Application Of Ziwbbm In Government Agency

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Article Information	ABSTRACT
Corresponding Author: Ika Prasetya Triwahyudi Management, Mahardhika College of Economics, Surabaya, Indonesia Email: ujang.prasetya@gmail.com	*The challenges of globalization today have implications for changes in various organizational life arrangements. Development of Integrity Zones in realizing organizations that have a great commitment to providing services to the community, especially government agencies is very necessary, the application of ZIWBBM to government agencies. Quantitative research method, this type of research is associative with a total population of 74 employees in one of the government agencies, the sampling technique uses total sampling, with primary data sources with questionnaires. The analysis technique used was multiple linear regression with t test and F test. The results showed that the partial and simultaneous application of ZIWBBM had a significant positive effect on employee performance, this was evidenced by a significance value < 0.005. It is hoped that the results of research at this government agency can be used as an evaluation and pay attention to the application of ZIWBBM in order to improve service performance* **Keywords:** WBK, ZIWBBM, Government Agencies, Integrity Zone

1. INTRODUCTION

As is well known, the development of the Integrity Zone (ZI) refers to the Regulation of the Minister for Administrative Reform and Bureaucratic Reform (PermenPAN-RB) No. 52/2014 concerning Guidelines for the Development of an Integrity Zone Towards a Corruption Free Area (WBK) and WBBM within government agencies. The regulation was translated into Minister of Finance Decree No. 426/KMK.01/2017 concerning Guidelines for Development and Assessment of Integrity Zones towards WBK within the Ministry of Finance.

The government establishes a policy of declaring and developing an Integrity Zone (ZI) Towards a Corruption Free Area (WBK) and a Clean and Serving Bureaucratic Area (WBBM) within Government Agencies, which is also a follow-up to the signing of the Integrity Pact by all public officials which is a commitment to not do corruption. The Integrity Zone is a predicate given to government agencies whose leaders and staff are committed to realizing WBK/WBBM through bureaucratic reform, especially in terms of preventing corruption and improving the quality of public services.

The declaration and development of the Integrity Zone is a joint initiative between the Corruption Eradication Commission, the Indonesian Ombudsman, and the Ministry of Administrative Reform and Bureaucratic Reform to accelerate the process or achievement of the goals of Bureaucratic Reform, which is a national priority by having 3 (three) targets, namely realizing a clean government. and free from KKN; make the bureaucracy effective, efficient, productive; and how the bureaucracy can provide good service to the community.

Government agencies in this case that play an active role and have a strategic role that are directly related to the community are expected to be able to contribute to the development of the archipelago with the spirit of participating in advancing the welfare of the nation, should be able to provide the best service to the community as users of these services by not leaving a negative impression as a result. of the service delivery process.

Law Number 25 of 2009 concerning Public Services, especially in Article 1 paragraph 4 which contains the definition of a public service provider organization, emphasizes that the Organizing Organization is a work unit for providing public services within the environment of state administrative institutions, corporations, independent institutions established under the law. laws for public service activities, and other legal entities formed solely for public service activities.

Then the government agency that is part of the organizing organization also has a purpose as in Article 2 which is to provide legal certainty in the relationship between the community and public service providers, and Article 3 which confirms the objectives in the form of:

a. The realization of clear boundaries and relationships regarding the rights, responsibilities, obligations, and authorities of all parties related to the implementation of public services;
b. The realization of a proper public service delivery system in accordance with the general principles of good governance and corporations;
c. The fulfillment of the implementation of public services in accordance with the laws and regulations; and
d. The realization of legal protection and certainty for the community in the implementation of public services.

From the explanation contained in the Law above, it provides an overview of public service providers such as government agencies in order to participate in realizing a clear system and relationship between the state and society with the desire to become a clean organization solely to provide services. In its journey, government agencies have attempted to provide public services through regulations made to facilitate the community. However, in practice there are still various obstacles and obstacles that follow the implementation of these services. Negative cases and phenomena are often heard, written and read from various media highlighting the performance of public service institutions, including government agencies. Several parties in this problem are certainly involved, both from outside the organizers and unscrupulous employees of government agency service providers. Various cases of corruption often stick out and seem to be news that can be heard every day, resulting in a decline in public trust in government institutions. Quite a number of regulations and policies have been made and passed in order to fortify public service institutions in order to avoid cases such as criminal acts of corruption and to become clean institutions in serving the community. Some of the regulations related to this include:

a. Law Number 28 of 1999 concerning State Administrators that are Clean and Free from Corruption, Collusion and Nepotism;
b. Law Number 31 of 1999 concerning Eradication of Criminal Acts of Corruption;
c. Law Number 30 of 2002 concerning the Corruption Crime Commission;
d. Presidential Regulation Number 55 of 2012 concerning National Strategy for Long-Term Prevention and Eradication of Corruption in 2012-2025 and Medium-Term in 2012-2014;
e. Presidential Instruction Number 2 of 2014 concerning Actions for Prevention and Eradication of Corruption;
f. Presidential Instruction Number 7 of 2015 concerning Actions for Prevention and Eradication of Corruption in 2015.

Through the regulation above, it is hoped that it will be able to reduce and even eliminate habits that have been far from the essence of institutions that provide services to the community. Over time, the implementation and translation of regulations dealing with corruption issues in government agencies has more or less had an impact on the behavior of employees in understanding and being aware of their duties and responsibilities. However, if you look at the various sources of news and data presented by several institutions conducting surveys within government agencies, it is still quite alarming. One of the institutions conducting the survey is Transparency International, a global civil society organization that is at the forefront of efforts to fight corruption. Through more than 90 representatives around the world and an international secretariat in Berlin in 2021, the Corruption Perception Survey will be carried out, one of which is in Indonesia. The results of the survey in 2021 obtained information that according to Transparency International, Indonesia released the Corruption Perception Index (CPI) 2021. Indonesia's CPI was recorded to have increased by 1 point to 38 from a scale of 0-100 in 2021. This increasing value also helped lift Indonesia's position to be better in the rankings. global GPA. Indonesia is now ranked 96th out of 180 countries from the previous 102nd rank. Indonesia's GPA touched its highest value of 40 in 2019. This value dropped 3 points to 37 in 2020. Transparency International involved 180 countries in its GPA survey. A score of 0 means the country is highly corrupt, otherwise a score of 100 indicates the country is free of corruption.
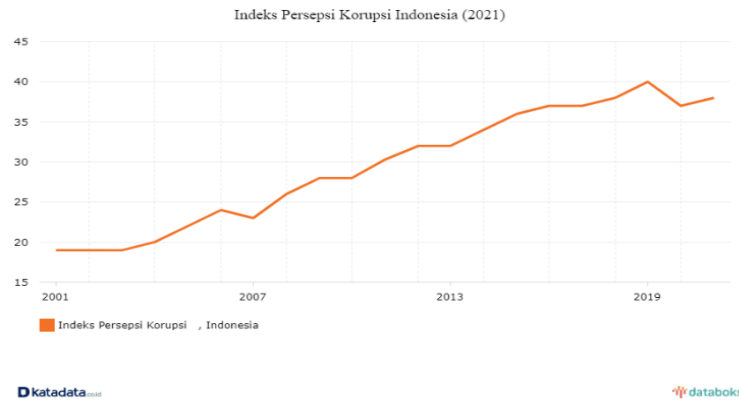
Figure 1
Indonesian Corruption Perception Index (2021)

Aim

The consequence with the declaration of the development of the Integrity Zone is that all ranks who are involved in the development can actually carry out Bureaucratic Reform on an ongoing basis. It doesn't just stop at this point but must be part of every officer who is involved in providing services to the community. The purpose of this paper is to examine what things can be implemented through the Declaration of Integrity Zones so that the predicate of the Corruption Free Area (WBK) / Clean Serving Bureaucratic Area (WBBM) in government agencies and all staff in the region can be obtained, especially those that are the unit development of the Integrity Zone.

2. LITERATURE REVIEW

a. Integrity Zone Requirements

In establishing the Integrity Zone, the head of the government agency determines one or several work units that are proposed as WBK/WBBM. Feny Rasa (2022) The selection of the proposed work unit as WBK/WBBM takes into account several conditions that have been set, including:
1) Considered an important/strategic unit in providing public services;
2) Manage considerable resources, as well as
3) Has a fairly high success rate of Bureaucratic Reform in the unit.

b. Integrity Zone Component

The lever component is a component that determines the achievement of the target of the Integrity Zone development towards WBK/WBBM. According to Feny Rose (2022:15) there are six components of leverage, namely:
1) Change Management
2) Management Arrangement
3) HR Management Arrangement
4) Strengthening Performance Accountability
5) Strengthening Supervision and
6) Improving the Quality of Public Services.

Components of Outcomes in the Development of Integrity Zones Towards a Corruption-Free Area and WBBM, the focus of the implementation of bureaucratic reform is on two main targets, namely the Realization of Clean and KKN-Free Government and the Realization of Improved Quality of Public Services to the Community.

3. RESEARCH METHOD

This research method includes quantitative research methods, while this type of research is associative with a total population of 74 employees in one of the government agencies, the sampling technique is using total sampling, with primary data sources using questionnaires. The analysis technique used is multiple linear regression with t test and F test.

4. RESULTS AND DISCUSSION

The results and discussion should at least contain: (1) (what / how element) whether the data presented has been processed (not raw data), stated in tables or figures (select one), and given information that is easy to understand? Write down the findings or findings; (2) (why element) in the discussion section shows a link between the results obtained and the basic concepts and/or hypotheses? The discussion made must be supported by real and apparent facts, and (3) (what else element) is there any compatibility or conflict with the results of other people's research ?. May it also be written about the implications of the effects of both theoretical and applied research? (Times New Roman, 11pt, space 1).

Table 1
Respondents' Responses to
Variable Application of ZIWBBM (X3)

Question Application of ZIWBBM (X_3)		Score					Total	Mean
		1	2	3	4	5		
X3_1	Government Agencies change mindset and work culture towards a better direction and create a work culture that is completely free of corruption and performs well	-	2	6	28	38	74	4.37
X3_2	Government Agencies in making changes that contain the Target, Time and Results to be achieved, adjusted to the conditions and characteristics of the Satker in their respective regions	-	-	1	12	61	74	4.81
X3_3	Leaders carry out HR management in accordance with SOPs referring to the agency's business process maps	-	-	1	19	54	74	4.71
X3_4	Leaders measure unit performance using information technology	1	-	3	26	44	74	4.51
X3_5	Leaders monitor and evaluate the use of information technology in measuring unit performance, HR operations, and providing services to the public	-	-	3	33	38	74	4.47
X3_6	Government Agencies monitor and evaluate the implementation of public information disclosure policies in public services.	2	2	19	27	24	74	3.93
Total Application Average ZIWBBM (X_3)								4.47

Source: 2022 data processing results

Based on table 1 shows that the response of most respondents to the application of ZIWBBM is "agree" because of all statements has an average value of 4.47. Of the six statements regarding the implementation of ZIWBBM, all of them have an average of above 4 with the lowest average of 3.93 in the statement "Government Agencies carry out monitoring and evaluation of the implementation of public information disclosure policies in public services" and the highest average of 4.81 in the statement "Government Agencies in making changes that contain the Target, Time and Results to be achieved, adjusted to the conditions and characteristics of the Satker in their respective regions".

5. CONCLUSION

Based on the results of the study, it shows that the ZIWBBM implementation variable has a significant positive effect on the performance of government agency employees, it can be seen that the significance value is $0.003 < : 0.05$, then Ho is rejected and H3 is accepted at a significant level of 0.05. The results of the research are supported by those carried out (Wilujeng & Pramudyastuti, 2020) In the implementation of the development of the Integrity Zone it is classified as optimal, where the distribution of communication related to the dissemination of the Integrity Zone development policy that has been evenly distributed, adequate facilities and real action from external parties to help make the Zone development policy successful. Integrity of Government Agencies.

Integrity Zone (ZI) is a predicate given to government agencies. The predicate is given to realize WBK/WBBM in the relevant government agencies through bureaucratic reform, especially in terms of preventing corruption and improving the quality of public services. The development of the Integrity Zone requires several steps, including aligning the Integrity Zone instrument with the Bureaucratic Reform evaluation instrument and simplifying process indicators and outcome indicators that are more focused and accurate.

Based on the results of the questionnaire distribution, it was found that the response of most respondents to the application of ZIWBBM was "agree" because all statements had an average value of 4.47. and the highest average of 4.81 in the statement "Government Agencies in making changes that contain the Target, Time and Results to be achieved, adjusted to the conditions and characteristics of the Satker in each region".

This indicates that Government Agencies are trying to implement and strengthen their internal control system. Improve the handling of conflicts of interest, so that employees do not use working hours for non-work purposes. Strengthening supervision aims to improve the implementation of a clean government and free from KKN. With internal control, employees will improve their performance according to their duties and responsibilities.

Efforts to improve the quality of public services include optimizing services on the IT system, paying attention to or complying with established performance standards, and improving the Quality of Service. Government agencies continue to evaluate the complaints received and then correct them. With the friendliness and smile of the employees or the community in it, it makes its own added value for Government Agencies.

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