

Implementation Of Regulation Of The Minister Of Administrative Reform And Bureaucratic Reform Of The Republic Of Indonesia Number 90 Of 2021 For The Development Of The Police Public Service Integrity Zone Towards A Corruption-Free Area And A Clean Serving Bureaucratic Area

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Abstrak

Tujuan dari penelitian ini adalah untuk melihat bagaimana implementasi Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 90 Tahun 2021 dalam rangka pembangunan Zona Integritas pelayanan publik Kepolisian Negara Republik Indonesia atau dengan sebutan Polri menuju Wilayah Bebas dari Korupsi dan Wilayah Birokrasi Bersih Melayani pada pelayanan publik Kepolisian Negara Republik Indonesia di Satuan Intelijen Keamanan Kepolisian Negara Republik Indonesia Resort atau dengan sebutan Polres Lampung Tengah. Penelitian ini juga melihat faktor-faktor yang mempengaruhi implementasi pembangunan Zona Integritas menuju Wilayah Bebas dari Korupsi dan Wilayah Birokrasi Bersih Melayani pada pelayanan publik Kepolisian Negara Republik Indonesia di Satuan Intelijen Keamanan Kepolisian Negara Republik Indonesia Resor Lampung Tengah. Implementasi Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 90 Tahun 2021 dalam rangka pembangunan Zona Integritas pelayanan publik Kepolisian Negara Republik Indonesia pada Satuan Intelijen Keamanan Kepolisian Resor Lampung Tengah Republik Indonesia bahwa Kepolisian Resor Lampung Tengah Republik Indonesia telah melakukan upaya 6 (Enam) langkah antara lain Manajemen Perubahan, Penataan Tata Laksana, Penataan Manajemen Sumber Daya Manusia.

Kata kunci: Implementasi, Zona Integritas, Wilayah Bebas dari Korupsi dan Wilayah Birokrasi Bersih Melayani, Pelayanan Publik, Intelijen Kepolisian.

Abstract

The purpose of this research is to see how the implementation of the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 90 of 2021 in the framework of the development of the Integrity Zone of the public service of the Indonesian National Police or with the designation of the National Police to go towards a Corruption Free Region and a clean bureaucratic area serving the public service of the Indonesian National Police in the Security Intelligence Unit of the Indonesian National Police Resort or with the designation of the Central Lampung police station. This research also looks at the factors that influence the implementation of the development of the Integrity Zone towards a Corruption-Free Area and a Clean Serving Bureaucratic Area

in the public service of the Indonesian National Police in the Security Intelligence Unit of the Indonesian National Police of Central Lampung Resort. The implementation of the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 90 of 2021 in the context of building the Integrity Zone of the public service of the Indonesian National Police in the Security Intelligence Unit of the Central Lampung Resort Police of the Republic of Indonesia that the Central Lampung Resort Police of the Republic of Indonesia has made efforts 6 (Six) steps including Change Management, Structuring Governance, Structuring Human Resource Management.

Keywords: Implementation, Integrity Zone, Corruption Free Zone and Clean Serving Bureaucratic Area, Public Service, Police Intelligence.

Introduction

The Ministerial Regulation is a reference for government agencies and other stakeholders in building an Integrity Zone Towards a Corruption-Free Area and a Clean Serving Bureaucratic Area. In addition, the Ministerial Ordinance is a reference to provide uniform understanding and action in building an Integrity Zone Towards a Corruption-Free Area and a Clean Serving Bureaucratic Area (Rosikah, 2016). In order to accelerate the development of the Integrity Zone within the Indonesian National Police, Guidelines are needed to regulate the implementation of the Integrity Zone in accordance with the duties and functions of the Indonesian National Police by applying the Integrity Zone tool based on the Minister of Administrative Reform and Bureaucratic Reform Regulation No. 10 of 2019 on Amendments to the Minister of Administrative Reform and Bureaucratic Reform Regulation No. 52 of 2014 on Guidelines for the Development of Integrity Zones Towards a Corruption-Free Area and a Clean and Serving Bureaucratic Area within Government Agencies, which includes 6 areas of change in the area of change management, Structuring Management, Structuring Human Resource Management Systems, Strengthening Supervision, Strengthening Performance Accountability, and Strengthening Quality of Public Services (Yopik, 2019).

As a result of the Ombudsman's supervision of the performance of the National Police of the Republic of Indonesia in the field of public service of the National Police of the Republic of Indonesia, the Ombudsman concluded that the level of public trust in the National Police of the Republic of Indonesia has increased from 61 percent to 79 percent since 2015 (Kristianto & Satria, 2022). Against this achievement, the Ombudsman gave a medium score to the public service performance of the National Police of the Republic of Indonesia this year (Zaini et al., 2023). The Indonesian

National Police ranks behind the Indonesian National Army, the Corruption Eradication Commission, and the President in terms of public trust. The above performance of the Indonesian National Police in the area of public services shows that the performance of the public services of the Indonesian National Police still does not fully satisfy the service user community as expected in the development of the Integrity Zone. According to the Ombudsman's research, 80 percent of the public services of the Indonesian National Police are already quite good in serving the public, such as Police Record Certificates, REKOM, SIK, and Notification Receipt Letters (Matharow, 2022). However, the Chief of the Indonesian National Police also highlighted 20 percent of the Indonesian National Police stations that still have a red report card due to leadership, infrastructure or budget problems. The above performance of the Indonesian National Police in the area of public services indicates that the performance of the public services of the Indonesian National Police still does not fully satisfy the service user community as expected in the development of the Integrity Zone (Gani, 2019).

In order to realize this, guidelines for the development of integrity zones were then created with the Minister of Administrative Reform and Bureaucratic Reform Regulation No. 52 of 2014 on Guidelines for the Development of Integrity Zones Towards Corruption-Free Areas and Clean Serving Bureaucratic Areas within government agencies, including in this case the Indonesian National Police in the Central Lampung Resort of the Indonesian National Police Work Unit (Hanafi & Harsono, 2020). This effort was then followed up with the preparation of an implementation guidebook contained in a joint decision between the Chief of the Indonesian National Police and the Minister of Administrative Reform and Bureaucratic Reform No. KB: KB/1/IV/2018, No: 01/2018 (Agung, 2021), concerning Procedures for the Development of Integrity Zones Towards a Corruption-Free Area and a Clean Serving Bureaucratic Area within the Indonesian National Police This effort was then followed up with the preparation of an implementation guidebook contained in a joint decision between the Chief of the Indonesian National Police and the Minister of Administrative Reform and Bureaucratic Reform No. KB: KB/1/IV/2018, No: 01/2018, concerning Procedures for the Development of

Integrity Zones Towards a Corruption-Free Area and a Clean Serving Bureaucratic Area within the Indonesian National Police (Rosikah, 2016).

In the perspective of public policy studies, if a policy has not made changes as expected in policy objectives, this means that there are problems in implementing the policy (Hartanto, 2021). Indeed, policy implementation as stated by Patton and Sawicki in Subarsono explains that implementation is related to various activities directed at realizing the program, where in this position the implementer regulates how to organize, interpret and implement the selected policies (Octorina, 2019). So that by organizing, implementers can effectively and efficiently manage resources, units and techniques that can support program implementation, as well as interpret the plans that have been made, and instructions that can be followed easily for the realization of the implemented program (Wahyono et al., 2019).

Based on the background description above, the author is interested in further examining the criminal act of embezzlement in office committed and pouring it into a thesis with the title Analysis of the Implementation of the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 90 of 2021 in the Context of Building an Integrity Zone for Public Services of the Indonesian National Police Towards a Corruption-Free Area and a Clean Bureaucratic Area Serving (Study at the Security Intelligence Unit of the Indonesian National Police of Central Lampung).

Literatur Riview

1. Public Service

Public services of the Republic of Indonesia Police refer to the services provided by the Republic of Indonesia Police to the public. The public service of the Republic of Indonesia Police covers various aspects, such as the prevention and handling of crimes, maintenance of security and public order, handling traffic accidents, investigations, law enforcement, and various other activities that support the mission of the Republic of Indonesia Police in maintaining security and public order (Ratna & Widyaningsih, 2021). This service involves direct interaction between police officers and the

community, so it is important to maintain good relations, build trust and provide effective solutions to various security and crime problems faced by the community.

2. Integrity zone

Integrity zone refers to a concept that emerged in the context of Indonesian public services which reflects an area or organizational unit that has a high level of integrity. The existence of high integrity forms employees or public officials to be committed to carrying out their duties and responsibilities honestly, fairly and professionally (Sapitri et al., 2021).

The characteristics of an integrity zone are the presence of strong leaders with integrity within the organization and providing public services of a high standard, efficiently and effectively. The integrity zone aims to create a clean work environment and avoid corrupt practices, so as to increase public trust in the institution or organizational unit concerned (B. Erlina & Dahlan, 2022).

3. Corruption-Free Area

Corruption-free areas are a concept that is also known in Indonesia and is related to efforts to eradicate corruption at the regional level. Aspects of the definition of a corruption-free area are in the form of a region or organizational unit that is considered a corruption-free area if there are no corrupt practices in any form, then transparency and accountability with the hope that the corruption-free area will implement a high level of transparency and accountability in carrying out its government activities (Marefa, 2021).

Towards an integrity zone in the Republic of Indonesia's police services involves a series of efforts to improve the integrity, transparency and quality of services provided by the Republic of Indonesia's State Police. To achieve a zone of integrity in the public service of the Indonesian National Police, it is necessary to develop policies and guidelines, empower personnel, strengthen organizational culture, and increase transparency (S. C. Lestari & Hasan, 2022).

4. Clean Serving Bureaucratic Area

Towards a clean bureaucratic service area involves efforts to create a bureaucracy that is clean, efficient and provides optimal public services. This concept reflects the government's commitment to improving bureaucratic governance and providing quality services to the community. Implementing a clear and measurable performance management system to assess the personal performance of the Indonesian National Police is one of the steps that can be taken to achieve a clean bureaucratic area serving (Amin et al., 2022).

Method

According to its objectives, research can be defined as an effort to determine, develop and test the truth of knowledge (Setyawan, 2016). Efforts which are carried out using scientific methods are called research methodology. This research uses a normative juridical and empirical approach. The normative juridical approach is to use a statutory approach which focuses on collecting all legislation related to the judge's considerations regarding land dispute execution decisions, then analyzing what is written in the book, reviewing statutory regulations related to legal arrangements. and the implications of its implementation in Indonesia as well as laws decided through court processes (Ramadan et al., 2022). The approach is carried out through direct research on research objects by means of observation and interviews. In accordance with the descriptive analytical nature of this research, data analysis is a process of organizing and sorting data into categorical patterns and basic descriptive units so that themes can be found and working hypotheses can be formulated as suggested (Ramadan et al., 2022). Qualitative juridical analysis is in-depth and detailed, so it is also lengthy. As a result, qualitative juridical analysis is specific, especially for summarizing data and uniting it in an analysis flow that is easy for other parties to understand (Wirapuspa, 2016). Drawing conclusions in this research using a deductive method means that all data is first disclosed in specific terms and then narrowed down to reveal specific data (E. Erlina & Doddy, 2021).

Result And Discussion

1. Implementation of the Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 90 of 2021 in the context of developing an Integrity Zone for the public service of the

Republic of Indonesia State Police towards a Corruption Free Area and a clean bureaucratic area serving the public service of the State Police of the Republic of Indonesia in the Security Intelligence Unit of the State Police of the Republic of Indonesia Central Lampung Resort (Saefulloh et al., 2021).

There is a program for the development of Integrity Zones, the initial regulations of which were issued in 2014 and are contained in Regulation No. 52 of the Minister of State Apparatus Empowerment, which is the initial guideline for the development of Integrity Zones in the direction of corruption-free areas and clean bureaucratic areas intended for the environment of government agencies (Hesti & Sudrajat, 2021). And the Integrity Zone Regulations are derivative regulations that will be implemented in the implementation of Presidential Regulation Number 52 of 2018 on the National Strategy for the Prevention of Corruption (Astuti & Rustam, 2018). According to the explanation of Mr. Yudi Irawan as Head of the Central Lampung Police Security Intelligence Unit, Bureaucratic Reform is one of the first steps to support the government's program to organize a good, effective and efficient organizational administration system, so that it can serve the community quickly, precisely and professional in realizing good governance and clean governance towards a state apparatus that is clean and free from Corruption, Collusion and Nepotism, improving excellent service and increasing work capacity and accountability (Muttaqien et al., 2023). Public service is a form of service activity carried out by a government agency that is fully responsible in accordance with community expectations (Agustina, 2019). With the growing awareness that citizens have the right to services, the quality of public services needs to be improved so that they can continue to develop, and it is the government's duty to provide the best service to the community. Apart from that, to fulfill the basic needs and civil rights of every citizen regarding goods, services and administrative services is the (Government's) effort in providing public services.

According to the explanation of Mr. Yudi Irawan as Head of the Security Intelligence Unit of the Republic of Indonesia National Police, Central Lampung Resort, quality service is service that meets service standards according to the Regulation of the Minister for Administrative Reform and Bureaucratic Reform

Number 15 of 2014, several elements of service standards related to the service process include requirements, systems, mechanisms and procedures, service periods, duties/tariffs, service products, complaint handling, suggestions and input. Identification of service quality can be done based on the concept of service quality and Servqual dimensions. The servqual dimensions that must be considered in public services in order to achieve service quality are physical evidence, reliability, responsiveness, guarantee and certainty, and empathy (A. Lestari, 2019).

According to Mr. Yudi Irawan, Head of the Security Intelligence Unit of the Central Lampung Police of the Republic of Indonesia, bureaucratic reform basically aims to organize a good, effective and efficient government administration system so that it can serve the public quickly, accurately and professionally. However, along the way, there were many obstacles faced, including abuse of authority, corrupt practices, collusion and nepotism and weak supervision. In line with this, the government has issued Presidential Regulation Number 81 of 2010 concerning the Grand Design of Bureaucratic Reform which regulates the implementation of the bureaucratic reform program. For this reason, it is necessary to concretely implement a bureaucratic reform program in work units through efforts to build Integrity Zones.

According to Mr. Yudi Irawan, Head of the Security Intelligence Unit of the National Police of the Republic of Indonesia Central Lampung, in an effort to realize this, guidelines for the development of Integrity Zones were then drawn up with the Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform Number 52 of 2014 on Guidelines for the Development of Integrity Zones Towards Free Areas. Corruption and bureaucratic areas (Rahmawati, 2017). This effort was then followed up with the preparation of an implementation guidebook contained in the Joint Decree between the Chief of the National Police of the Republic of Indonesia and the Minister for Administrative Reform and Bureaucratic Reform No. KB: KB/1/IV/2018, No: 01 of 2018, concerning Procedures for Building Integrity Zones.

According to the explanation of Mr. Dhana Catur Nugraha, Head of Administrative Services and Security Intelligence Administration of the Republic of Indonesia Central Lampung Police, the public's demand for quick, easy and cheap public services is the most important thing because with busyness and high level of community mobilization it cannot be done. Therefore, the modernization of public services needs to be massively implemented in all institutions and ministries, including the National Police of the Republic of Indonesia, Central Lampung Resort, with the aim of increasing productivity and efficiency and reviving the accountability of state institutions. The public services provided by the National Police of the Republic of Indonesia in Central Lampung include police reporting services, case investigation services, driver's license and vehicle registration services, and police record certificate services.

Furthermore, related theories that can be elaborated on the legal system with the implementation of public policy so that it can achieve everything that is directed at achieving the goals and targets that have been set include:

Public policy is whatever the government chooses to do or not to do. If the government chooses to do something, it must have a purpose (object) because public policy includes all government actions, so it is not merely a statement of the government's or government officials' wishes. Besides that, something that is not implemented by the government is also state policy. This is because something that is not done by the government will have as much influence as something that is done by the government (Sari & Hayati, 2021).

For Thomas R. Dye, public policy must include not only what the government really hopes to do, but also what it does not do. Why is it said that? Because according to Thomas R. Dye, what the government chooses to do or not to do has the same impact or consequences on society.

The awareness that the public has in the implementation and enforcement of regulations in accordance with the Regulation of the Minister of Administrative Reform and Bureaucratic Reform is highly dependent on the services provided and provided by the Central Lampung Republic of Indonesia Police. However, in fact,

the implementation of these regulations can be said to be orderly and follow existing service rules, clearly and quickly. This can be supported by services that keep up with current developments, namely by developing a Customs Value Information application that can be accessed by Internal Indonesian National Police Personnel. related to criminal acts of security and social security incidents reported via telephone 110 which are related to the Command Center which requires Real Time. You can also complain about the APP Store Application by asking the Police for help by pressing the Panic button on the Customs Value Information application by providing complete data on events you have personally experienced or seen so that they can be accessed via the Central Lampung Republic of Indonesia Police Website.

According to the explanation of Mr. Rediyan Bosy as Head of Administrative Services for the Security Intelligence Unit of the Central Lampung Republic of Indonesia Police, this is in accordance with the Republic of Indonesia State Police Law Number 2 of 2002 and also Presidential Decree Number 70 of 2002 concerning the Organization and work procedures of the Republic of Indonesia State Police. that the Security Intelligence Agency is an implementing agency under the National Police of the Republic of Indonesia which is tasked with developing and carrying out intelligence activities in the security sector both for the purposes of carrying out operational and management tasks of the National Police of the Republic of Indonesia as well as to support government tasks in the context of realizing domestic security (Setyabudi & Basir, 2021). The security intelligence function of the Indonesian National Police plays a very important role in providing input to leadership regarding developments in security and order in society.

According to the explanation from Mr. Dhana Catur Nugraha as the Head of Administrative Services and Security Intelligence Administration of the Indonesian National Police of Central Lampung Resort, the Indonesian National Police of Central Lampung Resort has proven its seriousness in realizing a Corruption-Free Area and a Clean and Serving Bureaucratic Area. Serving continues to improve services so that the community feels comfortable and easy to serve. The Indonesian National Police in Central Lampung provides Police Record Certificate services, crowd permit services and Notification Receipts, SIK and Notification Letters

carried out by the Security Intelligence Unit. Driver's License services, Motor Vehicle Owner's Book services, and ticketing services carried out by the Traffic Unit. Loss report services and public complaints as well as Police Report Receipt documents by the Criminal Investigation Unit, and the role of the operational section.

According to the explanation of Mr. Yudi Irawan as the Head of the Security Intelligence Unit of the Central Lampung Indonesian National Police, the Central Lampung Resort of the Indonesian National Police has taken 6 (Six) steps to aim to smooth the construction of the Integrity Zone (Azzunaika et al., 2023). which include:

1. Change Management Covers Attitude and Culture
2. Governance Arrangement
3. Structuring Human Resources Management
4. Strengthening Work Accountability
5. Supervision
6. Improvement of Public Service Aspects

According to the statement of Rediyan Bosy as the Head of Administrative Services of the Security Intelligence Unit of the Indonesian National Police of Central Lampung, the service strategy implemented by the ranks of the Indonesian National Police of Central Lampung Resort has been successfully carried out with commitment and updates that are continuously updated and sustainable, all of which are a form of appreciation for all forms of processes that have been carried out and passed by all elements in the Indonesian National Police of Central Lampung Resort. Some responses from the applicants could not be separated from the positive response and appreciation for the services and facilities provided by the Indonesian National Police of Central Lampung Resort.

Based on the information above, it can be analyzed that the Implementation of the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 90 of 2021 in the context of the development of the Integrity Zone of the public services of the Indonesian National Police towards a Corruption Free Region

and a clean bureaucratic area serving the public services of the Indonesian National Police in the Security Intelligence Unit of the Central Lampung Indonesian National Police that the Central Lampung Resort of the Indonesian National Police has made efforts 6 (Six) steps for the purpose of smoothing the development of the Integrity Zone, which includes First, Change Management, namely the attitude and culture where the Head of the Central Lampung Indonesian National Police makes direct efforts to lead activities that have been held both internally and externally such as Leadership Hours apples, Carrying out Operational Degrees, Mako Sispan Exercises, Spiritual Mental Development and checking Public Services in Central Lampung. In addition to internal activities, the Head of the Central Lampung National Police also made efforts to directly lead external activities such as Social Services, Yustisi Operations, Giat Silaturahmi to Schools and directly leading Discussion Group Forum activities with the community. In order to know the development and obstacles in the development of the Integrity Zone, Monitoring and Evaluation continues to be carried out. Second, Structuring Governance, namely the Central Lampung Resort of the Republic of Indonesia Police developed a Customs Value Information application that can be accessed by Internal Resort of the Republic of Indonesia Police Personnel related to criminal acts of security and public order events reported via Telephone 110 which is linked to the Command Center which requires Real Time. As well as being able to accuse the APP Store Application by requesting Police assistance by pressing the Panic button on the Customs Value Information application by providing complete data on events experienced by yourself or seeing so that it can be accessed through the Website of the Central Lampung Resort of the Republic of Indonesia Police. The Indonesian National Police of Central Lampung is committed to structuring a good, effective and efficient public service delivery system. So that it can serve the community quickly, accurately and professionally. Third, Human Resources Management Arrangement, namely the Central Lampung Resort of the Republic of Indonesia Police has carried out activities and several efforts in the form of carrying out activities to improve the competence of its personnel, it has carried out training activities, personnel development education and according to the declaration of Mr. Dharma Catur Nugraha as Head of Service Affairs and Administration of Security

Intelligence of Central Lampung Police that competence certification and reward for members who excel and punishment for members who violate, considering that in supporting the careers of its personnel, Central Lampung Police has prioritized a system based on the competencies possessed by each personnel. To improve the ability of personnel, vocational training for criminal investigation, intelligence and traffic is carried out and is committed to creating good public services so as to provide public services that are free from corruption, collusion and nepotism. The fourth is Strengthening Work Accountability, where Central Lampung Police in this program to prepare the planning and budgeting areas, Central Lampung Police always coordinate in the form of conducting meetings between the leadership and all presso.

As for carrying out budget management, the Central Lampung Resort Police of the Republic of Indonesia carries out budget management openly to its personnel. Apart from that, Central Lampung also carries out budget disclosure at public service locations such as arranging driving licenses and making police record certificates as well as checking public service rooms at the Republic of Indonesia National Police, Central Lampung Resort, such as services for making police record certificates, sidik. fingers, and an integrated Police Service Center to identify deficiencies that must be addressed in order to move towards a Corruption Free Area and a Clean Serving Bureaucracy Area. Fifth, namely Supervision, where the National Police of the Republic of Indonesia Central Lampung Resort has activities in the form of Gratification Control, Public Complaints and Conflicts of Interest. In the activity of Strengthening Gratification, the National Police of the Republic of Indonesia, Central Lampung Resort, is ready to reject the practice of illegal levies, and in this case, as a control, the National Police of the Republic of Indonesia, Central Lampung Resort, has carried out activities to place banners against illegal levies and place CCTV cameras in each working unit and all areas. Public Services at the National Police of the Republic of Indonesia, Central Lampung Resort. Apart from that, to provide the best service in terms of Public Complaints activities, the profession and security of the National Police of the Republic of Indonesia Central Lampung Resort is always present in the Service Room as a form of supervision attached to personnel who are carrying out service duties to the community. This

aims to provide the best service. to society. Sixth, namely Improving Aspects of Public Services, where improving the quality of public services is an effort to improve the quality and innovation of public services according to the needs and expectations of the community. However, the efforts made by the Security Intelligence Unit of the Republic of Indonesia National Police for Central Lampung Resort are still not optimal due to obstacles or constraints in its implementation.

2. Factors Influencing The Implementation of the Development Of an Integrity Zone Towards a Corruption Free Area and a Clean Bureaucratic Area Serving Services.

George C. Edwards III's theory explains several variables that influence the effectiveness of policy implementation, namely:

- a) Communication
- b) Resources
- c) Disposition
- d) Bureaucratic Structure

These four factors have an influence on the implementation of public policy. The communication factor has an influence in creating a common understanding or understanding for policy actors, which then influences attitudes, actions or behavior. Resource factors are key factors for the effectiveness of policy implementation, such as people and budget. The disposition factor or attitude of implementers is related to the commitment and compliance of implementers in implementing the policies that have been set. Meanwhile, bureaucratic structure factors relate to the division of work, authority and responsibility.

According to the explanation of Mr. Dhana Catur Nugraha as Head of Administrative Services and Security Intelligence Services for the Republic of Indonesia National Police, Central Lampung Resort, he stated that the inhibiting factors of the work unit influence the implementation of the construction of the Integrity Zone towards a Corruption-Free Area and a Clean Bureaucratic Area.

Serving the services of the Republic of Indonesia Police Indonesia Central Lampung Resort includes:

a. Communication

Communication or socialization of integrity zones within the National Police of the Republic of Indonesia, especially at the National Police of the Republic of Indonesia, Central Lampung Resort in order to create a Clean Serving Bureaucratic Area.

According to the explanation of Mr. Yudi Irawan as Head of the Security Intelligence Unit of the Republic of Indonesia Police, Central Lampung Resort, the socialization of the Integrity Zone at the Republic of Indonesia Police, Central Lampung Resort, has not gone well. This symptom can be seen from findings in the field. For example, in implementing the Integrity Zone. As an effort to create a Clean Serving Bureaucratic Area in order to improve the quality of public services. The socialization was carried out not only limited to the guidebook for the implementation of the Integrity Zone, namely the Joint Decree between the Head of the National Police of the Republic of Indonesia and the Minister for Administrative Reform and Bureaucratic Reform No. KB: KB/1/IV/2018, No: 01 of 2018, concerning Procedures for the Development of Integrity Zones towards areas free from corruption and clean bureaucratic areas serving not yet widely distributed to the Resort Sector Police and State Police of the Republic of Indonesia and has not been socialized on a scheduled basis to public.

b. Resource

Resource factors also greatly influence the success of implementing a Security Intelligence Unit within the ranks of the Republic of Indonesia National Police in Central Lampung Resort.

a) Staff

According to the explanation of Mr. Yudi Irawan as Head of the Security Intelligence Unit of the Central Lampung Republic of Indonesia Police, the main

resource in implementing policies is staff or human resources. Failures that often occur in implementing a policy are caused by insufficient, inadequate or incompetent staff in their field. Just increasing the number of staff or implementers is not enough, but it is also necessary to have sufficient staff in terms of the skills and abilities needed to implement the policy or carry out the tasks desired in the policy. In connection with the implementation of the Integrity Zone, especially for the component of improving the quality of service at the Central Lampung Republic of Indonesia National Police Security Intelligence Unit which was used as the research location, it was discovered that there was no provision of staff or personnel specifically to implement the Integrity Zone.

b) Budget

According to the explanation of Mr. Yudi Irawan as Head of the Security Intelligence Unit of the Central Lampung Republic of Indonesia Police, it was discovered that apart from being constrained by the quality and number of staff, the implementation of the Integrity Zone was also hampered by adequate budget support.

c) Information

According to the explanation of Mr. Yudi Irawan as Head of the Central Lampung Republic of Indonesia National Police Security Intelligence Unit, in implementing policies, information has two forms, namely:

- Information related to how to implement policies. Implementers must know what they have to do when they are given an order to take action.
- Information regarding compliance data from implementers with established government rules and regulations. Implementers must know whether other people involved in implementing the policy comply with the rules related to the policy. This is very crucial in implementing the Integrity Zone, information regarding what activities must be carried out by field implementers must really reach and be understood by them. In

implementing the Integrity Zone, this issue became one of the findings that became an obstacle in implementing the Integrity Zone.

d) Authority

According to the explanation of Mr. Yudi Irawan as Head of the Security Intelligence Unit of the Republic of Indonesia Police, Central Lampung Resort, regarding the issue of authority in implementing the Integrity Zone in the Security Intelligence Unit at the National Police of the Republic of Indonesia, Central Lampung Resort, it is not really an issue that could hinder the implementation of the Integrity Zone.

e) Facility

According to the explanation of Mr. Yudi Irawan as Head of the Security Intelligence Unit of the Central Lampung Republic of Indonesia Police, in implementing the Integrity Zone, specifically the sixth lever component, namely improving the quality of service, the basic prerequisite that must be prepared is the existence of adequate service facilities and infrastructure. Because one of the physical indicators as a measure of the quality of public services provided by the government is the availability of adequate service facilities.

c. Implementing Disposition

According to the explanation of Mr. Yudi Irawan as Head of the Security Intelligence Unit of the Republic of Indonesia National Police, Central Lampung Resort, disposition is related to the willingness of policy implementers to carry out the public policy. In connection with the implementation of the Integrity Zone, the problem of disposition, in this case efforts to maintain the commitment and consistency of implementers in implementing the Integrity Zone, has not been carried out at all.

According to the explanation of Mr. Yudi Irawan as Head of the Security Intelligence Unit. The National Police of the Republic of Indonesia, Central Lampung, stated that the leadership's attention in maintaining the commitment and

consistency of implementers in implementing the Integrity Zone has not received attention. This can be seen from the lack of efforts from the leadership to maintain this disposition in members. For example, there are incentives for members and service units to motivate and strengthen members' commitment to implementing the Integrity Zone.

d. Bureaucratic Structure

The bureaucratic structure factor in the implementation of the Integrity Zone found that the bureaucratic structure influences the effectiveness of its implementation. This bureaucratic structure is concerned with the division of work, authority and responsibility.

Based on the information above, it can be analyzed that the factors that influence the implementation of the development of the Integrity Zone towards a Corruption Free Area and a Clean Bureaucratic Area Serving services at the Security Intelligence Unit of the Republic of Indonesia National Police, Central Lampung Resort include inhibiting factors consisting of 4 (four) factors that have an influence on implementation of public policy. The first is the communication factor, which has an influence in creating a common understanding or comprehension for policy actors, which then influences attitudes, actions or behavior. Resource factors are key factors for the effectiveness of policy implementation, such as people and budget. The disposition factor or attitude of implementers is related to the commitment and compliance of implementers in implementing the policies that have been set. Meanwhile, bureaucratic structure factors relate to the division of work, authority and responsibility.

Conclusion

Implementation of the Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform Number 90 of 2021 in the Context of Building a Public Service Integrity Zone for the National Police of the Republic of Indonesia towards a Corruption-Free Area and a Clean Bureaucratic Area Serving Public Services for the National Police of the Republic of Indonesia in the Security

Intelligence Unit of the Central Lampung City Police, which The National Police of the Republic of Indonesia has taken Central Lampung Resort 6 (six) steps to make everything smoother. development of an Integrity Zone which includes First, Change Management, namely attitude and culture. Second, structuring governance, third, structuring human resource management, fourth, strengthening work accountability, fifth, supervision, and sixth, improving aspects of public services. However, the efforts made by the Intelligence and Security Unit of the Republic of Indonesia National Police at Central Lampung Resort are still not optimal due to problems or constraints in implementation.

The factors that influence the implementation of the development of the Integrity Zone towards a Corruption-Free Area and a Clean Bureaucratic Area Serving the National Police public service in the Central Lampung Police Security Intelligence Unit are first, namely communication factors, resource factors, disposition or attitude factors of implementers, and bureaucratic structure factors.

Suggestion

Sat Intelijen Keamanan Kepolisian Negara Republik Indonesia Daerah Lampung Tengah agar segera dan merata melakukan sosialisasi buku pedoman dan penyuluhan terkait penerapan Zona Integritas yaitu Surat Keputusan Bersama antara Kepala Kepolisian Negara Republik Indonesia dan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Nomor KB:KB/1/ IV Tahun 2018, Nomor : 01 Tahun 2018.

Awards were also given to the implementers as a symbol of the leadership's attention to the members below for their performance achievements in the implementation of the development of the Public Service Integrity Zone of the Indonesian National Police towards a Corruption Free Zone and a clean bureaucratic area in serving the National Police's public services. at the Intelligence and Security Unit of the Republic of Indonesia National Police, Central Lampung Resort, for example, by giving rewards to each of them. Service unit of the Indonesian National

Police in motivating and strengthening the commitment of members in the Integrity Implementation Zone.

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