

Implementation of Integrity Zone Development in Strengthening the Quality of Public Services in The Conservation Center of Purwodadi Garden Plantation - Indonesian Science Institution

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Abstract

The aim of this study to determine the implementation of PERMENPAN No. 10 of 2019 in the lever component of strengthening the quality of public services at the Botanical Gardens Conservation Center Purwodadi - Indonesian Institute of Sciences. With the target achieved, namely: improving the quality of public services, service units that obtain international standardization, public satisfaction index. In this study using qualitative methods, and qualitative data obtained through data collection techniques through interviews, study documentation, and observation. The data analysis technique is a qualitative model by Miles and Huberman. Penelitian implementation is based on four variables according to the theory of George C.E III , namely connection, assets, commitment, and bureaucratic arrangement. Based on the results of the study, results from satisfaction index society towards quality public services in 2019 scored very well with rat a-average satisfaction of 89,42. This is supported by Competency Enhancement, Public complaints services, Providing Complete and Clear Media Information, Public Service Innovations, Transparent procurement of goods and services. All of that proves that the WBK and WBBM predicates obtained are not just mere predicates, but need an increase in the form of external communication and the addition of Resources.

Keywords: implementation, improvement of public service quality, integrity zone

INTRODUCTION

Currently, public service providers are demanded to provide quality, effective, efficient, accountable and clean corruption services.

Based on the awarding of Cita Bakti Abdi State District / City Level 2011 public service and the 2012 Province Level Prima Services, assessment of 33 provinces and 73 Cities / Districts. Only 2 proven men who obtained B, others get CC, C, to D. For the City / District level there are 7 Cities / Kab received awards [1]. Anticorruption Behavior Index (Ipak) in Indonesia in 2018 amounted to 3.66 s time 0 to 5. This figure is lower than the 2017 achievements of 3.71. Indonesia's corruption perception index (IPAK) within 2018 is 3.66 on a scale of 0 to 5. This figure is lower than the 2017 achievements of 3.71. The index value is almost approaching to 5, an Increased index of public anti-corruption behavior. When the IPAK amount leads to number 0, people think that they are increasingly tolerating corruption. The Anti-Corruption Behavior Index is based on two

dimensions, namely perception and experience. When in 2018, the value of the perception index was 3.86, an increase of 0.05 points compared to the index of perception in 2017 (3.81). Conversely, the 2018 experience index decreased (3.57) by 0.03 points compared to the 2017 experience index (3.60) [2].

Table 1. Corruption Acts by Agency [3]

Agency	2016	2017	2018
DPR	15	9	4
Ministry/Institution	39	31	47
BUMN/BUMD	11	13	5
Commision	0	0	0
Provinsial Government	13	15	29
Regency/City Government	21	53	114
Total	99	121	199

From the table 1, we can see that from 2016 to 2018 there has been an increase. Although there are instances of the DPR and BUMN / BUMD there has been a decrease in terms of numbers, but the accumulation of criminal acts of corruption has increased. It can be concluded from the table above that there are still agencies that commit acts of corruption, which should provide services to the community to the maximum, by applicable laws and regulations.

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The national development plan was implemented Long-Term In constitution 17 In 2007, during the time in 2005 To 2025. the objectives to be achieved ensure that the use of resources efficiently, effectively, fairly and sustainably is mandated. One of the elaborations is the utilization of the state apparatus with the Indonesian government program, namely bureaucratic reform that has the ideals of professionalism and to realize the services expected by the community, both at the central government and regional government levels to be able to support the success of the National RPJP. In bureaucratic reform, it was reaffirmed in Presidential Regulation No. 2 of 2015 concerning " 2015-2019 Medium-Term Development Plan (RPJMN) ". In paragraph 6.2.4 "Improving and Enhancing the quality of the National Bureaucracy Reform (RBN)" , by placing bureaucratic reform as a national development agenda, especially in building clean, effective, democratic and reliable governance. In addition, there is an increase in the quality of public services in accordance with Law No. 25 of 2009, in which the need for consistency, encouraging public service innovation, the need for the community in improving public services, the effectiveness of public service supervision, is carried out both by the country civil apertures that work in government.

The agenda of the government in enhancing the quality of the National Bureaucracy Reform (RBN) in accordance with the mandate of the 2015-2019 RP JMN there are four strategies, namely " 1) Restructuring of government bureaucratic institutions to be effective, efficient and synergistic; 2) Strengthening the capacity of managing national bureaucratic reforms; 3) Application of management of State Civil Apparatus (ASN) which is transparent, competitive and based on merit; and 4) The State Civil Apparatus is required to be able to improve the quality of public services to service users. "

As for the efforts made by the government for the National Corruption Prevention Strategy, in efforts to prevent corruption, namely: "1. Licensing and investment services and compliance increased; 2. the extractive, forestry, and plantation sectors have data management and respect that continues to experience improvements; 3. Continual improvement in the provision of assistance and subsidies through the Population Number Utility system so that it is right on target; 4 Strategic food data that is integrated and synchronized with the

institutions/agencies concerned; 5. Anti-bribery management implemented from various private and government sectors that continue to be carried out; 6. Mutual relations between institutions/agencies with class in planning and budgeting using an electronic system; 7. Procurement of goods and services carried out with the use of modern technology and increased professionalism; 8. State tax and non-tax revenue are performed optimally in terms of state revenue; Bureaucracy Reform is performed optimally; 10. Village financial supervision strategies following the regulations for the implementation of the grand design; 11. Reform of the integrated criminal justice system that is carried out continuously". The purpose of the bureaucratic reform is to increase the capacity and accountability of organizations, clean and KKN-free government, and to improve public services. In addition to bureaucratic reform, transformation in terms of public services is also urgently needed.

The current government with all its ranks in public policy and service provision is demanded to always respect the people's human rights, and be responsive to meeting the needs and interests of the community. The aspect of public services is a cultural influence, the behavior of officials who do not reflect the behavior of serving, tend to show want to be served [4]. Various complaints and criticisms from the public towards government agencies that organize public services related to the conditions of service to the community both at the central and regional levels. Bureaucrats have no interest in providing services because they are paid with *fixed income* and there is no incentive when providing better services and more customers. Even for the bureaucratic apparatus, the fewer customers that have to be served, the better because it means less work to do [5].

Bureaucratic reform reaches fundamental changes for efforts to improve services. By considering the demands, criticisms, information and objections from the public will be less than maximum public service capacity, reform is needed by the government in regulating the provision of public services. A variety of responsive, competitive and quality public services for the service user community. In this case also need the existence of services free of Misappropriation, Manipulation, and Discrimination (KKN), the service was intended for the people and became the people's right. Bureaucratic reform is one of the first steps to

structuring a good, effective and efficient system of governance so that it can serve the community quickly, precisely, and professionally. The regulation targets the achievement of three main outcomes, namely increased organizational capacity and accountability, a clean and KKN-free government, and an increase in public services. The Roadmap to Bureaucratic Reform of the Indonesian Knowledge Science Institute (Indonesian Institute Of Sciences) 2015 - 2019 was prepared to provide guidance in implementing the bureaucratic reform agenda in the work unit of the Indonesian Institute of Sciences [6]. The preparation of a Road Map is an obligation for every ministry/institution, including Indonesian Institute Of Sciences in realizing good governance. In the aspect of supervision, the conditions experienced by Indonesian Institute Of Sciences, among others: 1. "The Integrity Zone (ZI) has not been developed through the determination of work units that will be developed through the Corruption Free Area (WBK) / Clean and Serving Bureaucracy Region (WBBM)"; 2. "An external survey of corruption perceptions has not yet been carried out as input to create a clean and free KKN bureaucracy " ;

In this case, at the Botanical Gardens Conservation Center Purwodadi under the auspices of Indonesian Institute Of Sciences, as a unit under the Deputy of Human Sciences located in Pasuruan, East Java, has obligations and responsibilities in terms of services in the field of a plantation. In this case, including services for *pure public goods* (primary goods and services / pure), namely environmental protection [7]. Before the Purwodadi- Indonesian Institute Of Sciences Botanical Gardens Plant Conservation Center implemented ZI in 2013, there were several problems contained in it, including 1. Inadequate resources, with an area of 85 hectares and almost every year retired employees, their funding and operational costs are needed. Non-Tax Country. However, until 2013 PNBP at the Purwodadi Botanical Garden did not achieve the expected target; 2. Disorganized administration system which results in less than maximum service functions; 3. Utilization of technology that is less than optimal in providing services to the wider community; 4 There is no Customer Satisfaction Survey, so it is less able to know how the quality of service that has been given by Purwodadi Botanical Gardens to service users Purwodadi Botanical Garden Plant Conservation Center - Indonesian Institute

of Sciences seeks to apply Regulation Of The Minister Of Education Of State Budgets And Bureaucratic Reform 10 Issued In 2019 Concerning "concerning Amendment to the Regulation of the Minister for Utilization of State Apparatuses and Bureaucratic Reform No. 52 of 2014 concerning Guidelines for the Development of Integrity Zones Towards WBK and WBBM Within Government Agencies"

MATERIALS AND METHODS

This research will use qualitative research methods with a case study approach that uses data collection techniques through interviews, documentation studies, and observations. Structured interviews are interviews whose interviews determine their problems and questions in Moleong [8]. Researchers want to know in-depth about the implementation of the Integrity Zone development in strengthening the quality of public services.

DATA COLLECTION

This research was conducted using qualitative research methods. The method is to be able to produce data that describes what is poured in the form of written words or talks from several people and behavior that can be seen and noticed, by Bogdan and Taylor in Moleong [8]. Determination of qualitative methods in this study there are several reasons, namely: *First*, this method is considered to be able to explain and describe the role and function of services and information in the implementation of improving public services through the ZI program. *Second*, this method helps researchers in collecting data directly through interviews and at the same time can find efforts in overcoming the obstacles encountered. *Third*, ensure the validity or get the validity of the data generated by using the data validity test using a combination or a combination of various methods used to study phenomena in the field that have links from different points of view or known as triangulation techniques. In the process of implementing the factors that influence the implementation of researchers using the Edward III theory [9], namely: first, Communication is communication that exists between the parties involved, namely Botanical Gardens Conservation Center Purwodadi - Indonesian Institute of Sciences, stakeholders, service users; Second, the resources are resources that can be used for the success of the implementation of the

development of ZI in an effort to improve public services, which includes human resources, budgets, facilities, information and authority. ; Third, Disposition Namely the attitude and commitment of the parties involved in the implementation of the development of ZI in an effort to improve public services and prevent corruption at the Botanical Gardens Conservation Center Purwodadi - Indonesian Institute of Sciences ; Fourth, the bureaucratic structure that is related to the mechanism which includes the duties, functions, and roles of the parties involved as well as the bureaucratic structure in the implementation of ZI development in improving public services.

To determine informants using purposive sampling. Testing the validity of the data is done with a degree of trustworthiness, dependability, dependability, certainty [8]. In analyzing the Miles and Hubermann model data in Emzir [10] namely: data reduction, Data Model, Withdrawal / Verification Conclusion

RESULTS AND DISCUSSION

The government, in this case, establishes the policy of the Integrity Zone (ZI) development program, which is a predicate given to central and regional government agencies whose leaders and staff have a commitment to realize a corruption-free Region (WBK) and Clean Serving Bureaucracy Region (WBBM) through bureaucratic reform, which is more focused on preventing corruption and improving The aspect of public services. The declaration and development of ZI is a national priority, with three goals, namely to realize a government that is clean and free of Corruption, Collusion Nepotism (KKN); making bureaucracy effective, efficient, productive; and how the bureaucracy can provide good service to the community. The initial action was the signing of the Integrity Pact by all public officials who were followed by all employees who were committed not to commit corruption.

Unan ZI 's development stages are:

1. The declaration of ZI took the form of signing an integrity pact by all or part of the employees, then followed by making a statement of commitment to building ZI; 2. ZI development by determining the Work Unit to be proposed by WBK and WBBM; 3. A proposal where an independent assessment is carried out by an internal Assessment Team, in this case, the Inspectorate of Indonesian Institute Of Sciences, who will then report the results of the

- assessment to the leadership of the agency; 4. Review of the National Assessment Team consisting of the Corruption Eradication Commission (KPK), the Ministry of PAN-RB, and the Indonesian Ombudsman; 5. Determination of WBK and WBBM where the Minister of PAN-RB proposes to the relevant ministries that their work units be designated as WBK and WBBM; 6. Guidance and Supervision, Guidance is done by the ministry or related institution while for supervision is carried out by the ministry of PAN-RB.

Balai Conservation Purwodadi Botanical Garden - Indonesian Institute of Sciences is a work unit under the Deputy of Life LIPI which is located in Pasuruan Regency, East Java Province. In 2016 WBK was awarded the title and in 2017 WBBM was awarded, among 44 work units in Indonesian Institute Of Sciences who received WBBM awards, only 2 work units, one of them was Plant Conservation Center Purwodadi Botanical Gardens. In an effort to prevent corruption there is a preventive strategy that must be carried out by work units in order to prevent the emergence of corruption, so as to minimize the cause of corruption and minimize a person to be able to commit corruption [11].

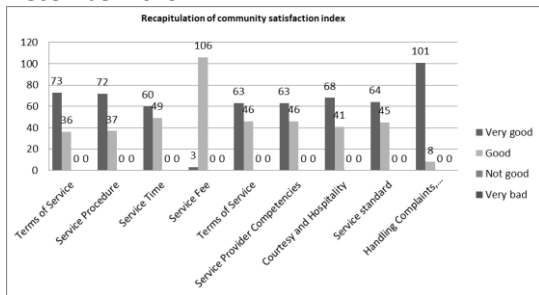
WBBM is a predicate awarded to a work unit that has received an evaluation of most of the administration of change, governance arrangement, management of HR administrative methods, competent supervision, competent capacity accountability, and proficient in the aspect of public services [12]. In this case, the researcher focused on the last point, namely improving the quality of service required by the community, Strengthening the quality to public services is a lever component with an assessment weight of 10% [12]. Several efforts have been made to strengthen the quality of service required by the community to carry out the following regulations.

Increased Competence conducted by internal .

1. The work unit has an Agent of Change (AOC);
2. Excellent service training, effective communication training, and first aid training in accidents attended by 25 people;
3. Plant taxonomy training, which is used to share knowledge in the form of guiding dry lowland plantations;
4. Gathering activities to increase the sense of togetherness and cohesiveness among employees;

The existence of a public complaint service. The function of the Purwodadi Botanical Garden is to provide excellent service to provide more value

to consumers, therefore in its implementation will undoubtedly require the principles of service [14] Purwodadi Botanical Gardens receives criticism/complaints and suggestions from customers, it can be done through an officer or customer service and indirectly or online through <http://www.krpurwodadi.Indonesian Institute of Sciences.go.id/pengaduan/>; **Purwodadi Botanical Garden also conducts customer satisfaction surveys which will be used as further decision-making material.** Also, the survey results can be accessed through the Purwodadi Botanical Gardens website. The following are the results of the community satisfaction survey in October - December 2019. **Table 2 Recapitulation of Community Satisfaction Index October - December 2019**

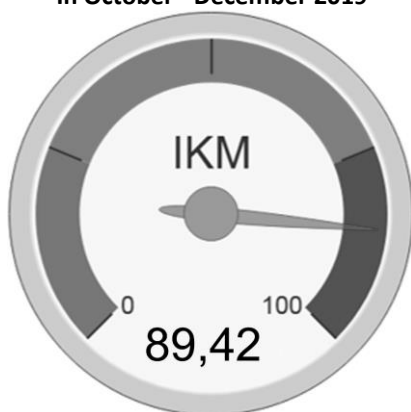


Source: Services and Information Center for Botanical Gardens Conservation Center Purwodadi - Indonesian Institute of Sciences (2019)

From the table 2 there is the highest value in the Service Cost which gets a good value of 106, while the assessment is not good and very bad value 0 for all elements of service.

Table 3 Results of Purwodadi Botanical Garden Community Satisfaction Index Questionnaire - LIPI

In October - December 2019



Source: Services and Information Center for Botanical Gardens Conservation Center Purwodadi - Indonesian Institute of Sciences (2019)

From the results of table 2, it is averaged to produce a value of 89.42 which is a good value. The existence of the Community Satisfaction Index Questionnaire Results, this is a manifestation of the application of indicators of satisfaction assessment of services to improve the quality of services needed by the community which is a component of the Integrity Zone; **Provide Complete and Clear Media Information.** Information provided by the Purwodadi Botanic Garden is in the form of approximately 30 services in accordance with government regulations [15]. Information Library service, type Services, Dry Low Plant Collection Information, Research, etc. Can access the information offline, through leaflets and brochures placed in the reception room for Services and Information guests, as well as online at <http://www.krpurwodadi.Indonesian Institute of Sciences.go.id/>. Information about existing services in Purwodadi Botanical Garden is an indicator of excellent service culture to improve services to improve the quality of services needed by the community which is a component of ZI; **Public Service Innovation** conducted at the Purwodadi Botanical Garden, namely Kendil's Adventure, through the Kendil's Adventure web-based game, visitors can search for locations and get to know the Purwodadi Botanical Garden plant collection without using a guide service through the address <http://www.krpurwodadi.Indonesian Institute of Sciences.go.id/adventure/>. Also, there is the SIRANDU Integrated Search System program which is a public service innovation on a variety of plant collections, herbarium collections, seed bank collections that can be accessed directly through the website <http://www.krpurwodadi.Indonesian Institute of Sciences.go.id/sirandu> and there are several programs that another user and one of the levers in realizing ZI in improving services to improve the quality of services needed by the community; **There is a transparent procurement process for goods and services at Plant Conservation Center Purwodadi Botanical Gardens in accordance with applicable regulations** [15]. Procurement can be carried out through the Indonesian Institute of Sciences LPSE page at <https://lpse.Indonesian Institute of Sciences.go.id/eproc4/>. Information on the establishment of the Purwodadi Botanical Garden Plant Conservation Center can be found

through the web page [http://www.krpurwodadi.Indonesian Institute of Sciences.go.id/lelang/](http://www.krpurwodadi.IndonesianInstituteofSciences.go.id/lelang/).

In the discussion above the indicators that have been carried out to implement quality improvement in public services are: 1. Service Standards; 2. Prime Service Culture; 3. Satisfaction Assessment of Servants.

The Act of the Purwodadi Botanical Garden Plant Conservation Center aims to improve the quality of services needed by the community by the Target is : 1. increasing the quality of public services (faster, cheaper, safer, and easier to reach) to government agencies; 2. an increase in the number of service units that obtain international standardization of services at government agencies; 3. and an increase in the community satisfaction index for the administration of public services by each government agency [11]

The core implementer is one of the echelon IV equivalent units, namely the Services and Information unit. In the implementation of ZI development in improving the quality of services needed by the community, using the grand theory of Edward III which consists of four dimensions, namely:

1. Dimensions of Communication

In the implementation of ZI in improving the quality of public services conducted between the ZI team formed by the head with the Services and Information unit, because the unit has the main duties and functions as a public service, it has been running well, with supervision, evaluation and monitoring carried out by the ZI Team routinely with the aim that the implementation can run well. There is an internal meeting held every 3 months, with the discussion of input by PI consumer rights, socialization of new regulations, service innovation, etc. All done to improve the quality of services needed by the community. However, communication between Plant Conservation Center Purwodadi Botanical Gardens and consumers of service users is less than optimal, so that communication regarding the implementation of ZI development experiences obstacles, one of which asks for services that are more than the established standards.

2. Dimensions of Resources

Resources in the implementation of ZI development into improving the quality of services needed by the community are inadequate, both in human resources where employees at the Plant

Conservation Center Purwodadi Botanical Gardens, especially in the Information Services section, amounting to six people must work in the process of receiving guests, administration to the field. One obstacle experienced was regarding scouting, besides the lack of professional and experienced guides, many of them retired. In addition to human resources, there are physical facilities in the form of shelter, megaphones, loudspeakers that can be heard by visitors resulting in less effective. Due to the area of 85 hectares, large funding and operations are needed.

3. Dimensions of the Disposition or Actor's Attitude

Disposition is the character and characteristics possessed by implementers, such as commitment, honesty, democratic nature [14]. In implementing ZI development, the attitude of the implementers has been said to be good, because starting from the leadership to the subordinates commit to implementing the maximum ZI development which is marked by the signing of the Integrity Pact. The substance of the integrity pact is outlined in the document that contains a statement or promises to yourself about the commitment to carry out all the duties, functions of responsibility, authority and role in accordance with statutory regulations and the ability to not commit Misappropriation, Manipulation and Discrimination [13]. In addition, there is a Performance Agreement made by the head of the work unit and divided out according to the tasks, principles, and functions of each unit up to each employee in the form of Employee Performance Targets (SKP).

4. Dimensions of Bureaucratic Structure

The organizational structure is very influential in the implementation, with the main tasks and functions of the implementer in implementing policies. [14]. With a guide that is used to ensure the operational activities of the organization or company run smoothly or who are familiar with the SOP, in the field implementation, it has been optimal. Because the SOP is made to make it easier to implement the rules that have been made. In addition to the SOP, The Information and Services unit has also made proper governance implementation, creating a system that can control all government administration activities. A method known as SPIP (Government Internal Authority Arrangement), is an Internal Supervision System that is carried out comprehensively within the central government and regional governments [17]

5 Factors supporting the implementation of the Integrity Zone development in strengthening the quality of public services At the Botanical Gardens Conservation Center Purwodadi - Indonesian Institute of Sciences. Supporting factors to achieve success are a. Commitment and responsibility from the leadership to Purwodadi Botanical Garden staff for the development of ZI in improving The character of public services.

b. There is a responsive, fast, transparent attitude in serving service users due to the ISO 9001: 2015 standard which is an obligation that must be applied.

c. There is a clear division of targets, tasks, and responsibilities by applying SKP on-line so that superiors can guide, evaluate activities under their ranks and be Top-Down and adapted to their respective positions.

6 Factors inhibiting the implementation of ZI development in strengthening the character of country services at the Botanical Gardens Conservation Center Purwodadi - Indonesian Institute of Sciences. a. Lack of socialization carried out by Plant Conservation Center Purwodadi Botanical Gardens to users of mass services ZI, because researchers conducted interviews with visitors, most of them did not know the application of ZI and received WBK / WBBM predicate; b. Lack of resources in the form of facilities such as the use of communication tools used to provide information (for example scouting, speakers), shelter when it rains. Human resources in the Information Services section are very lacking due to the human resources of approximately 8 people, with 30 types of services.

7. Efforts that have been made in overcoming obstacles to the implementation of ZI development in strengthening the quality of the public services area. a. Installation of tariffs for all services at the entrance, installation of banners, installation of complaint numbers, but the application of ZI has not yet been stated; b. The proposed formation of employee needs especially in Services and Information every year is proposed to the central Indonesian Institute Of Sciences, but until now it has not been realized.

CONCLUSION

Researchers have researched by collecting data in the field directly, by taking the theory of Edward III the researcher draws the following conclusions:

1. In the implementation of the Integrity Zone development in strengthening the country's character at the Botanical Gardens Conservation Center Purwodadi - Indonesian Institute of Sciences. the communication carried out internally is very good, this is evidenced by the commitment from leaders to the staff of the botanical garden running responsibly, but for communication outside is very lacking, some of the service user informants do not understand that in the Purwodadi Botanical Gardens applying ZI.

2. Resources in the implementation are still inadequate, both from the lack of human resources employees and facilities that are not yet available, namely communication tools, and shelter when it rains.

3. Disposition, namely the attitude and tendency of the executor have been said to be good because there has been a signatory to the integrity pact, and if the service user receives the service provided / there are illegal levies then it can report manually or online.

4. Bureaucratic structure in the implementation of the policy, because the Standard Operating Standards (SOP) have been implemented optimally and monitored and evaluated at least once every 3 months, both officers and service users can find out how the process, rights, and responsibilities are in a transparent manner.

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