expected to be a reference for other faculties at Surabaya State University.

In the era of globalization, the paradigm of government administration has shifted from the paradigm of rule government to good governance, including FISH in the implementation of academic activities, development and public services. Most of the roles of FISH are directly related to or related to public services, so by itself the distribution of service packages provided by FISH will generally be carried out through bureaucratic structures and machines. For this reason, FISH is now improving to provide the best service to the public.

Measurements in order to determine the quality of government that is clean and free of KKN can be carried out through an anti-corruption perception survey (IPAK) and a service satisfaction perception survey (IPKP). This perception index can be obtained if FISH has service standards for each type of service provided to stakeholders.

Article 20 of the Public Service Law also requires public service providers to compile and determine service standards. Because in an effort to optimize public services, a benchmark is needed to see the quality of a service, namely service standards. Service standard is a benchmark that is used as a guideline for service

delivery and a reference for evaluating service quality as an obligation and promise of administrators to the community in the context of fast, easy, affordable and measurable services [6].

Based on the background above, this research will focus on discussing the problems of service quality at Surabaya State University, precisely at FISH related to whether the service standards at FISH are in accordance with the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 15 of 2014 concerning Guidelines Service Standards and what is the satisfaction level of FISH service users before and after service standards are set.

This study uses descriptive research methods, describing the current state of the research object based on visible facts. Descriptive research is not limited to data collection and compilation, but also includes analysis and interpretation of data [7]. This research approach uses qualitative and quantitative methods. A quantitative approach is used because the observed symptoms can be measured in numbers, through the distribution of a link survey which contains a filling form for an assessment instrument related to service quality. A qualitative approach based on narratives is taken by means of open interviews which allow respondents to give free answers. The population in this study was the stakeholders at FISH State University of Surabaya, namely lecturers, students and educational staff and was carried out after the service users/stakeholders had finished receiving the service.

2. DISCUSSION AND RESULT

2.1. Determination of Service Standards in the Faculty of Social Sciences and Law, State University of Surabaya

The Faculty of Social Sciences and Law, State University of Surabaya (FISH Unesa) is a higher education institution whose main service is to organize research-based innovative education/learning to produce superior graduates and be able to optimize the use of technology. Carrying out research and community service that is oriented towards empowering and cultivating the community so that it can realize FISH Unesa as a center for social and moral science education as well as a center for the development of dignified and globally competitive social and legal sciences. Based on the appointment from the Chancellor of Surabaya State University, FISH has determined Additional Performance Indicators (IKT) which include realizing the ZI WBK area.

The Integrity Zone is a designation given to government agencies whose leaders and employees are dedicated to attaining WBK/WBBM through bureaucratic reform, particularly in terms of eliminating corruption and increasing the quality of public services. Commitment is the main thing that needs to be built in realizing the zone of integrity [8]. The development of integrity zones includes two components, namely levers and results. The leverage component (60%) is an aspect of the work unit's internal governance while the outcome component (weight 40%) is how stakeholders feel the impact/result of the changes that have been made to the leverage area. Change Management, Management Arrangements, HR Management Arrangements,

Strengthening Performance Accountability, Strengthening Oversight, and Improving Public Services are the six (six) areas of change that are the focus in the development of integrity zones towards WBK/WBBM.

In an effort to improve the quality of public services, the government issued Law Number 25 of 2009 concerning Public Services (hereinafter referred to as the Public Service Law). Activities to improve the quality of public services is one of the efforts to prevent corruption. This is very appropriate when it is supported by the obligation of every government institution to compile a road map for bureaucratic reform in which one of the areas of change is improving the quality of public services..

In accordance with this, FISH has established service standards for each sort of service provided to students, professors, and educational personnel. SIDILAN (Service Digitization Information System) is FISH's integrated service system. With the launch of SIDILAN, FISH has put into practice the idea that e-government does more than just disseminate government information through website services; it also transforms the relationship between the government and all stakeholders, who previously used traditional media, to use information technology [9].

With the stipulation of service standards, service users or the public can easily access information on a service, be it regarding requirements, costs, service time, so that it can be measured and known without confusion and supervision can be carried out in its implementation. Disclosure of information and ease of service supported by the establishment of service standards is a sub-system of good administration. By having a high value of public integrity, it will be easy for government agencies to create an integrity zone towards a Corruption Free Area (WBK) and a Clean and Serving Bureaucratic Area (WBBM). This of course will be very effective in stemming the rate of corruption [10].

In preparing effective and efficient service standards, attention must be paid to the service standard principles listed in the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 15 of 2014 concerning Service Standard Guidelines, namely:

1. Brief. Service standards that are simple to understand, follow, implement, and measure, with clear procedures and reasonable costs for the community and organizers.
2. Interactive. Preparation of service standards by participation of the community and connected parties in order to discuss and obtain alignment on the basis of pledges or agreements.
3. Accountable. Matters regulated in service standards must be implemented and accounted for to interested parties.
4. Sustainable. Service standards must be continuously improved as an effort to improve service quality and innovation.
5. Accountability. The public must have easy access to service standards.
6. Justice. Service standards must ensure that the services provided can reach all people of different status, economy, geographical location distance, and differences in physical and mental capabilities..

In addition to the principles, service standard components are also regulated in this MenpanRB Regulation, which includes:

a. Components of service standards related to the service delivery process (service

points) include:
1. Requirements;
2. System mechanisms and procedures;
3. Service period;
4. Fees/tariffs;
5. Service products;
6. Handling complaints, suggestions and input/appreciation.
b. Components of service standards related to the service management process (manufacturing) includes:
1. Legal basis;
2. Facilities and infrastructure, and/or facilities;
3. Executor competence;
4. Internal control;
5. Number of executors;
6. Service guarantee;
7. Guarantee of service security and safety; Evaluate the performance of executors [11].

FISH State University of Surabaya has issued Dean's Decree Number B/17056/UN38.4/HK.01.02/2022 concerning Service Standards at the Faculty of Social Sciences and Law, State University of Surabaya as shown below:

LAMPIRAN
KEPUTUSAN DEKAN FAKULTAS ILMU SOSIAL DAN HUKUM
UNIVERSITAS NEGERI SURABAYA
NOMOR: B/17056/UN38.4/HK.01.02/2022
TENTANG STANDAR PELAYANAN PADA UNIVERSITAS NEGERI SURABAYA

Nama Unit: Fakultas Ilmu Sosial dan Hukum

| No.	Komponen	Uraian
1.	Jenis Pelayanan	Kuliah Kerja Nyata
2.	Dasar Hukum	1. Buku Pedoman Akademik Universitas Negeri Surabaya 2. BukuPanduanKuliahKerjaNyata (KKN) Universitas Negeri Surabaya
3.	Persyaratan	Persyaratan mengikuti KKN : a. Mahasiswa terdaftar sebagai mahasiswa aktif UNESA. b. Mahasiswa telah selesai memprogram 100 sks. c. Mahasiswa mendaftar KKN secara *online* web KKN https://kkn.unesa.ac.id/
4.	Prosedur	a. Mahasiswa membuat pernyataan bersedia mengikuti tata tertib KKN. b. Mahasiswa melakukan pendokumentasian kegiatan secara *online* c. KKN dilaksanakan dalam durasi waktu 1 bulan (4 minggu) dan berada di desa lokasi KKN. d. Selama pelaksanaan KKN, mahasiswa wajib berada di lokasi KKN. e. Monitoring pelaksanaan KKN dilakukan oleh Dosen Pembimbing Lapangan (DPL) sebanyak 3x kunjungan lapangan (saat pemberangkatan, supervisi, dan seminar hasil KKN) f. Setelah selesai pelaksanaan KKN, mahasiswa wajib mengagendakan seminar hasil KKN, dan membuat laporan tertulis KKN
5.	Waktu pelayanan	1 – 3 Hari Kerja
6.	Biaya/tarif	Tidak dipungut biaya
7.	Produk	1. Data mahasiswa yang mengikuti KKN 2. Daftar Hadir Kegiatan 3. Laporan PKL 4. Dokumentasi Kegiatan
8.	Pengelolaan pengaduan	1. Pengaduan, saran, masukan dapat disampaikan secara tertulis melalui surat yang ditujukan kepada: Dekan Fakultas Ilmu Sosial dan Hukum Universitas Negeri Surabaya, alamat Gedung i8 Fakultas Ilmu Sosial dan Hukum 2. Email: fish@unesa.ac.id 3. Laman: fish.unesa.ac.id

Figure 1: FISH Service Standard Document
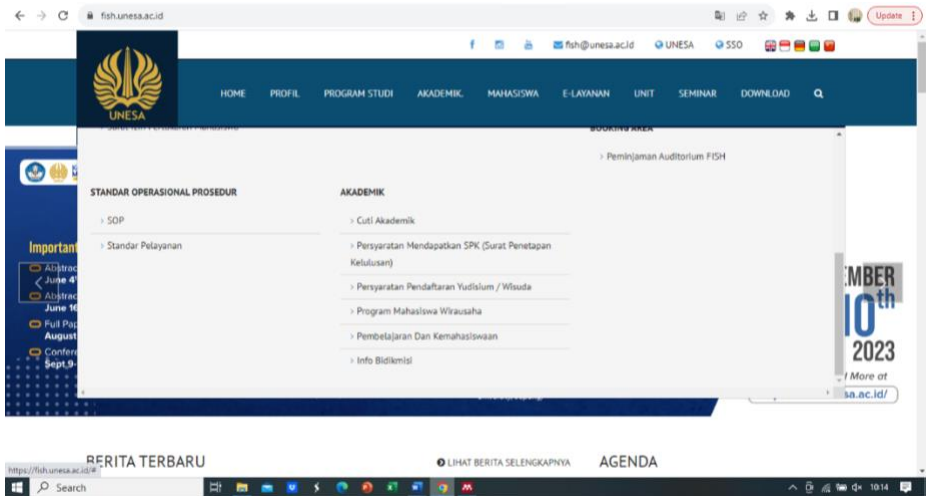
Figure 2: Service Standard Document Information on FISH Web

If you pay attention to the documents uploaded on the fish.unesa.ac.id web, it shows that public information disclosure has been carried out by FISH and from the analysis of the documents that the service standard documents that have been prepared by FISH meet the preparation criteria in the Minister of Administrative Reform and Reform. Bureaucracy Number 15 of 2014 Concerning Service Standard Guidelines.

2.2. Service Satisfaction Perception Index (IPKP) at the Faculty of Social Sciences and Law, Surabaya State University

The measurement of the Service Satisfaction Perception Index (IPKP) is measured through surveys which are conducted periodically after each stakeholder has received services through the link https://unesa.me/SurveyKLPFISH. The measurement results are used as the basis for FISH to develop and create service innovations to make it easier and faster.

Stakeholders consisting of lecturers, students, and educational staff are the main service recipients of the core services provided by FISH. Lecturers and education staff receive promotion/position services, employee leave, further studies, and other academic services. While students get learning services such as academic leave, certificates/recommendation letters, real work lectures, field work practices, graduation, legalization of diplomas and so on.
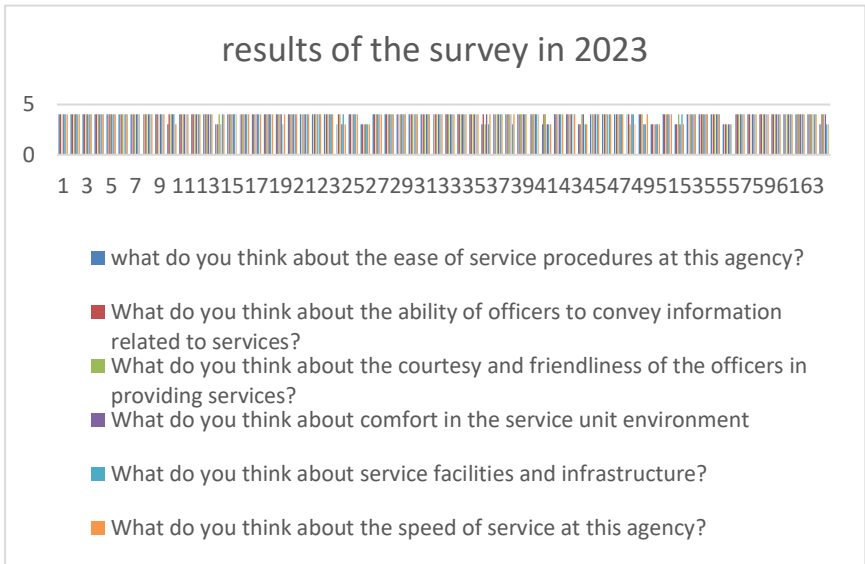
Following are the results of the survey in 2023:

Figure 3: Results of the 2023 FISH service satisfaction survey

Based on the graph above, it shows the data that FISH stakeholders consisting of lecturers, students, and educational staff give good and positive responses to services at FISH. From the question indicators, the average respondent gave the maximum value both in terms of ease of procedure, competence of officers, courtesy and friendliness of officers, comfort of service rooms, completeness of facilities and infrastructure, and speed of service. Although there may be some that give scores below the average, it is an important point for researchers to conduct open interviews in order to explore suggestions and input..

The results of interviews with stakeholders show that the service at FISH is good but there are still some notes regarding the inconvenient service room facilities and infrastructure and online service improvements so that they are added with features that make it easier for stakeholders to access services remotely.

Based on the results of an interview with FISH Deputy Dean II, Ms. Indah Prabawati, S.Sos., M.Si. Regarding suggestions and input from several stakeholders, it was explained that these inputs would certainly be followed up, because the success of improving the quality of public services is the main indicator in realizing FISH to become ZI WBK. According to him, suggestions and input from these stakeholders will actually create an innovation for FISH regarding service delivery. Innovation that is transparent, accountable, conditional, participatory, equal rights, balance of rights and obligations [12]. The meaning of an innovation as a form of novelty does not have to be in the form of creating a completely new idea, but can be in the form of a modification, adaptation, or simply improving the quality of existing service innovations according to Asmara and Rahayu in [13].

3. AUTHORS' CONTRIBUTIONS

By taking into account the survey results and suggestions from stakeholders, the authors provide a recommendation that FISH needs to carry out a) more massive outreach to stakeholders regarding the advantages of existing services at FISH with the hope that stakeholders can easily receive services anywhere and anytime; b) improve facilities and infrastructure related to services including competent human resources and professional coaching models; c) optimizing the internalization of integrity zone development at all lines; d) adding a study room (working space) in each study program.

References

[1]   R. Moenek and D. Suwanda, *Good Governance (Pengelolaan Keuangan Daerah)*. Bandung: PT. Remaja Rosdakarya., 2019.

[2]   KPK, "Direktorat Penelitian dan Pengembangan Komisi Pemberantasan Korupsi," 2009.

[3]   I. A. Saleh, *Korupsi, Terorisme, dan Narkotika (Upaya Melawan Kejahatan Luar Biasa yang Sistematis)*. Malang: Setara Press, 2017.

[4]   Kurniawan and R. Cahyadi, "Inovasi Kualitas Pelayanan Publik Pemerintah Daerah," *Fiat JustisiaJurnal Ilmu Huk.*, vol. 3, 10AD, doi: 10.25041/fiatjustisia.v10no3.794.

[5]   S. P. Airlangga, *Maladministrasi Pelayanan Penyelesaian Sengketa Tanah Di Badan Pertanahan Nasional Provinsi Lampung*. Lampung: Universitas Lampung, 2019.

[6]   *Pasal 1 Angka 7 Undang-Undang Republik Indonesia Nomor 25 Tentang Pelayanan Publik*. 2009.

[7]   M. H. Nawawi, *Metodologi Penelitian*. Yogyakarta: Gadjah Mada University Press, 2005.

[8]   A. Jazuli, "Komitmen Agen Perubahan Kementerian Hukum dan Hak Asasi Manusia Dalam Pembangunan Zona Integritas Berkelanjutan," *J. Ilm. Kebijak. Huk.*, vol. 15, no. 3, pp. 415–430, 2021.

[9]   R. F. Rahayu and Ibrahim, "Inovasi Pelayanan Publik Berbasis E-Government Di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Bangka," *J. Stud. Inov.*, vol. 3, no. 1, 2023, doi: https://doi.org/10.52000/jsi.v3i1.128.

[10]   S. D. Hurry, "Pencegahan Korupsi Melalui Pembangunan Kompetensi Sosio Kultural (Integritas PNS)," *Legis. Indones.*, vol. 17, pp. 11–24, 2020.

[11]   *Bab III Peraturan Menteri Pemberdayaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 15 Tentang Pedoman Standar Pelayanan*. 2014.

[12]   Rahmatullah and M. Ridha, *Pentingnya Standar Pelayanan Publik*. Jakarta: Kementerian Pendayagunaan dan Aparatur Negara RI, 2019.

[13]   Kartika, D. Febi, and T. A. Oktariyanda, "Inovasi Pelayanan Publik Melalui Aplikasi Poedak (Pelayanan Online Pendaftaran Administrasi Kependudukan) Di DinasKependudukan Dan Pencatatan Sipil Kabupaten Gresik," *J. Publika*, 2022, doi: 10.26740/publika.v10n1.p245-260.