

## ABSTRAK

### **PENERAPAN ATURAN ZONA INTEGRITAS SEBAGAI BENTUK REFORMASI BIROKRASI PADA PELAYANAN HAJI DAN UMROH DI KEMENTERIAN AGAMA KOTA METRO**

Oleh

**RIFKI HIDAYATUR RAHMAN**

Komitmen mewujudkan *good governance*, pemberantasan korupsi, kolusi dan nepotisme (KKN), meningkatkan kinerja pelayanan publik, maka kinerja pemerintah menjadi perhatian untuk dibenahi, menjadi isu strategis. Kendala harus dikenali, diamati dan ditelaah secara tepat agar langkah yang diambil menjadi tepat sasaran. Tujuan Penelitian: Untuk menganalisis penerapan, strategi, faktor penghambat penerapan aturan zona integritas di Kementerian Agama Kota Metro. Metode penelitian bersifat normatif, dengan pendekatan empiris. Data yang digunakan data sekunder dan data primer. Analisis data menggunakan analisis kualitatif. Temuan penelitian. Penerapan Aturan Zona Integritas dilakukan oleh para implementor yang memiliki pemahaman tentang Zona Integritas didasarkan pada pelayanan publik yang jujur, akuntabel sehingga bebas dari perilaku korupsi yang menjadi bagian dalam peraturan tersebut. Strategi meningkatkan penerapan aturan zona integritas di Kementerian Agama Kota Metro dilaksanakan dengan melibatkan banyaknya Aktor. Faktor Penghambat Penerapan Aturan Zona Integritas di Kementerian Agama Kota Metro disebabkan oleh faktor internal dan faktor eksternal. Kesimpulan, Penerapan Aturan Zona Integritas Pada Pelayanan Haji dan Umroh di Kementerian Agama Kota Metro dilakukan sesuai dengan Peraturan MenPAN-RB Nomor. 14 Tahun 2014 tentang Zona Integritas. Strategi meningkatkan penerapan aturan zona integritas di Kementerian Agama Kota Metro melalui: Banyaknya aktor yang terlibat, Kejelasan Tujuan, Perkembangan dan Kerumitan Program. Faktor Penghambat Penerapan Aturan Zona Integritas di Kementerian Agama Kota Metro disebabkan oleh faktor internal dimana: belum menerapkan *Whistle-Blowing*, belum memahami zona integritas, belum ada pelatihan khusus Faktor Penghambat Penerapan Aturan Zona Integritas di Kementerian Agama Kota Metro disebabkan Faktor eksternal meliputi: *mindset* masyarakat tentang KKN, anggaran.

**Kata Kunci:** Zona Integritas; Reformasi Birokrasi; Pelayanan

## **ABSTRACT**

### **APPLICATION OF INTEGRITY ZONE RULES AS A FORM OF BUREAURATIC REFORM IN HAJJ AND UMRAH SERVICES AT THE MINISTRY OF RELIGION OF METRO CITY**

**By**

**RIFKI HIDAYATUR RAHMAN**

*Commitment to realizing good governance, eradicating corruption, collusion and nepotism (KKN), improving the performance of public services, the government's performance is a concern to be addressed, becoming a strategic issue. Constraints must be identified, observed and studied appropriately so that the steps taken are right on target. Research Objectives: To analyze the implementation, strategies, and inhibiting factors for the implementation of the integrity zone rules at the Ministry of Religion of Metro City. The research method is normative, with an empirical approach. The data used are secondary data and primary data. Data analysis used qualitative analysis. Research findings. The implementation of the Integrity Zone Rules is carried out by implementers who have an understanding of the Integrity Zone based on honest, accountable public services so that they are free from corrupt behavior that is part of the regulation. The strategy to improve the application of the integrity zone rules at the Ministry of Religion of Metro City is carried out by involving many actors. Factors Inhibiting the Implementation of Integrity Zone Rules at the Ministry of Religion of Metro City are caused by internal factors and external factors. In conclusion, the application of the Integrity Zone Rules for Hajj and Umrah Services at the Ministry of Religion of Metro City is carried out in accordance with MenPAN-RB Regulation No. 14 of 2014 concerning the Integrity Zone. Strategy to improve the implementation of the integrity zone rules at the Ministry of Religion of Metro City through: The number of actors involved, Clarity of Objectives, Development and Complexity of the Program. Factors Inhibiting the Implementation of the Integrity Zone Rules at the Ministry of Religion of Metro City are caused by internal factors which: have not implemented Whistle-Blowing, have not understood the integrity zone, there is no special training, about KKN, budget.*

**Keywords:** *Integrity Zone; Bureaucratic Reform; Services*