

Research Article

Human Rights-based Public Service in the Class IIA Correctional Facility of Bengkulu

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Abstract.

This study is designed to describe problems related to human rights-based public services in the Class IIA Correctional Facility of Bengkulu from the perspective of implementing human rights-based public service policies consisting of accessibility and availability of facilities, human resources availability, officer compliance, public service innovation, and integrity. This type of research uses a qualitative descriptive methodology with data collection techniques that include observation, interviews, and documentation. Data analysis stages involve data reduction, data presentation, and conclusion. The research findings indicate that the implementation of public service at Class IIA Correctional Facility is not yet optimal, as several issues related to the five research aspects are identified, including the inadequacy of facilities and infrastructure for vulnerable groups, overcrowding in the correctional facility housing blocks, limited quality of prison staff, a lack of innovative service provision, and the presence of alleged irregular practices within the correctional facility. Recommendations for improving future service implementation by the jail include providing adequate facilities and infrastructure, enhancing human resources through education and training, facilitating innovations in public service, and establishing effective monitoring and complaint mechanisms.

Keywords: correctional facility, human rights, public service

1. Introduction

The correctional facility is one of the public service institutions in Indonesia that provides rehabilitation for inmates. According to the Republic of Indonesia Law Number 22 of 2022 Regarding Correctional Services, the repair carried out by the correctional facility aims to 'improve the quality of the personality and independence of inmates so that they become aware of their mistakes, improve themselves, and do not repeat criminal acts, thus becoming acceptable again in the community.' One of the foundations for implementing public services in Correctional Facility is the Ministry of Law and Human Rights Regulation Number 2 of 2022 concerning Human Rights-Based Public Services. This regulation refines and replaces the previous regulation on Human Rights-Based Public Services, namely Minister of Law and Human Rights Regulation Number 27 of 2018 Regarding Human Rights-Based Public Services Awards, emphasizing the

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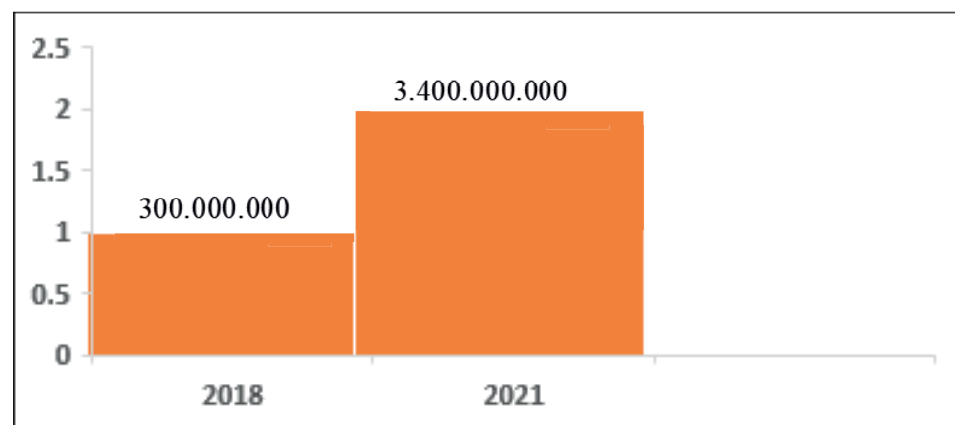
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importance of delivering public services in the correctional facility while respecting human rights, ensuring justice, equality, and fundamental freedoms for all service recipients.

Human Rights-Based Public Service is a public service provided by the Ministry of Law and Human Rights units based on the criteria of Human Rights-Based Public Services, which include accessibility and availability of facilities and infrastructure, availability of human resources, officer compliance, public service innovation, and integrity. The replacement and refinement of Human Rights-Based Public Services policies represent a responsive step to address several barriers in delivering services provided by Kemenkumham units. Specifically, this pertains to services conducted within Correctional Facilities, where various challenges hinder Human Rights-Based Public Services guided service implementation. Some of these issues are related to the Human Rights-Based Public Services criteria that serve as guidelines for human rights-based public service, such as the presence of deviant practices, including corruption, illegal fees, and inhumane treatment by officers toward inmates [1][2][3][4].

The Corruption Eradication Commission (KPK), through its spokesperson for enforcement and KPK institutions, Mr. Ali Fikri, has said that the management of Correctional Facilities in Indonesia is still susceptible to incidents of corruption [5]. The modes of crime include alleged illegal fees, bribery, abuse of authority, and procurement of goods and services. An example of this is evident at the Kalianda Correctional Facility, where there have been allegations of illegal fees imposed by correctional officers through a mobile phone rental business, amounting to tens of millions of Indonesian Rupiah [6].

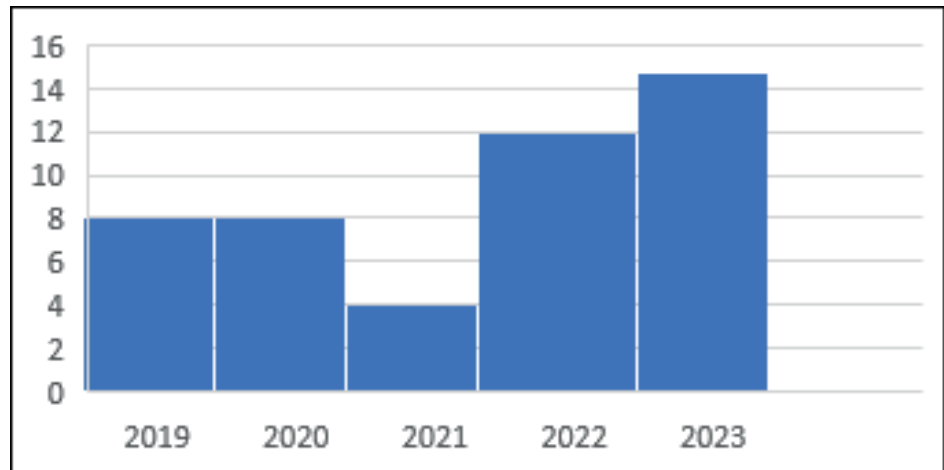


Source: Indonesia Corruption Watch (ICW)

Figure 1: The number of corruption cases involving Correctional facilities in Indonesia in 2018 and 2021.

Source: Indonesia Corruption Watch (ICW)

The mapping results conducted by Indonesia Corruption Watch (ICW) based on the involved institutions, in 2018, one corruption case was found to have been committed by Correctional facilities in Indonesia, with a state loss value of 300,000,000 Rupiah [3]. Subsequently, it increased to two cases with a state loss of 3,400,000,000 Rupiah in 2021 [7].

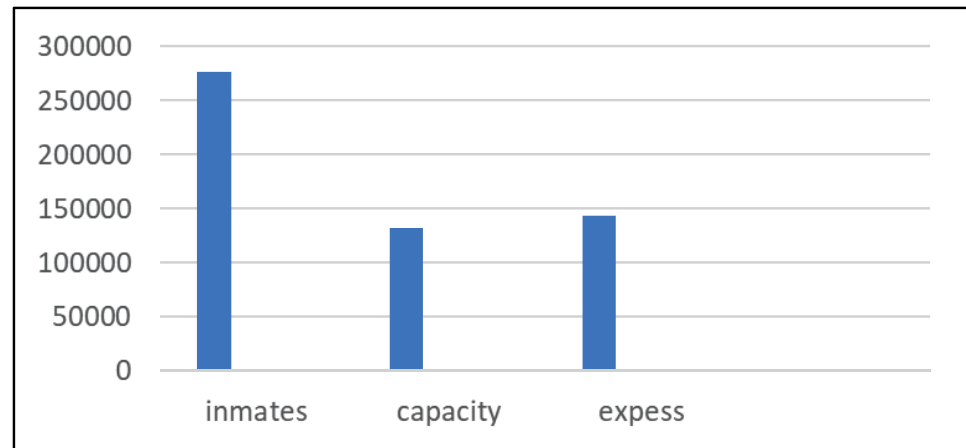


Source: KontraS

Figure 2: Data on Torture Practices by Prison Officers during the Period of June 2018 to May 2023.

Regarding the practice of torture based on the monitoring report by the Commission for the Disappeared and Victims of Violence (KontraS) in 2019, it was found that 8 out of 72 cases of torture identified were carried out by correctional officers, with a percentage of 8.11% [4]. Furthermore, in 2020, it was found that a total of 5 out of 62 cases of abuse, with a percentage of 8% [8]. Subsequently, in 2021, it decreased, with 3 out of 80 cases involving correctional officers, accounting for 4% [9]. However, it then increased again in 2022, with at least 6 cases of torture involving correctional officers, accounting for a percentage of 12% out of 50 cases of torture [10]. In 2023, there was an increase, with eight issues of suffering identified as being carried out by correctional officers, accounting for a percentage of 14.81% out of 54 cases of torture found. The challenges that arise within Correctional Facilities are undoubtedly associated with the extensive authority wielded by correctional officers over all inmates. Moreover, various forms of torture also occur amidst the overcrowded conditions in Indonesian Correctional Facility, which naturally pose a higher potential for misconduct [11].

Based on data from the Directorate General of Corrections (Ditjenpas) of the Ministry of Law and Human Rights, there were 276,172 inmates in Correctional facilities and Detention Centers on September 19, 2022, which resulted in an overcrowding of 144,065 inmates (109%) compared to the total capacity of 132,107 inmates. Of these,



Source: Ditjenpas Kemenkumham RI, 2022

Figure 3: The Percentage of Inmates in Correctional Facility and Detention Centers and Overcrowding in 2022.

139,839 inmates in Penitentiaries and Detention Centers were involved in drug-related criminal cases [12].

The development of human rights-based public service policies aims to achieve quality public services by ensuring that public services are delivered fairly, transparently, and with respect for individual dignity. Through efforts to meet the five human rights-based public service criteria, given the overcrowding conditions in the Indonesian Correctional Facility, it is hoped that the quality of services guided by human rights principles can be improved. The human rights-based public service criteria encourage every penal institution in Indonesia to improve its facilities and infrastructure, enhance the quality and quantity of Correctional Facility officers, promote service innovation, and ensure that all service recipients can access all Correctional facilities' services without discrimination. Suppose any of these five human rights-based public service criteria encounter obstacles or issues. In that case, it can lead to deviant practices, both by officers and among inmates, who may see opportunities for unlawful personal gain.

Based on the description of the phenomenon above, although improvements and changes have been made to human rights-based public service policies, it appears that there has not been a significant change in the implementation of services by correctional facilities in Indonesia. A series of deviant practices still often occur in correctional facilities, so the public services carried out can be said to be not optimal. Therefore, this research departs from the lack of optimal services provided by prisons in Indonesia, during the enactment of Permenkumham Number 2 of 2022 concerning Human Rights-Based Public Services.

The research was conducted at one of the correctional facilities in Bengkulu Province, namely Class IIA Correctional Facility of Bengkulu which received an award as an implementer of human rights-based public services based on Permenkumham Number 27 of 2018 concerning Human Rights-Based Public Service Awards. The research was conducted to find out why the implementation of human rights-based public services in correctional facilities has not been optimal.

The implementation of human rights-based public services at Class IIA Correctional Facility of Bengkulu has entered the second stage, namely the development stage. Several challenges have been identified in implementing human rights-based public service criteria in these institutions, particularly regarding the availability of correctional officers. Based on initial observations, it is known that some correctional officers need a clearer understanding of human rights-based public service regulations, and the absence of correctional officers proficient in using sign language. This is in line with research conducted by Siregar, et al [13] which revealed that problems were found in the availability of human resources that hindered the implementation of human rights-based public services in the correctional facility.

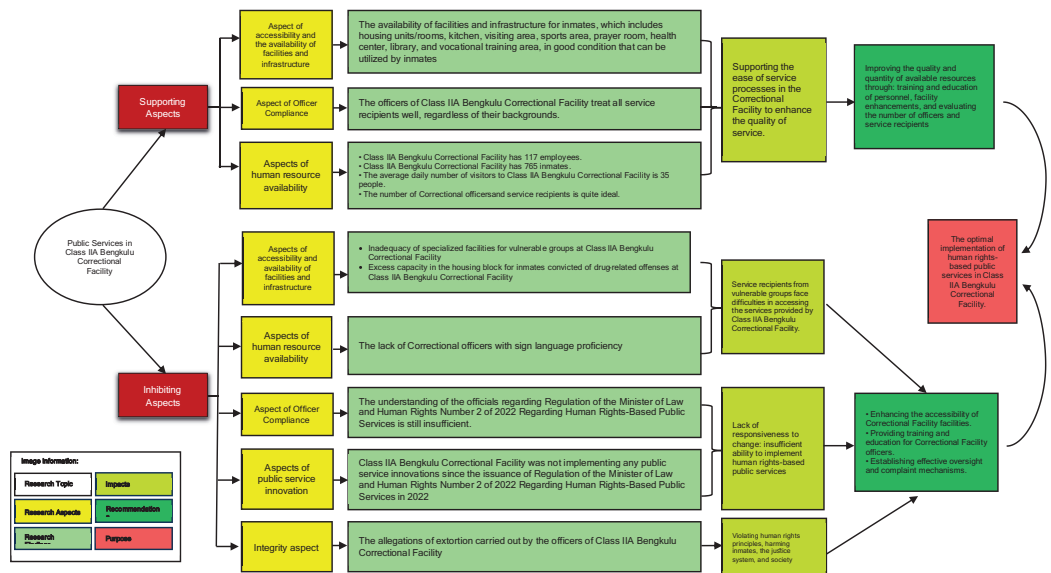
2. Methods

This article uses a qualitative descriptive approach [14] by analyzing the criteria for human rights-based public services contained in the Regulation of the Minister of Law and Human Rights Number 2 of 2022 concerning Human Rights-Based Public Services, including accessibility and availability of facilities, human resources, officer compliance, public service innovation, and integrity. The informant selection technique in this research uses purposive sampling, where informants are chosen based on their ability to contribute to understanding human rights-based public services in the Class IIA Correctional Facility of Bengkulu [15]. The informants selected were twelve people consisting of four employees of the Class IIA Correctional Facility of Bengkulu as the implementer, consisting of one Head of Personnel Affairs, one Registration Sub-Section Employee, one Public Relations Officer, and one correctional Security Unit Officer, and eight service recipients including three inmates, four visitors, and one former inmate who was also a visitor. The type of data obtained from informants was in the form of primary data from interviews and secondary data from observations and documentation. The data analysis method used in this study includes data collection conducted through observation, interviews, and documentation [16]. Data reduction by summarizing, choosing the main things, and focusing on the important things by

predetermined aspects of research. Presentation of data by classifying and presenting data in the form of matrices and descriptions. Conclusion and verification, conclude the data that have been presented [17]

3. Results and Discussion

This study was conducted in the Class IIA Correctional Facility of Bengkulu, using predefined research aspects based on the P2HAM criteria outlined in the policy governing human rights-based public services, namely Ministry of Law and Human Rights Regulation Number 2 of 2022 Regarding Human Rights-Based Public Service. The research aspects encompass accessibility and the availability of facilities and infrastructure, human resources, officer compliance, public service innovation, and integrity. For a more comprehensive and detailed overview of these research findings, please refer to the research results matrix presented below:

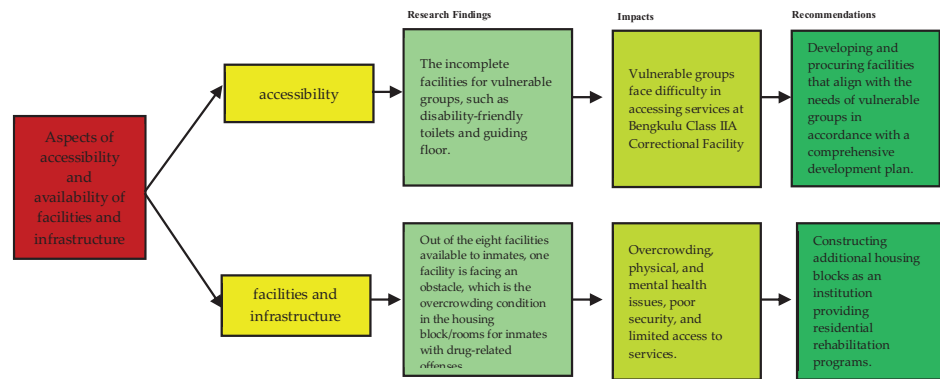


Source: Research Findings, 2023

Figure 4: Research Findings Matrix.

3.1. Research Findings Matrix Aspects of accessibility and availability of facilities and infrastructure

Based on the findings of field research, it is known that in implementing public services through this aspect, several problems hinder the optimal implementation of human rights-based public services in Bengkulu Class IIA Correctional Center. These issues are related to sub-aspects of research, including accessibility of facilities and infrastructure.



Source: Research findings, 2023

Figure 5: Matrix of the Results on the Accessibility and Availability of Facilities Aspect.

3.2. Accessibility

Accessibility is the ease Class IIA Correctional Facility provides for vulnerable groups through special facilities to achieve equal opportunities. Field findings indicate that accessibility at Class IIA Correctional Facility is not optimal because the Correctional Facility has not provided special facilities for vulnerable groups completely, including the absence of disability-friendly toilets and guidance flooring that meets the criteria of P2HAM. The availability of toilets that meet the needs of persons with disabilities according to the standards includes:

1. The width of the toilet door and the space inside the toilet can be accessed/ utilized effectively with a wheelchair.
2. Handrails that should be available on the left and right sides of the WC.
3. The availability of emergency buttons in case of emergencies.

The toilets available at the Correctional Facility are standard toilets, where the toilet doors are not designed with sufficient width to accommodate a wheelchair, and there are no side handrails on the left and right sides of the toilet, nor are there emergency buttons in case of emergencies, as per the technical guidelines of criteria P2HAM.

Another facility for vulnerable groups not available at Class IIA Correctional Facility is a guiding floor designed for those with visual impairments. Based on the research findings, the guiding floor at the Correctional Facility consists of directional markings on the floor made with yellow paint. However, the standard guiding floor, as outlined in the human rights-based public service criteria, includes:

1. Guiding blocks with line motifs, indicating the route's direction.

2. Warning blocks with circular motifs designed to warn about changes in the surroundings.
3. The blocks should be made of robust and non-slip material. They are provided contrasting colors such as yellow, orange, or other colors to make them easily recognizable by individuals with visual impairments, including those with low vision who can only see partially.

Class IIA Correctional Facility received the human rights-based public service award in 2021. Therefore, facilities intended explicitly for vulnerable groups should have been fully available and utilized as mandated. However, field findings indicate that the special facilities for vulnerable groups at the Class IIA Correctional Facility of Bengkulu still need to be completed. The inadequacy of these facilities can significantly impact service recipients with disabilities, making it difficult or even impossible for them to access Correctional Facility services. The Correctional Facility's shortcomings in providing facilities for vulnerable groups have violated the human rights of individuals with disabilities, including their right to equal access. The provision of disability-friendly facilities is an obligation for the Correctional Facility, as stipulated in Regulation of the Minister of Law and Human Rights Number 2 of 2022 Regarding Human Rights-Based Public Services, to ensure that accessibility in public services is provided for individuals with disabilities.

The obstacles to ensuring accessibility at Class IIA Correctional Facility involve several aspects. First, the problem of architectural barriers where the structure of the toilet building in the Correctional Facility was originally designed with dimensions that were not wheelchair accessible. Second, there are problems related to the lack of clear guidelines in the old criteria for human rights-based public services which lead to limited knowledge of correctional officers in providing facilities for vulnerable groups. In addition, service recipients also lack an understanding of the function and importance of facilities for vulnerable groups, which causes no demand to provide complete vulnerable group facilities.

Based on the analysis above, it can be concluded that the issue of accessibility for individuals with disabilities involves various approaches. The social model highlights the importance of improving the social and physical environment to enable full participation in achieving equality. The universal design approach encourages inclusive design that complies with human rights-based public service standards. At the same time, the human rights perspective views accessibility as a right that must be guaranteed for all individuals, as evidenced by the research conducted by Amelia Rahmadina Aman in 2023 on infrastructure accessibility for people with disabilities [18]. Therefore,

referring to several previous research findings and phenomena related to the issue, the recommendations for achieving accessibility in the Class IIA Correctional Facility of Bengkulu are to develop a plan for the development and procurement of facilities that meet the needs of vulnerable groups and provide education and training related to the criteria for implementing human rights-based public services for Correctional officers.

3.3. The facilities and infrastructure

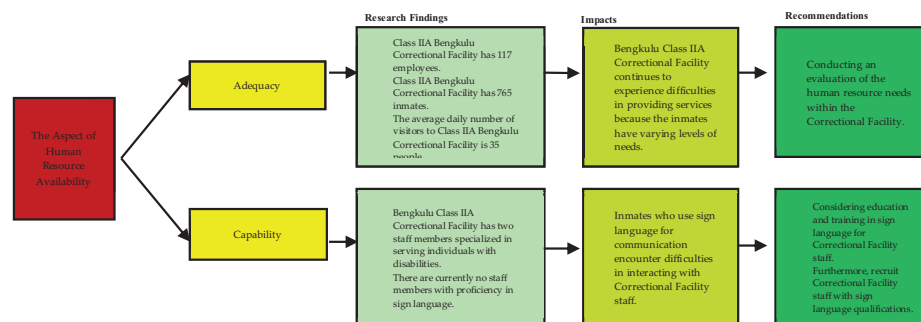
Based on the field findings, it is known that the Class IIA Correctional Facility of Bengkulu provides eight facilities and infrastructure elements intended to benefit inmates during their rehabilitation period. These facilities and infrastructure encompass various aspects of life within the correctional facility that play a crucial role in supporting the rehabilitation, well-being, and reintegration of inmates, including housing units/rooms, kitchen, visiting area, sports area, prayer room, health center, library, and vocational training area. The condition of these eight facilities is good, and inmates can use them during rehabilitation.

However, the condition of one of the housing blocks for inmates at Class IIA Bengkulu Correctional Facility, specifically the Ahmad Arif block, is experiencing overcrowding. This block is used to accommodate inmates convicted of drug-related offenses. The Class IIA Correctional Facility of Bengkulu generally does not experience overcrowding but is limited to the Ahmad Arif housing block. The total number of inmates with drug-related cases housed at Class IIA Correctional Facility of Bengkulu is 429, accounting for 57% of the total inmate population. This overcrowding results from the allocation of housing blocks based on the type of criminal offense.

In principle, the inmates undergoing rehabilitation are classified based on age, gender, the length of their sentences, the type of crime, and other criteria by the needs and developmental aspects of rehabilitation, as stipulated in Law Number 22 of 2022 Regarding Correctional Services. The correctional officers allocate housing blocks for inmates based on these classifications, especially for inmates with corruption and drug-related cases, who are placed in special blocks. Additionally, the overcrowding issue in the Ahmad Arif housing block is due to the Class IIA Correctional Facility of Bengkulu being one of the institutions that provide inpatient drug rehabilitation services, as mandated by Law Number 35 of 2009 Regarding Narcotics. Therefore, the correctional facility requires long-term planning to address the overcrowding condition in the housing block for inmates with drug-related cases, which includes the construction of additional housing blocks as part of the inpatient rehabilitation program.

3.4. Human Resources Availability

The aspect of human resources availability is divided into two sub-aspects. The first sub-aspect is adequacy, which involves assessing the number of Correctional Facility officers, the number of inmates, the number of visitors, and the alignment between the number of officers and the number of service recipients. The second sub-aspect is competence, which in this research refers to the ability of correctional officers to serve service recipients from various segments of society, including vulnerable groups. This sub-aspect is examined through the availability of specialized officers ready to serve vulnerable service recipients and officers with sign language proficiency to facilitate communication with service recipients with communication limitations.



Source: Research findings, 2023

Figure 6: Matrix of findings and discussion on the aspect of human resource availability.

3.5. Adequacy

Based on the research findings, it is known that the total number of employees available at the Class IIA Correctional Facility of Bengkulu currently amounts to 117 individuals. This number is divided into five categories: structural, security, rehabilitation, and technical support. Meanwhile, the total number of inmates in the correctional facility is 765, with an average of 35 daily visitors. Considering these figures, the adequacy between the number of correctional officers and service recipients, in this case inmates, can be considered quite ideal. This is because the correctional facility has approximately 117 correctional officers and 765 inmates, meaning that each officer is responsible for maintaining order for around five to six inmates. As highlighted by Ali Aranoval, a researcher from the Center of Detentions Studies (CDS), the condition where one officer handles up to ten inmates is already considered ideal. This considers that many penitentiaries in Indonesia experience overcrowding, making efforts to maintain an adequate officer-to-inmate ratio increasingly important [19].

The unfavorable inmate-to-officer ratio is a condition that poses a challenge in managing penitentiaries in Indonesia. The term 'officers' within the category of human resources refers to individuals who are indeed humans with limitations in abilities, especially when they have to carry out field duties, such as guiding inmates involved in various types of cases such as murder, rape, theft, narcotics, and so on [20]. Similarly, despite the considered ideal inmate-to-officer ratio, the officers at Class IIA Correctional Facility still face challenges in ensuring adequate supervision of inmates and the implementation of optimal rehabilitation programs. This is because each inmate has varying needs, and the provision of rehabilitation programs must be tailored to the specific needs of everyone. In addition to their duties in rehabilitating inmates, Correctional officers are responsible for providing services to the visitors who come daily. Therefore, an evaluation of human resource needs at the correctional facility is necessary.

3.6. Capability

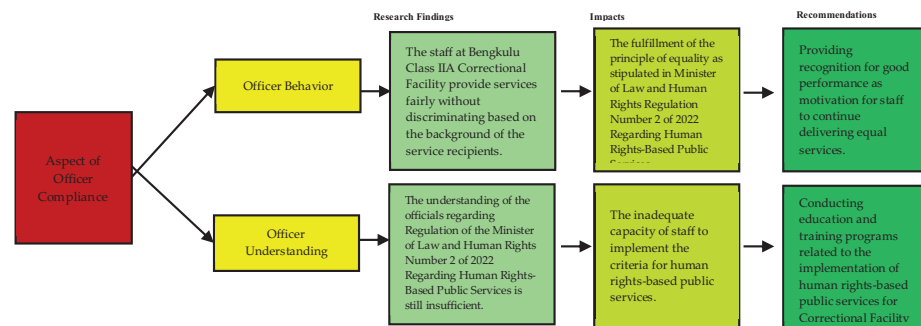
Based on field findings, it is known that the Class IIA Correctional Facility of Bengkulu provides two specialized officers who are on standby and can assist visitors with disabilities when they visit the correctional facility. This effort aims to provide more personal attention and support tailored to the specific needs of individuals with disabilities. By having specialized officers for disability services, the Class IIA Correctional Facility of Bengkulu complies with the human rights-based public service regulations, which require them to provide inclusive services for individuals with disabilities and ensure that public services, facilities, and information are more accessible to individuals with various disabilities.

However, based on the field findings, the Class IIA Correctional Facility of Bengkulu is facing challenges related to inmates with communication limitations, especially those who require sign language. Currently, the correctional facility does not have personnel with sign language proficiency despite three inmates with communication limitations who require sign language. As a result, inmates who rely on sign language for communication face difficulties in interacting with correctional officers. This is due to the absence of regulations mandating the recruitment of personnel with sign language skills and the lack of sign language education and training for correctional officers. This indicates that the need for personnel capable of communicating using sign language has not yet become a top priority for the Class IIA Bengkulu Correctional Facility.

A temporary solution implemented by the correctional facility is to use written media as an alternative means of communication between staff and inmates with communication limitations. While this is a step that can help in some situations, there is still a clear need to prioritize improved communication accessibility for inmates with communication limitations, including considering sign language education and training for correctional officers and recruiting correctional officers with sign language proficiency.

3.7. Officer Compliance

Compliance of officers at Class IIA Correctional Facility of Bengkulu refers to officers' actions in providing services by Ministry of Law and Human Rights Regulation Number 2 of 2022 Regarding Human Rights-Based Public Services. This can be observed through two sub-aspects: the sub-aspect of officers' understanding of regulations and the behavior exhibited by officers in delivering services in the field.



Source: Research findings, 2023

Figure 7: Matrix of findings on the officer compliance aspect.

The officers' behavior at Class IIA Bengkulu Correctional Facility, characterized by fairness and equality, is of utmost importance as it closely relates to human rights principles in public services. It ensures fair and equal treatment for all individuals, regardless of their social status, religion, ethnicity, gender, language, political views, and disabilities. Based on the findings in the field, it is known that the behavior shown by officers in Class IIA Correctional Facility of Bengkulu in providing services to all recipients has been fair and equal, regardless of their background or status. By practicing fair and equal behavior, the correctional officers have adhered to the principle of equality outlined in the Ministry of Law and Human Rights Regulation Number 2 of 2022 Regarding Human Rights-Based Public Services.

Furthermore, understanding Class IIA Correctional Facility of Bengkulu officers regarding the Human Rights-Based Public Services regulations is also crucial in carrying out their duties. Officers with a good understanding of the regulations that serve as

guidelines for service implementation can provide quality services by human rights principles. The officers' understanding refers to the amount of information they possess about the Ministry of Law and Human Rights Regulation Number 2 of 2022 Regarding Human Rights-Based Public Services, including its content, objectives, benefits, and criteria for human rights-based public services implementation. Based on the research observation, it is known that the understanding of correctional officers regarding these regulations is still insufficient.

Several factors contribute to this low level of understanding, including the heavy workload of the correctional officers, which includes various essential responsibilities such as inmate rehabilitation, ensuring correctional facility security, and providing routine services to a significant number of visitors. In addition, the presence of 'P2HAM operators' has created a perception among other officers that they are not required to have a deeper understanding of human rights-based public service regulations, while the implementation of human rights-based public services is not only the responsibility of operators but is the responsibility of all officers in the Class IIA Correctional Facility of Bengkulu.

The lack of understanding among officers regarding the human rights-based public service regulations impacts the implementation of services conducted by the Class IIA Correctional Facility of Bengkulu itself. This leads to the inability of officers to carry out services by the provisions of Ministry of Law and Human Rights Regulation Number 2 of 2022 Regarding Human Rights-Based Public Service, which can result in service errors, delays in service execution, potential legal issues, and difficulties in addressing new challenges. Furthermore, it can lead to inconsistency in applying human rights-based public service principles within the correctional facility, hindering efforts to ensure fair, equal, and human rights-based services for all recipients.

To address this issue, the Class IIA Correctional Facility of Bengkulu received technical guidance from the Secretariat of the Directorate General of Human Rights in July 2022 because this institution had entered the phase of implementing human rights-based public service development. However, this effort did not improve officers' understanding of human rights-based public service regulations. Therefore, more effective steps are needed to enhance the understanding of correctional officers regarding Ministry of Law and Human Rights Regulation Number 2 of 2022. Steps that can be taken to improve officers' understanding of the regulations include providing education and training on human rights-based public service policies and providing written documents related to the regulations that contain detailed explanations of how the regulations should be implemented.

3.8. Public Service Innovation

Public service innovation is a breakthrough in public services that, in its implementation, is guided by the Ministry of Law and Human Rights Regulation Number 2 of 2022 Regarding Human Rights-Based Public Services. Based on field findings, implementing services at Class IIA Correctional Facility of Bengkulu, in terms of public service innovation, has not been realized. This is because the Class IIA Correctional Facility of Bengkulu has developed no service innovations since the issuance of the human rights-based public services regulation in February 2022. The application of innovation is essential for correctional facilities, as one of the criteria for establishing the human rights-based public services work unit is public service innovation. Therefore, if the correctional facility does not implement service innovations, the Class IIA Correctional Facility of Bengkulu can be considered a work unit that cannot implement human rights-based public service policies.

Public service innovation is developed to improve the quality of services provided to meet service recipients' needs and satisfaction and provide more effective, efficient, accountable, transparent, responsive, and equitable services. The absence of public service innovations conducted by the Class IIA Correctional Facility of Bengkulu is due to its officers' lack of responsiveness to changes and insufficient capacity to address emerging challenges or take advantage of existing opportunities.

The political will of leaders is still considered the most crucial factor in enhancing innovation and creativity, as when a leader demonstrates a solid commitment to innovation, it motivates the entire organization to prioritize creative change in service delivery, allocate the necessary resources, eliminate bureaucratic barriers, and create a culture that supports experimentation and learning [21][22]. Therefore, the Head of the correctional facility needs to demonstrate a commitment to innovation and provide active support to encourage correctional facility staff to be more responsive in generating new ideas and engaging in collaboration. Furthermore, the Head of the correctional facility can also ensure that resources and time are allocated to support innovative projects and implement measurement and reward mechanisms that stimulate creativity.

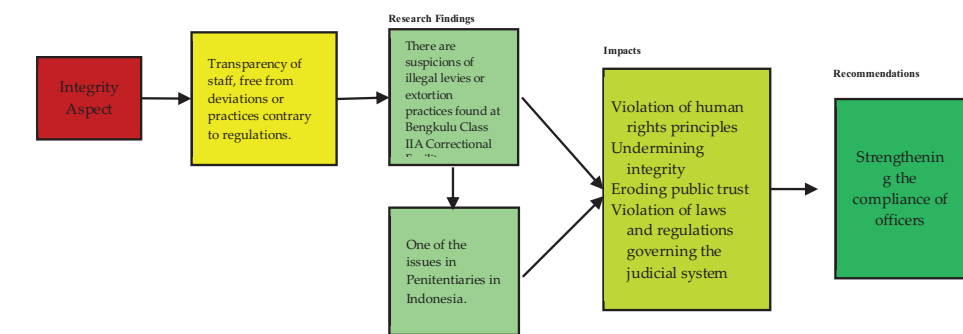
3.9. Integrity

To improve the quality of public service, officers' integrity is a criterion of human rights-based public service regulated in the Ministry of Law and Human Rights Regulation

Number 2 Of 2022. Integrity can be observed through the transparency of officers, which means they are free from corrupt practices, collusion, nepotism (KKN), illegal levies, gratuities, bribery, conflicts of interest, free from narcotics, free from firearms, sharp weapons, and other illegal items, as reflected in reports from the public, direct findings, or through media. The Class IIA Correctional Facility of Bengkulu is a working unit that falls under the Integrity Zone (ZI) towards a Corruption-Free Zone and a Clean and Service-Oriented Bureaucracy. Hence, while monitoring the Integrity Zone (ZI) program, no deviations from the integrity mentioned above were found in the Class IIA Bengkulu Correctional Facility.

However, based on field findings, it is known that in the implementation of services in the Class IIA Correctional Facility of Bengkulu, there are allegations of deviant practices related to the value of integrity in the criteria for human rights-based public services. These suspicions include allegations of extortion by correctional officers based on research interviews with several informants. Alleged extortion practices involve a 5-million-rupiah ransom for isolation rooms, 10 million rupiahs to gain access to inmate housing units, and regular weekly contributions that must be paid.

Such deviant practices, if proven to be accurate, violate human rights principles and potentially erode the integrity and public trust in the management of the Class IIA Bengkulu Correctional Facility. Moreover, these practices also violate laws and regulations governing the judicial system and the implementation of criminal penalties. Therefore, a comprehensive investigation is needed to ascertain the validity of these claims, and efforts should be made to enhance oversight mechanisms and provide a secure and effective channel for reporting unethical practices within the Correctional Facility.



Source: Research findings, 2023

Figure 8: Matrix of findings regarding the integrity aspect.

The presence of deviant practices from the regulations becomes one of the issues in penitentiaries in Indonesia, as indicated by the Corruption Eradication Commission

(KPK), which has stated that the management of penitentiaries in Indonesia is still susceptible to corrupt practices. These practices occur in penitentiaries due to the non-compliance of officers in implementing human rights-based public service policies, exacerbated by overcrowding conditions in the penitentiaries. This aligns with the views of Ripley and Franklin, who connect the success of policy implementation with the level of compliance of implementers with the policy [23,24].

Several factors contribute to the non-compliance of officers, including their lack of awareness of regulations, their disregard for regulations, and systemic issues. In the context of Class IIA Bengkulu Correctional Facility officers, as discussed in the sub-aspect of officer understanding, the officers' understanding of Ministry of Law and Human Rights Regulation Number 2 of 2022 Regarding Human Rights-Based Public Services remains low, with officers lacking sufficient comprehension of these regulations. The officers' limited understanding contributes to their level of compliance in the correctional facility, which, in turn, can lead to deviant practices such as extortion.

Therefore, strengthening officer compliance can be a strategy to reduce extortion in several penitentiaries in Indonesia. The government and law enforcement agencies play a crucial role in efforts to enhance compliance by taking steps such as increasing transparency in related processes, simplifying rules and procedures, providing incentives to compliant officers, and imposing strict sanctions on lawbreakers. Hopefully, these measures can motivate officers to adhere to the rules more diligently and reduce deviant practices that harm various parties.

4. Conclusion

The implementation of human rights-based public services in correctional facilities has not been optimal because there are several problems related to the five criteria for human rights-based public services that are used as aspects of research conducted in the Class IIA Correctional Facility of Bengkulu, including the lack of special facilities for vulnerable groups, such as the absence of toilets and disability-friendly guide floors; overcapacity in one of the housing blocks, which was used to house inmates involved in drug-related crimes; limited understanding of officers regarding the Regulation of the Minister of Law and Human Rights Number 2 of 2022 Concerning Human Rights-Based Public Services; lack of sign language skills among Penitentiary officers; the absence of public service innovations developed by prisons; and alleged extortion practices by Penitentiary officers. Recommendations for improving future correctional facility service delivery include providing adequate facilities and infrastructure, enhancing the quality of

human resources through education and training, facilitating public service innovations, conducting evaluations related to officer integrity, and establishing effective monitoring and complaint mechanisms.

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