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The Cooperation Development of One Stop Integrity Zone Services Between Metro and Lampung Tengah

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Abstract

The implementation of regional autonomy has not yielded the expected results. Regional autonomy it gave birth to selfishness among regions. The essence of regional autonomy should create inter-regional cooperation to realize the excellent public services and integrity. The practice of public services is still full of corruption, collusion and nepotism, including a one stop services integrated.

The purpose of this study is to identify potential cooperation and produce the Model Inter-regional Cooperation in Development Zone Public Service Integrity in Metro City and Central Lampung Through Institutional Strengthening One Stop Services (OSS) in the framework of Investment Promotion.

The method used in this research is descriptive qualitative approach. Data learned through observation, field visits and interviews with competent resource persons with the substance of the research, documentation and focus group discussions. The location of this research at the Metro City and Central Lampung District as an autonomous region in the province of Lampung.

The results of research and discussion integrity zone OSS development cooperation between the Government and the Government of Metro City Central Lampung regency can be concluded as follows: First, the cooperation between the Government of Metro City and the Government of Central Lampung regency in the construction zone OSS integrity to do. This conclusion is based on the existence of some of the opportunities is the driving factor establishment of cooperation, namely in common mission area, a common vision and mission of the Office / Board of Investment and the OSS, similarity of problems in service reforms OSS, similarity of historical ties and emotional regionalism, and issues border geographical location, as well as the role of the province is normatively facilitate cooperation between regions in one province and also the existence of the Ombudsman institution Representative Lampung Province. Second, the model of development cooperation between the OSS integrity zone of Metro City with Central Lampung District covers several aspects, namely: a). This partnership involves two core regions, namely the Metro City Central Lampung regency; b). as the main actors of development cooperation integrity zone OSS Investment Office and the City Metro and Investment Board and OSS Central Lampung Regency of Lampung Province Government and supported and the Ombudsman Lampung; c). the scope of development cooperation between the integrity of the zone of Metro City with Central Lampung regency OSS include strengthening organizations, improving the quality of human resource providers OSS, and structuring of OSS administration to be more advanced and modern; d). operational activities in

development cooperation zone between the City Metro OSS integrity with Central Lampung regency can be shaped field studies, meetings and workshops, and voluntary monitoring of the implementation of public service reform, particularly OSS; and e). model of development cooperation between the OSS integrity zone of Metro City with Central Lampung regency is based on principles such as solidarity, participatory, transparent, accountable, effectiveness, efficiency, responsiveness, and responsibility.

Keywords: regional cooperation; the integrity of the zone; One Stop Services.

1. Introduction

Regional autonomy that has been updated by Act No. 23 of 2014 on Regional Government, one important part in it is stated that in order to improve the welfare of the community, the area can be entered into a collaboration with other regions that are based on considerations of efficiency and effectiveness of public services, synergy and mutual profitable.

Public services must be organized by applying the principles of good and clean governance. Realizing public service free of corruption, collusion and nepotism faced with the complexity of issues and challenges, both internal and external comes from. To that end, the local government should establish cooperation with various parties, such as cooperation with the local government to local government and local government and communities to build a public service that is free of corruption.

The theme of this research is the development of a model of bureaucratic reform era of regional autonomy: the policy of regional cooperation through the establishment of anti-corruption and integrity zone strengthening local institutional capacity in order to realize good governance. This theme is interesting and important to study because the essence of regional autonomy in order to create excellent service has not materialized significantly. Meanwhile, the potential and opportunities for inter-regional cooperation creating a public service along with the surrounding area is wide open.

Opportunities and potential for cooperation among local governments in the province of Lampung to do throughout the territory. One of these public service quality improvement of cooperation between the City and the Metro Central Lampung regency. Both areas have been carrying out a public service, including One Stop Services (OSS), which faced a number of problems, so that its implementation is far from optimal.

As a college town that has a long-established, public services in Metro not reflect the principles of good governance. This fact is reinforced by the release of the Corruption Eradication Commission (KPK) on June 10, 2013, the results of the survey of the National Integrity Index (IIN) puts Metro in the lowest order of 60 cities in Indonesia. Survey integrity of the public sector by the Commission carried out at Metro City government agencies, including the unit ID card production services, Business License, and IMB. (Source: KPK RI, 2013).

Poor quality of public services in the Metro can be seen in terms of human resources (HR) where there are some disadvantages, such as not a professional, do not have the competence and empathy and disregard ethics in service. While the institutional side, the organization has not been designed and prepared specially in the context of providing excellent service to the public in accordance spirit of bureaucratic reform. Whereas human factors and systems are two things that can not be separated.

Launching of Integrity zone to the mainland Non Corruption on June 4, 2012 in Metro City as a statement and a shared commitment to combat all forms of corruption, as well as in order to reform the bureaucracy and improving the quality of public services are strengthened through the signing of an integrity pact by all officers and personnel. Concrete steps have been done from the arrangement of bureaucracy, improvement and simplification of the system of services, provision of better services as well as training of personnel.

Metro City Government's commitment in improving the integrity of the apparatus, especially the public service sector gained the recognition of the Corruption Eradication Commission. The seriousness of Metro City to unravel the problem on quality public services have been successfully placed as 4 areas with increased scores integrity signifikan (> 2 point). Public service integrity index in Metro placing it above the city of Bandar Lampung and other districts/cities.

Meanwhile, the results of research or survey conducted by the Commission in 2009, published in 2010 puts Lampung Tengah District as one of the districts with the lowest score of the integrity of the public service. Learn 15 (Fifteen) district/city with the lowest integrity scores are: City of South Jakarta, Kab. Brass, City of Bandar Lampung, Samarinda, Kab. Muos, Kab. Deli Serdang, Kota Manado, Kab.Gowa, Makassar, Kab. Garut, Bekasi, Kab. Central Lampung, North Jakarta, Kab. Kutai Kertanegara, and Kab. Sumenep. (Source: KPK RI, 2010).

The purpose of this study is to identify potential cooperation and produce the Model Policy Cooperation Inter-regional (city government Metro and Central Lampung District, the location of this research) through the establishment of zones of Integrity to the realm of Non-corruption and strengthening local institutional capacity in order to award public service sound good governance.

2. Literature Review

Inter-regional cooperation is an action, activity or effort undertaken jointly by two or more autonomous regions, committed in order to achieve a common goal to organize and manage the interests of society. (Source: LAN 2004 and Frank and Smith, 2000).

The study results Prasajo (2004) that in the context of public service sound good governance, the concept of good governance (good governance) has long been the dream of many Indonesian people. Although the understanding of every person of good governance, vary, but at least most of us imagine that with good governance we can have a better quality of governance.

Ethics state administration is a form of control on the bureaucracy in implementing what the basic tasks, functions and authority. When the state administration wears the attitude, actions and behaviors said to be good, then in performing basic tasks, functions and authority must rely on state administrative ethics. Ethics state administration in addition to use as a guide, reference, reference the state administration can also be used as a standard attitudes, behaviors, and policies can be good or bad. (Source: Keban, 1994).

Integrity zone (ZI) is the title given to the government agency leaders and staff are committed to realizing WBK / WBBM bureaucratic reforms, especially in terms of prevention of corruption and the improvement of Quality of public services. (Source: Permenpan RB No. 52 of 2014).

3. Research Methods

This type of research is descriptive qualitative approach, sought to portray events or phenomena corresponding facts occurring in the study site, where each of the data generated in the form of words written or spoken of people and behaviors that can be observed (Hogdan and Taylor in Moleong , 2005). Through descriptive qualitative approach, the researchers intend to conduct an objective representation of the symptoms present in the research problem that is a model of cooperation policy of the new autonomous regional government through strengthening institutional capacity and human resources (HR) in order to award public service-minded good governance.

4. Results And Discussion

4.1 Potential-potential cooperation between the PTSP Integrity Zone Metro City with Central Lampung

After describing the potential of development cooperation zone public service integrity, especially PTSP, between City Metro with Central Lampung District, it can be stated that these potentials can be classified into two aspects, namely internal and external aspects. The potentials of the internal aspects of the area is similar mission, vision and mission of the Office / Board of Investment and the OSS, similarity of problems in OSS service reform, in common historical ties and regional emotions, and the geographical location of the border issue. While the potentials in the category of external aspect is the role of the province is normatively facilitate cooperation between regions in one province. Then the existence of institutions that was formed specifically to promote the improvement of public services such as the Ombudsman Representative Lampung Province. Potentials need to be accumulated into a source of inspiration and energy to be a unifier of cooperation in the construction zone OSS service integrity in Metro City and Central Lampung regency.

The potential of cooperation between the City Metro with Central Lampung regency issuer has complied and is in line with studies theorists of the reasons for the establishment of a regional cooperation. Inter-regional cooperation generally occur for several reasons, including the interdependence of economic activity, the difference in the ownership of resources, the need for specialization with the intent to increase the added value of an area, as well as due to geographical conditions and different characteristics. (Source: Widodo, 2005).

The findings of the research potential of the integrity zone OSS development cooperation between the City Metro with Central Lampung regency supports theoretical view that the importance of cooperation in the provision of certain services or in the management of certain aspects of the development is driven by objective reasons as follows: a). Excavation and resource utilization potential of mutually beneficial; b). Preparation of environmental carrying capacity for the creation of inter-regional cooperation and sustainable development processes; c). Cooperation facilitation of dispute resolution between regions in order to avoid conflicts of interest due to differences in the perception of the nuances of ego sectoral and short-term interests; d). The creation of harmony, conformity, harmony with the principles of integral and the better understanding of the balanced growth of the regional economy; e). Formulation of policies in order to create unity, mindset and actions across the area based on the principle of mutual understanding oriented to provision of solutions for the benefit of the wider community. (Source: Widodo, 2005).

The results also corroborate reports research results, PKP2A I (2004) in the LAN 2004, which states that consideration of the need to strengthen inter-regional cooperation as well as cooperation between the public sector and the public private sector, most can not be seen from three dimensions as follows: a). For political reasons, namely to create a democratic government (egalitarian governance) and to promote good governance and good society; b). administrative reasons, namely the limited resources of the government (government resources), both in terms of budget, human resources, assets, and management capabilities; c). economic reasons, namely to reduce disparities (disparity) or inequality (inequity), spur growth (growth) and productivity, improve the quality and continuity (quality and continuity), and reduce the risk (risk minimization).

Potential integrity OSS development cooperation zone between the Metro City Lampung regency in line with the middle of one of the strategic importance of regional cooperation issues, namely the issue of the Public Service Improvement. Cooperation between regions is expected to be one of the innovative methods in improving the quality and scope of public services. Effectiveness and efficiency in the provision of infrastructure facilities and public services such as education, health, clean water, and so on are also becoming an important issue, particularly for lagging regions. Increased public pelayana also includes the construction of infrastruktur. This infrastructure could include road networks, power plants, and so forth.

4.2 Model of Regional Cooperation in Development Zone between Integrity PTSP Metro City with Central Lampung

After describing some of the potential cooperation between the Government and the Government of Metro City Central Lampung regency in the construction zone of the integrity of public services, particularly the OSS, then based on the results of data analysis interview (2016) and the documentation can be structured model of cooperation between the two regions.

First, This cooperation can be referred to as inter-regional cooperation in the province. Inter-regional cooperation is awakened by geographical factors, emotional and historical ties, and the similarity of views on public service reform.

Second, As the main actors of development cooperation zone integrity is Metro City Government, particularly the Office of Investment and OSS, and Central Lampung regency government, particularly the Investment Board and OSS.

Third, The scope of development cooperation between the integrity of the zone of Metro City with Central Lampung regency OSS include strengthening organizations, improving the quality of human resource providers OSS, and administrative arrangements OSS that more advanced and modern.

Fourth, The operational activities of development cooperation zone between the City Metro OSS integrity with Central Lampung regency can be shaped field studies, meetings and workshops, and voluntary monitoring of the implementation of public service reform, particularly OSS.

Fifth, A model of integrity OSS development cooperation zone between the Metro City Central Lampung regency is based on principles such as solidarity, participatory, transparent, accountable, effectiveness, efficiency, responsiveness, and responsibility.

The draft model of development cooperation between the PTSP integrity zone of Metro City with Central Lampung regency consistent with some theoretical views. Model development cooperation integrity zone is in line with the study UEMRI (2002), in particular no form or type of inter-regional cooperation which is based on a project or a

particular problem with the activities and programs of development of skills and human resources better, namely: training program followed and organized by cities and organizations; seminars, lectures, conferences and other organized together.

Model development cooperation integrity zone of Metro City with Central Lampung regency support the model setting Cooperation Rosen (1993) in the LAN (2004), in particular the Joint Services, where the arrangement of cooperation in providing public services, such as the center one-stop service that is shared, where each party sent staff members to work in the service center.

Results of research integrity zone model of development cooperation with the Metro City Central Lampung regency appropriate and reinforce the oretical studies and empirical experience LAN PKP2A III (2002), which is a technical assistance cooperation model. This model is the development cooperation between the regions, in which one or several areas of cooperation with mutual assistance to each other in things that are micro or technical nature operational implementation of their local authorities. Some forms of cooperation of technical assistance among others are: first, the provision of technical assistance, assign an employee or several employees who have specific competencies to other areas that require specially qualified workers to help them carry out the tasks specified governance eg expert help accountants to assist in preparing balance the budget. Secondly, apprenticeship, assign one or several employees to carry out an internship program in other local government in improving its ability to carry out the task. Third, regional representatives, assigns employees who have specific expertise to assist other local governments in planning for local development which substantially intersect with the interests of the region. Fourth, exchange employees, conducting an employee exchange program is intended to enable the exchange of experiences and knowledge between regions in implementing local development.

In order to successfully implement such cooperation takes the general principles as contained in the principle of "good governance" (see Edralin, 1997 in the LAN 2004). Several principles of good governance principles among which there can be used as a guide in conducting cooperation among local governments, namely: 1). Transparency. 2). Accountability. 3). Participative. 4). Efficiency. 5). Effectiveness. 6). Consensus. 7). Mutual benefit and advance.

5. Conclusion

First, Cooperation between the Government and the Government of Metro City Central Lampung regency in the construction zone OSS integrity to do. It is based on the few opportunities or incentives, ie a similar mission area, a common vision and mission of the Office / Board of Investment and the OSS, similarity of problems in service reforms OSS, similarity of historical ties and emotions regional and border issues geographical location, as well as the role of provinces normatively facilitate cooperation between regions in one province and also the existence of the Ombudsman institution Representative Lampung Province.

Second, model of development cooperation between the OSS integrity zone of Metro City with Central Lampung District covers several aspects, namely: a). This partnership involves two core regions, namely the Metro City Central Lampung regency; b). as the main actors of development cooperation integrity zone PTSP Investment Office and the City Metro and Investment Board and OSS Central Lampung Regency of Lampung Province Government and supported and the Ombudsman Lampung; c). the scope of development cooperation between the integrity of the zone of Metro City with Central Lampung regency OSS include strengthening organizations, improving the quality of human resource

providers OSS, and administrative arrangements OSS that more advanced and modern; d). operational activities in development cooperation zone between the City Metro OSS integrity with Central Lampung regency can be shaped field studies, meetings and workshops, and voluntary monitoring of the implementation of public service reform, particularly OSS; and e). model of development cooperation between the OSS integrity zone of Metro City with Central Lampung regency is based on principles such as solidarity, participatory, transparent, accountable, effectiveness, efficiency, responsiveness, and responsibility.

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