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Public Service Integrity Perception: Case Study In Kutai Kartanegara Regency, Indonesia

ABSTRACT

This paper was aimed to measure the integrity of public service at Kutai Kartanegara Regency, East Borneo Province, Indonesia. The public service integrity can be seen from many perspective such as how the citizens satisfied with the public services provided by the government, how the public perception on combating corruption, and how success the government providing minimum service standard to the public at large. This three forms of public service integrity was the main focuses of this research in Kutai Kartanegara regency. The phenomenon of public service in Kutai Kartanegara Regency shown out of the tracks and missing to convey the importance of public service values, characterized by uncertainty of charges, time, and procedures. The research used the quantitative methods by scoring 3 indexes, which are the Citizen Satisfaction Index, Corruption Perception Index, and Minimum Service Standard Index. This research used Non- probability Sampling method, also Judgment Sampling procedure, in the development and compilation of the citizens satisfaction index. There were 57 local government agencies that served as the samples. The results of this research were the public service integrity perceptions in Kutai Kartanegara regency was need to be improved on the quantity and quality of public service delivery, commitment and efforts to create a clean government, transparency and accountability espe cially on e-procurement and to implement minimum service standards in every government offices.
Keywords: Public service, Citizen Satisfaction, Corruption Perception, Minimum Service Standard

BACKGROUND

Public service are about how public servants can be successful in providing basic public service for the people. But public service recently seems out of the track and fails to deliver the importance of public values. According to Denhart and Denhart's work (2007), there are some important "driving forces" that have been widely discussed in the field of public administration: the New Public Management, the National Performance Review, the Managing for Results movement, and total quality management (TQM)—to name just a few. Denhart point that public service is significant, and most valuable, when public administration can serve citizens to advance the common good. Public administrators are responsible for improving the public health, for maintaining public safety, for enhancing the quality of our environment, and myriad other tasks.

Public service delivery in Indonesia is still characterized by uncertainty of charges, time, and procedures. Public as users of services often complain about the poor performance of the bureaucracy in organizations. Citizens rarely receive the treatment that they deserve from the government and bureaucracy (Dwiyanto, 2010: 68).

Particularly in Indonesia, study on *Governance and Decentralization Survey 2002*, for instance, found at least three important issues that need to be solved in implementing the public services. This study found that there are service discriminations, lack of certainty of services, and low levels of citizens satisfaction through the public services. There are many citizens who still often get difficulties when dealing with bureucracy, unless they are willing to provide and pay more money. It is different with the slogans and promises to provide better services. In fact, the performance of public services offered by government agencies are having problems , and even often disappoint public.

The fact shows that the public services are still poor because of high corruption level. The cases of corruption in Indonesia shown
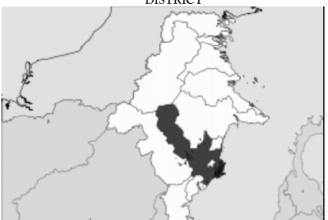
that this country was in the chronic condition of corrup
tion. Indonesia Corruption Ranking by Transparency
International Indonesia in 2009 announced that the
Corruption Ranking Index (CRI) of Indonesia in 2009
is at the position 111 of the 180 countries in the world.
Meanwhile in ASEAN, Indonesia is at the fifth rank out
of 10 ASEAN countries which are Singapore, Brunei
Darussalam, Malaysia, and Thailand which are in
position 1-4, while Vietnam, Philippines, Cambodia,
Laos, and Myanmar which are in position 6-10.

Another post-direct election data is derived directly
from the findings of the Governance Assessment Survey
in 2006 in ten provinces in Indonesia shows that the
public perception about the public services is still poor.
The study shown the cause of business failure in the
region is the corrupt bureaucracy (417%), legal certainty
over land (33,1%), and regulation uncertainty (25,2%).
This information clearly shows that the public services is
not yet successful.

PROBLEM FORMULATION

Public services in Indonesia as well as in Kutai
Kartanegara as one of Regency in Indonesia become an
increasingly strategic issue. Kutai Kartanegara Regency is
under the jurisdiction of East Borneo province, Republic
of Indonesia. The Regency has an area that covers
27,263.10 Km2 representing 12.89 percent of the total area
of East Borneo province of 4,097 Km2 (± 15%). The
district is endowed with natural resources both on sea
and land, which can be put to use to support economic
activities of the population in the district.

FIGURE 1 THE LOCATION OF KUTAI KARTANEGARA DISTRICT

Source: http://id.wikipedia.org

Based on national census in 2010, Indonesia has
237,105,051 populations, consisting of 119.264.896 male
and 117,840,155 female. Most of the populations in
Indonesia live in Java Island. Meanwhile, East Borneo
province, with a populations of 3,527,334 is 18th in terms
of populations (1.49 percent) of the total Indonesian
populations.

Good public service become a big challenge for Kutai
Kartanegara Government, because of the very complex
issues and challenges faced by it. Geographically the
challenge of the contoured area of the archipelago and
separated by rivers and oceans made Kutai Kartanegara
Regency has the specific challenges. Based on documents
of Kutai Kartanegara Regency Medium Term Planning
2011-2015 , can be seen that this area is one of 14
districts/cities located in the province of East Borneo.

Kutai Kartanegara Regency Medium Term Planning
2011-2015, listed the problem as below:
a. Human Development Index (HDI) Kartanegara Kutai
    Regency in 2008 which is 72.03, was ranked 11th in
    the province of East Borneo.
b. Poor people in the span of years 2008- 2009 has
    decreased from 48.160 to 42.480 people. It is caused
    by the existence of migration , where it was related to
    the number of people who seek job in this area.
c. Public Service Integrity score based on the rating
    results conducted by Indonesia Corruption Eradication
    Comission (Komisi Pemberantasan Korupsi/KPK)
    in 2009, Kutai District ranks 44th of 52 districts/
    cities studied, that is thought to have the under
    average of public services' integrity value. The score is
    5.59.

This paper aims to explore and describe how the
public services integrity perception in Kutai Kartanegara
by measure the Citizens Satisfaction Index, Corruption
Perception Index, and Minimum Service Standard Index.

THEORITICAL FRAMEWORK
1. PUBLIC SERVICE INTEGRITY

Public service integrity is a reflection of the degree of
autonomy and synergy that exists between local govern
ments and the public in the regions driven by the need
to enhance the quality of public services. The delivery of
better public services, in turn is expected to enhance
public welfare. To that end, the quality performance is
gauged by change in the extent to which public services

are in line with basic service needs for better welfare. Public service is one of the main tasks to be executed by a state. There are two basic approaches used to measure the quality of public services. First, the approach that is used in the quality of provider performance *(the outputs with quality dimensions approach)*. Second, the approach used in the customers/society satisfaction *or the client satisfaction approach* (Martin and Kettner, 1996) Both of those approaches are distinguished by the difference of focus and data source.

The debate on public service begins with the approach that will be used to measure the performance of public services. In this case, there is a process approach , output approach, and a combined approach between the process and results. In an approach, there is diversity of opinion in measuring the performance of public services.

Levinne (1990) uses a process approach with the responsiveness, responsibility, and accountability indica tors. While Gibson, Ivancevich, Donnelly (1990) and Zeithaml, Parasuraman, Berry (1990) combines a process and result approach as to produce a more complete measurement of service quality. In this case, Gibson et al. uses 5 (five) sizes : Satisfaction, Efficiency, Production, Adaptation, and Development. While Zeithaml et al. shows 10 (ten) sizes to see the quality of public services.
1) Tangible
2) Reliability
3) Responsibility
4) Competency
5) Courtesy
6) Credibility
7) Security
8) Access
9) Communication
10) Understanding the customers (Zeithaml, Parasuraman, Berry 1990)

In Indonesia, the Minister of Bureaucracy Reform and Apparatus Decree no. 63 of 2004 about Public Services Standard introduced the process approach with the characteristics: transparency, accountability, conditional, participative, equal rights, and also the balance of rights and obligations. This decree adopt the principles of public service, those are:
a. Timeliness
b. Accuracy
c. Simplicity
d. Clarity
e. Security
f. Opennes
g. Responsibility
h. Completeness of facilities and infrastructure
i. Comfort
j. Discipline
k. Politeness and friendliness
l. Ease of access

The goverment apparatus are required to improve its performance in giving the good quality of public services. It is started from the responsiveness through the public demand, translation in the form of planning, implemen tation and evaluation. Thus, the high quality of public services means every effort to help or serve any form of matters which are done by the government apparatus, to fulfill the citizens' needs and hopes. The assesment through the quality of service cannot be separated from the ability of employees in giving the service and also the provision of physical facilities.

In order to improve public service, the government of Indonesia issued the Minimum Service Standard. Minimum Service Standard at the region level is an implementation of central government provision which in principle constitute is mandatory as stipulated in article 11, section (4) Basic law No. 32 / 2004. It states:

"the conduct of government services is mandatory and is based on provisions on Minimum service standards which should be implemented in a gradual manner as stipulated by the government".

Subsequently, in conducting public service delivery, local governments base their activities on the principle of wide ranging autonomy. It equipped with the authority to make local policies relating to the provision of services, enhance the involvement, initiative, and empowerment of the citizens with the ultimate aim of increasing welfare based on minimum service standard.

Minimum service standard refers to the types and quality of basic public services that local governments are obliged to deliver to public. In accordance to Article 11 /section (4) and Article 14 section (3), Law No.32/ 2004 on local governments as amended in Law No. 8 / 2005 on local government regulation, Minimum service delivery standard, is mandatory services for local govern ments. It is related to basic service delivery, both at the provincial government and district/city government level.

TABEL I. PERCEPTION VALUE, CSI INTERVAL, CSI INTERVAL CONVERTION, QUALITY INDEX AND PERFORMANCE INDEX

Perception value	CSI INTERVAL VALUE	CSI INTERVAL VALUE CONVERTION	QUALITY INDEX	PERFORMANCE
1	1,00 — 1,75	25 — 43,75	D	Poor
2	1,76 — 2,50	43,76 — 62,50	C	Fair
3	2,51 — 3,25	62,51 — 81,25	B	Good
4	3,26 — 4,00	81,26 — 100,00	A	Excellent

Meanwhile, local governments have obligations to develop and implement performance standards and indicators for other services. In implementing minimum service delivery, the local government is required to ensure that public has access to basic public services which must be in accordance with measures that are set by the government. To that end, both in planning and budgeting, there is need to pay attention to minimum service standard principles that encompass simplicity, concreteness, ease to measurability, transparency, affordability, and accountability as well as certainty of delivery time. Besides, there is also need to understand that minimum service standard is different from technical standards. This is because technical standards merely provide a supportive role to the attainment of minimum service standards.

Minimum service delivery standard is obligatory for every local government with respect to conducting issues and affairs that are mandatory under local autonomy. Based on local government regulation No.65/2005 on the formation and application of minimum service delivery standards, local governments must provide minimum service standard for public. Additionally, another source of guidance for the meaning of minimum service delivery, is the Ministry of Internal affairs regulation No.6/2007. A clear, certain measure is required for all types of service delivery that are mentioned in indicators of minimum service standard delivery. Indicators of minimum service standard delivery are measures of quantitative and qualitative performance which are used as indicators of the level / amount of targets to be attained. Indicators of minimum service delivery standards include inputs, process, output, outcomes and or basic benefits.

The purpose of Minimum Service Standard is to: 1) ensuring the public's right to receive a basic service of local government with a certain quality. 2) becomes the basic for determining the financing needs of the region. 3) as the basic form in determining the financial balance and other materials which are fair and transparent. 4). the basic for determining the performance-based budget management. 5). clarify the main tasks of local government and to support the check and balance. 6). Promote the transparency and public participation in local gover nance process.

Local Government in designing and setting Minimum Service Standard, need to consider the following principals:
a. Consensus, which is mutually agreed by the components or units of work that existed at the department/ Government Institution Non-Department;
b. simple, easy to understand;
c. real, has dimensions of space and time, and also requirements and procedures;
d. measurable, that can be counted or analyzed;
e. open, can be accessed by all citizens or society;
f. affordable, which can be achieved with MSS, types of other basics services with the resources and funds that exist;
g. accountable, that is accountable to the public; and
h. gradually, following the development of needs and financial, institutional, and personnel capacity in the achievement of MSS.

2. PREVENTING CORRUPTION

Public service integrity can bee seen as an improved public service delivery that are far from corruption, maximum efforts of public services and the satisfactions of citizens towards public service. Theoritical discourse that affect the way of thinking in the effort of corruption reducing in Indonesia is still mostly focused on the corruption eradication. It should be realized that in this kind of acute corruption problems situation, eradication through the legal approach must always be done to ensure a deterrent effect for the corruptors. But it should be remembered that the efforts to counter corruption that will last for long periods of time is the systematic prevention.

TABLE 2. CSI IN 17 SENIOR HIGH SCHOOLS OF KUTAI KARTANEGARA

No	Sub-District	Name of Senior high school	CSI			Valid Response	Response Rate (%)
			Value	Quality	Performance		
1	Anggana	SMU Negeri 1	59,68	C	Fair	142	94,67
2	Kembang Janggut	SMU Negeri 1	68,38	B	Good	150	100,00
3	Kenohan	–	–	–	–	–	–
4	Kota Bangun	SMU Negeri 1	70,29	B	Good	150	100,00
5	Loa Janan	SMU Negeri 1	69,39	B	Good	147	98,00
6	Loa Kulu	SMU Negeri 1	67,41	B	Good	144	96,00
7	Marang Kayu	SMU Negeri 1	65,65	B	Good	149	99,33
8	Muara Badak	SMU Negeri 1	56,76	C	Fair	143	95,33
9	Muara Jawa	SMU Negeri 1	58,85	C	Fair	149	99,33
10	Muara Kaman	SMU Negeri 1	69,45	B	Good	143	95,33
11	Muara Muntai	SMU Negeri 1	68,83	B	Good	150	100,00
12	Muara Wis	SMU Negeri 1	72,85	B	Good	147	98,00
13	Samboja	SMU Negeri 1	60,72	C	Fair	148	98,67
14	Sanga–Sanga	SMU Negeri 1	60,23	C	Fair	149	99,33
15	Sebulu	SMU Negeri 1	64,74	B	Good	148	98,67
16	Tabang	SMU Negeri 1	71,47	B	Good	132	88,00
17	Tenggarong	SMU Negeri 1	64,74	B	Good	150	100,00
18	Tenggarong Seberang	SMU Negeri 2	60,00	C	Fair	142	94,67

Source: Primary data, 2011

Over all, the issue of transparency to eradicate corruption is something that attends to be highlighted in the society. In this case, the information itself can be formulated as the "*resources of knowledge and competence that can be used by individuals for enhancing their economic welfare, political power, or social status*" (Kristiansen, 2006). The meaning of transparency will support the four fundamental (Kristiansen, 2006), namely: 1)increasing the responsibility of policy makers to the society, so that the control through the politicians and bureaucrats will run more effectively; 2) allowing the function of checks and balances to prevent the monopoly of power by bureaucrats; 3) reducing the corruption cases; and 4) increasing the efficiency in public services. It appears that one of the important implication in transparency is an opportunity to reduce the number of corruption cases. Procurement of goods/ services can be a vulnerable point of corruption practices. Because of that, it is needed an effort to increase the quality of the implementation of the procurement of goods / services. It can be done by some ways, some of them are by doing the transparent procurement, improving the procurement team's profesionalism, and increasing the surveillance and enforcement.

TABLE 3. CSI IN 18 HEALTH SERVICE CENTRE OF KUTAI KARTANEGARA

No	Sub - District	CSI			Valid Response	Response Rate (%)
		Value	Quality	Performance		
1	Anggana	63.94	B	Good	147	98.00
2	Kembang Janggut	62.95	B	Good	150	100.00
3	Kenohan	65.21	B	Good	150	100.00
4	Kota Bangun	73.17	B	Good	148	98.67
5	Loa Janan	69.27	B	Good	150	100.00
6	Loa Kulu	72.10	B	Good	145	96.67
7	Marang Kayu	61.54	C	Fair	149	99.33
8	Muara Badak	73.74	B	Good	145	96.67
9	Muara Jawa	66.45	B	Good	144	96.00
10	Muara Kaman	68.28	B	Good	145	96.67
11	Muara Muntai	74.38	B	Good	149	99.33
12	Muara Wis	75.59	B	Good	148	98.67
13	Samboja	61.34	C	Fair	149	99.33
14	Sanga - Sanga	71.61	B	Good	149	99.33
15	Sebulu	63.90	B	Good	149	99.33
16	Tabang	73.44	B	Good	141	94.00
17	Tenggarong	65.12	B	Good	150	100.00
18	Tenggarong Seberang	69.62	B	Good	149	99.33

Source: Primary data, 2011

The fight against corruption particularly in procurement
is conducted by requiring :
1. Moral integrity
2. High discipline
3. Responsibilities and technical qualifications and also managerial to do the tasks assigned to him
4. Certificate of the procurement of goods / services for government

The experience for nearly a decade in implementing the decentralization policy shows that the role of the region heads, in this case is the governor, regent or mayor is crucial. There are many areas of the bureaucratic system has been running well, but then its performance dropped sharply because of a corrupt leader. It influences the climate of local government organizations so the corrupt culture is created. But on the other hand, there are many leaders who managed to influence the bureaucratic system so that corruption can be relatively more controlled.

RESEARCH METHODOLOGY

The research using the guideline of Minister of Bureaucracy Reform and Apparatus Decree no. 25/2004 on Guideline on Citizens Satisfaction Index to measure the community satisfaction index. Citizens Satisfaction index was measured by scoring 14 elements of public service according to the decree.
The formula has 3 steps formulation:

$$1. \text{ Average weighted Value} = \frac{\text{Total weighted}}{\text{Number of elements}} = \frac{1}{14} = 0{,}071$$

$$2. \text{ Citizens Satisfaction Index} = \frac{\text{Total numbers of each elements}}{\text{Total number of elements}} \times 0{,}071$$

$$\text{CSI conversion index} = \text{CSI} \times 25$$

TABLE 4. CSI IN 18 LOCAL GOVERNMENT AGENCIES OF KUTAI KARTANEGARA

NO	LOCAL AGENCY	CSI			VALID RESPONSE	RESPONSE RATE (%)
		Value	Quality	Perfor- mance		
1	AM. Parikesit Hospital	63.83	B	Good	150	100.00
2	Aji Batara Dewa Agung Samboja Hospital	59.30	C	Fair	150	100.00
3	Health Office	67.69	B	Good	150	100.00
4	Education Office	65.53	B	Good	150	100.00
5	Integrated Public Licensing Office	61.78	C	Fair	150	100.00
6	Local Investment Office	64.41	B	Good	100	66.67
7	Citizen and Civil Act Office	58.68	C	Fair	97	64.67
8	Public Works Office	64.26	B	Good	100	66.67
9	Public Transportation Office	63.10	B	Good	102	68.00
10	The Maritime and fisheries office	64.41	B	Good	95	63.33
11	Industry, trade, and cooperatives office	66.99	B	Good	100	66.67
12	Farming Office	64.22	B	Good	100	66.67
13	Mining and Energy Office	64.41	B	Good	107	71.33
14	Agriculture Office	74.67	B	Good	100	66.67
15	Dinas PeternakanVeteriner Office	68.09	B	Good	100	66.67
16	Social Affairs Office	65.26	B	Good	99	66.00
17	Man power and transmigration office	58.01	C	Fair	97	64.67
18	Public Secretariat of Affairs and Supply	67.33	B	Good	100	66.67

Source: Primary data, 2011

This research using a quantitative methods. In order
to gauge the integrity of public service delivery, there was need to collect primary and secondary data. Data collection is divided in two categories:
1. Survey. The collection of primary data used a survey on service delivery by local government service units in Kutai Kartanegara district, using citizens service satisfaction index and specifically for local offices/ boards/Hospitals, also the development of the delivery service standard.
2. Data obtained from the local government service unit of Kartanegara district served as the source of secondary data used in this research.

Data analysis was done in order to determine the level of integrity of public service delivery. Tools of analysis used were the citizens service satisfaction tool , Corruption Perception Index , and Minimum Service Delivery

Index . Findings of the indices will serve as focus areas in efforts to improve and enhance the quality of public service delivery in Kutai Kartanegara district.

Non-probability Sampling method, based on acciden tal, Judgment Sampling procedure, was used in the development and compilation of the citizens satisfaction index. In all, there were 57 local government agencies that served as the sample.

This research using Non-probability Sampling method, using the Quota Sampling procedure in collecting data for corruption perception survey index. The expected minimum response rate was 60% or 90 respondents per local government office /service delivery unit.

ANALYSIS OF CITIZENS SATISFACTION INDEX
The provision of public education services constitutes an important element of people's lives as well as pivotal

TABLE MINIMUM SERVICE STANDARD INDEX OF KUTAI

No	Local Agency	MSS		
		Value	Quality	Performance
1	AM. Parikesit Hospital	82.05	B	Good
2	Aji Batara Dewa Agung Samboja Hospital	82.05	B	Good
3	Health Office	92.31	A	Excellent
4	Education Office	94.87	A	Excellent
5	Integrated Public Licensing Office	76.92	B	Good
6	Local Investment Office	89.74	A	Excellent
7	Citizen and Civil Act Office	94.87	A	Excellent
8	Public Works Office	84.62	B	Good
9	Public Transportation Office	79.49	B	Good
10	The Maritime and fisheries office	97.44	A	Excellent
11	Industry, trade, and cooperatives office	58.97	C	Fair
12	Farming Office	84.62	B	Good
13	Mining and Energy Office	84.62	B	Good
14	Agriculture Office	79.49	B	Good
15	Dinas PeternakanVeteriner Office	82.05	B	Good
16	Social Affairs Office	76.92	B	Good
17	Man power and transmigration office	79.49	B	Good
18	Secretariat of Public Affairs and Supply	64.10	C	Fair

Source: Primary data, 2011

in the creation of good governance in local governments. The goal of public service delivery is to ensure that the public has good access to quality services. Quality service delivery is in line with the needs and expectations of users (population).

Education service is one of the fundamental services for the public. Article 5, the Basic Law No. 20 / 2003 on the system of national education, stipulates that every Indonesian citizen has the right to acquire quality education. To that end, the development of citizen satisfaction index with public education service delivery , is aimed at gauging the extent to which the public in Kutai Kartanegara district are satisfied with the quality of education services provided by the local government.

The compilation of the citizen satisfaction index was done determining that the responses on the questionnaires are consistent followed by giving scores to responses. Responses were then standardized. The citizen satisfaction index ranges between zero and 100; the higher the score that higher public satisfaction with service delivery. Contrariwise, the lower the value of the index, the lower the satisfaction with the quality of services they receive.

Based on the table 2, it is evident that SMUN Muara has the highest value on the public education service

satisfaction index (72.85 falling into the best performance. Meanwhile, SMUN 1 Sanga-Sanga, SMUN 1 Muara Jawa, SMUN 1 Samboja, SMUN 1 Anggana, SMUN 1 Muara Badak, and SMUN 1 Tenggarong Selatan, achieved low values on the index (60,23 (C), 58,85 (C), 60,72 (C), 59,68 (C), 56,76 (C), and 60,00 (C), respectively due to underperformance on education service provision. To that end, research findings reflect public dissatisfaction with the quality of education service delivery offered at high school level. In light of that there is need for the local education office to take measures that should lead to improvement. Poor performance of high schools is also attributable to the quality of Working conditions, schools, curriculum, long distance from home to school for students, teachers who lack requisite quality requirements.

Out of 18 community health centers which served which were surveyed, Muara Muntai community health center with a value of 74.38 had the highest performance on public service performance index. Meanwhile, 2 community health centers, namely, Marang Kayu and Samboja , with index values of 61.54 and 61.34 respectively, had low index values. The absence of community health centers which registered highest performance on the citizen satisfaction index in Kutai Kartanegara is a

TABLE 6

NO	Element of procurement	Value	Convertion	Quality	Performance
1	Announcement of Tender through LPSE	2,93	73,18	B	Good
2	Ease of access to tender documents	2,53	63,13	B	Good
3	Availability of sufficient time for tender participant.	2,51	62,74	B	Good
4	Additional charges above those that are explicitly shown in tenders	2,40	59,89	C	Fair
5	Explanation of tendering official for the additional charges	2,20	54,91	C	Fair
6	Existence of an official receipt for every charge that is exacted/paid	1,35	33,78	D	Poor
7	Meetings that are done outside the tendering process	2,14	53,40	C	Fair
8	Announcement of winners of tenders in a transparent manner based on the scores attained and explanations	1,51	37,74	D	Poor
9	The security guarant during the tendering process	2,48	62,03	C	Fair
10	The monopoly in the process of auctioning for suppliers of goods and service without using the tendering process	2,48	62,03	C	Fair
CPI total in average		2,25	56,28	C	Poor
Valid response		316	Response rate (%)	91,33%	

Source: Primary data, 2011

reflection of the poor quality of service delivery in the area of public health services. To that end there is need to make improvements in service delivery procedures, discipline of service delivery staff, service provision capability, and pace of delivering services, and affordability of costs of services to users, certainty of cost of service provision for users, and certainty of the schedule of service delivery. Thus, findings of the research on public satisfaction index, reveal the condition of community health centers in Kutai Kartanegara district which is far from good, thereby underscoring the need for the local government to pay special attention to them if service provision is to improve.

From the Tabel 4, public citizen satisfaction perception index on the performance of local offices in Kutai Kartanegara district is good. Manpower and transmigration office registers the lowest index value (58.01) which is the lowest performance, while the agricultural office registers an index value of 74.67, which was the highest. However, by and large, the performance of most offices in the district on the index is good, there are some elements of the public satisfaction perception index that fall into the low category and need improvement.

Based on the above information, efforts to make improvements in the quality of public service delivery should be tailored toward offices or areas that register low performance on the citizen satisfaction perception index, while the performance of offices that have high values need to be maintained. Improving the quality of public service delivery in Kutai Kartanegara requires the special attention to be paid to 3 (three) elements: pace of service delivery, certainty of charges/cost of service delivery, and certainty of time in service delivery.

ANALYSIS OF MINIMUM SERVICE STANDARD INDEX

The Maritime and fisheries office registers the highest value on MSS index (97.44), which is the highest performance, while Industry, trade, and cooperatives office, registers the lowest value on the index (58.97). The variation of the MSS performance is attributable to the fact that not all local government service units have established and implemented minimum service standard as required and demanded by the government.

Of the 18 local government service units surveyed, only six have adopted/implemented minimum service standard delivery. These include health office, education office, AM Parikesit local government hospital, Aji Batara Dewa Agung Samboja local government hospital, public works office and manpower and transmigration office.

The kartesius diagram can be used to reach a conclusion that local government service units which have adopted minimum service delivery standards also have good public satisfaction perception index. To that end, it is necessary for local government to implement minim service delivery standards.

ANALYSIS OF CORRUPTION PERCEPTION

The procurement of goods/services, electronically, or E-procurement is in compliance with provisions of the Presidential regulation on the procurement of goods and services for the government using information technology and electronic transactions in accordance with the prevailing regulatory framework. Today, the implemen tation of e-procurement in Kutai Kartanegara district has been done through the electronic service delivery procurement program (LPSE). LPSE is an implementation unit that was established in order to conduct the procurement of goods and services using electronic methods (LPSE) and supported by the procurement service delivery unit for the procurement of goods and services through electronic means.

Subsequently, sufficient resources with attendant qualifications, refer to employees of local governments who have acquired certificates of expertise in the procure ment of goods and services for the government, and are charged with the task of implementing the vetting / selection of providers of goods and services for Service and Procurement Unit.

The survey on the perception of corruption was carried out on the Secretariat for public affairs and facili ties , and the office of public works. The corruption percep tion survey focused on 10 elements, which included :

1. Announcement of Tender through LPSE
2. Ease of access to tender documents
3. Availability of sufficient time for tender participants
4. Additional charges above those that are explicitly shown in tenders
5. Explanation of tendering official for the additional charges
6. Existence of an official receipt for every charge that is exacted/paid
7. Meetings that are done outside the tendering process
8. Announcement of winners of tenders in a transparent manner based on the scores attained and explanations
9. The security guarant during the tendering process

10. The monopoly in the process of auctioning for suppliers of goods and service without using the tendering process

TABLE 5. TYPE OF SERVICE AND PROCUREMENT

NO	TYPE		FREQUENCY	%
1	Type of Service and Procurement involved:			
	(i)	LPSE – Eproc	43	13,6
	(ii)	LPSE - Non Eproc	170	53,8
	(iii)	Non–LPSE	103	32,6
2	Human Resources Capacity			
	(i)	Good	127	40,2
	(ii)	Poor	159	50,3
	(iii)	No progress	30	9,5
3	Computerizing			
	(i)	Already computerized	212	67,1
	(ii)	Non–computeraized	104	32,9

Source: Primary data, 2011

Based on the data above, it becomes apparent most people (170 or 53.8 percent of all respondents participate in LPSE-Non E-proc category, while the number of people who participate in the manual category is second with 103 people or 32.6 percent of respondents. Meanwhile, the number of respondents who participate in LPSE Eproc is small or 43 people or 13.6 percent of all respondents.

To that end, one can make a conclusion that most people who participate in the auctions for the procurement of goods and service for Kutai Kartanegara district use LPSE-E-proc approach.

Tabel 6 shown that there are three (3) elements are recorded in the category of "good " on the corruption perception index. The Announcement of tender through LPSE (Index value, 2.93), the ease of access to documents on tender (Index value 2.53) and sufficiency of time for tender participants (Index value 2.51).

Meanwhile, five (5) elements are in the category of "Fair". These were elements 4,5,7,9, 10 as follows: additional charges above those that are explicitly shown in tenders (index value, 2.40), explanation of tendering official for the additional charges (Index value, 2.20), meetings that are made outside the tendering process

(Index value 2.14), the security guarant during the tendering process (Index value 2.48), the monopoly in the process of auctioning for suppliers of goods and service without using the tendering process (Index value 2.48).

There were two (2) elements, that were elements 6 and 8, were in "Poor" category as follows: Existence of an official receipt for every charge that is exacted / paid(Index value 1.35) and announcement of winners of tenders in a transparent manner based on the scores attained and explanations (Index value 1.51).
Based on the results of the survey, the elements that need to be improved are :

a. Additional charges above those that are explicitly shown in tenders
b. Explanation of tendering official for the additional charges
c. Existence of an official receipt for every charge that is exacted /paid
d. Meetings that are made outside the tendering process
e. Announcement of winners of tenders in a transparent manner based on the scores attained and explanations
f. The security guarant during the tendering process
g. The monopoly in the process of auctioning for suppliers of goods and service without using the tendering process

CONCLUSION

The integrity of public service delivery using citizen satisfaction index, corruption perception index and public satisfaction standard index in Kutai Kartanegara district is categorized good. Nonetheless, the fact that there are three indices show relatively good performance, there is high variation in the values of public satisfaction index, corruption perception index, and minimum service delivery standard index. This conditions are attributable to the following factors such as: weak implementation of public service delivery management in the conduct of public services, minimum service delivery standards in Kutai Kartanegara district is still in the inception and new process , and its implementation is still limited to several service units, lack of innovations in local government service units in efforts toward improving public service delivery.

The corruption perception index in Kutai

Kartanegara is still in poor performance. The same applies to process of issuing of permissions/licenses. Based on corruption perception index findings, the causes are: e-procurement through LPSE is still not optimal, insufficient Internal control system within service units, especially in the area of procurement of goods and services and issuing licenses and permits, insufficiency of quality human resources with expertise in procurement of goods and services, weak control of the public on the procurement of goods and services and issuing of permits and licenses.

Minimum service delivery standard in Kutai Kartanegara district was obtained using a survey of the implementation of the standard in 6 service units which have adopted it. There are 12 service units which have not yet adopted the standard , but have plans to do so. Results of the inception of the process of adopting minimum service delivery standards in 12 local government offices which have embarked on the process varies from "very good" to "not good". Results of the survey on service units which have adopted minimum service delivery standards and those that are in the initial phases of adopting the standard, shows a strong relationship with the performance on the public satisfaction perception index. A conclusion that can be drawn is that service units which implemented minimum service delivery standards have better performance on the citizens satisfaction index than those who are still in the process of adopting the minimum service standard.

RECOMMENDATIONS

From the findings and conclusions, it can be recom mended that Kutai Kartanegara Regency government needs to enhance citizens satisfaction perception index by making improvements on the following aspects: service delivery procedures, service delivery requirements, discipline of service delivery personnel, responsibility of service delivery personnel, the pace/speed of service of delivering services, justice in the delivery of services, fairness of charges for services, certainty of charges for services, certainty of time for delivering services, and security and convenience of the areas/ places where services are delivered. It is need to measure minimum service delivery standards in every activity that are considered important for the citizens. Public should know such as setting targets and benefits of

activities, involving public in planning and budgeting. It is important to measure and foster the nurturing and application of innovations in public service delivery. It can be done through citizens forums where discussions of solutions to problems are made with the public and stake holders.

The local government also need to establish com munication with the public to ensure that all information and complaints receive quick and pertinent response. Such media can take the forms of advice box, bulletin, interactive website, and telephone and short message (SMS) hotline services with the collaboration of cellular telephone providers and adopt public service delivery contract which should be based on the Citizen Charters' model.

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