

Building a modern public court based on a quality assurance accreditation system towards a court of excellence in Indonesia

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Abstract

The purpose of this study is to analyze the factors that influence the development of a modern public court through the Quality Assurance Accreditation System and to find a modern model of general justice development through the Quality Assurance Accreditation System. Method of research used in this research are juridical-empirical where the research type is qualitative research with a sociological juridical approach (Socio-Legal Approach).

Based on the results of research and discussion, the authors conclude that the implementation of the Quality Assurance Accreditation System (APM) is needed in order to build a modern public court towards a great judicial body as a guarantee for justice seekers. The Supreme Court has developed seven indicators namely leadership, strategic planning, customer focus, process management, documentation system, resource management, and performance results. Through the seven indicators of Quality Assurance Accreditation, all stakeholders involved in judicial services have an obligation to fulfill the seven indicators. In its implementation, the development of a modern public court through the Quality Assurance Accreditation system (APM) is influenced by three things, namely the existing laws and regulations; Supreme Court institutional structure and culture developed in the organization of the Supreme Court, High Court and District Court. The ideal Quality Assurance Accreditation System (APM) is First, performance-oriented results in Judges' Decisions to implement Laws and carry out Legislation or Legal Discovery. Second, Increase Public Satisfaction with the Performance of Judges, Substitute Registrars and Services for Service Users and, Third, International Certification Obligations, in addition to, it also need to qualify 10 Quality Assurance Criteria for General Courts, namely: Leadership, Strategic Planning, Customer Focus, Process Management, Documentation Systems, Management Resources, Performance Results, Legislation by User Satisfaction Judges and International Certification.

Keywords: quality assurance accreditation, court of excellence, public court

Introduction

In an effort to encourage judicial institutions to improve the quality of public services, the Supreme Court encourages court institutions to achieve ISO certificates as a quality assurance system standard that applies internationally. The result shows that based on data from the Annual Report of the Supreme Court of the Republic of Indonesia, in 2014 there were 2 (two) courts that managed to obtain ISO 9001: 2008 certificates, namely the Stabat Religious Court on 20 August 2014 and the Pusdiklat Menpim Balitbang Diklat Kumdil on 17 December 2014. Furthermore, in 2015, there were 27 (twenty-seven) work units under the Indonesian Supreme Court that had obtained the ISO 9001: 2008 Certificate ^[1].

The number of work units within the Supreme Court of the Republic of Indonesia that achieved ISO 9001: 2008 is a burden on the organization's finances because obtaining an ISO certificate requires high costs, while funds are not provided in the DIPA budget of the workforce. This raises a negative spotlight from the community. In addition, because the ISO assessment is carried out by a private institution

outside the Supreme Court, there is a different understanding of the quality and quality of the court between stakeholders in the internal court institution and the team appointed by the Supreme Court, in this case, the High Court Judge as Supervisor in every province for 6 (six) months, the Supreme Court Supervisory Body once a year as well as from the BPK on financial matters.

The high costs that must be incurred by the court are considered by the Director-General of the Public courts of the Supreme Court of the Republic of Indonesia, Dr. Herri Swantoro ^[2], who then formed a body or team that carried out the same function by referring to the working principles of ISO, enriched with the International Framework Court for Excellence (IFCE) and Bureaucratic Reform Implementation Standards. The working principle of the team is the Quality Assurance Accreditation (APM) which was then formalized and decided by the Director-General of Badilum through SK Number: SK / KU / 8/2015 dated August 20, 2015. Concerning the appointment of an Accreditation Team for Service Quality Management within the Directorate General of Public courts in the 2015 budget. The Quality Assurance Accreditation Product (APM) of the Directorate General of the Supreme Court of the Republic of

¹ BLDK Mahkamah Agung, (2014), Hari Ini Menjadi Sejarah, Raihan Sertifikasi ISO Pusdiklat Menpim, <https://bldk.mahkamahagung.go.id/id/arsip/45-pusdiklat-menpim/dok-keg-menpim/1140-hari-ini-menjadi-sejarah-raihan-sertifikasi-iso-pusdiklat-menpimhtml>, Accessed on April 2015.

² Herri Swantoro, (2015), Sertifikat ISO 9001:2008 Menuju Peradilan Modern, Dandapala Majalah Internal Badilum MA RI, Edisi 6/TAHUN I/Agustus 2015

Indonesia has produced several Courts that have obtained a Quality Assurance Accreditation Certificate. Based on data from the Supreme Court of the Republic of Indonesia, it is recorded that from 347 (three hundred and forty-seven) District Courts and 30 (thirty) High Courts throughout Indonesia, only 68 (sixty eight) District Courts and 7 (seven) High Courts have not received a Certificate of Quality Assurance Accreditation of the Directorate General of Badilum MA RI.

In the event of the submission of the Badilum Quality Assurance Accreditation certificate in Makassar, 29 November 2017, there were 8 (eight) High Courts, 12 (twelve) Special IA and IA class District Courts, 38 (thirty-eight) Class IB District Courts, and 99 (ninety-nine) Class II District Courts that have received the Quality Assurance Accreditation Certificate of the Directorate General of Badilum MA RI.

In the following year, in the APM certificate submission event held in Balikpapan on July 13, 2018, there were 5 (five) High Courts, 2 (two) Special IA and IA class District Courts, 18 (eighteen) Class IB District Courts, and 66 (sixty-six) Class II District Courts that have received the Quality Assurance Accreditation Certificate of the Directorate General of Badilum MA RI.

Furthermore, at the APM submission event in Jakarta, September 18, 2019, there were 26 (twenty-six) District Courts including new District Courts that received the Quality Assurance Accreditation Certificate of the Directorate General of Badilum MA RI.

The target to be achieved by the MA General Judiciary Board in 2018 is that all work units within the Public court are expected to be accredited, the obstacles that occur are how able the court leadership is to move the work unit to carry out Accreditation, with various problems regarding the lack of DIPA Budget, Human Resources, capability, knowledge, facilities, and infrastructure, so that not every work unit could meet the target set by the Director-General of Badilum of the Supreme Court. This problem is then examined by the author in a study with the following issues:

1. What are the factors that influenced the Quality Assurance Accreditation (APM) for a modern public court in Indonesia?
2. What is the ideal model for the development of a modern public court through the ideal Quality Assurance Accreditation (APM) system in building a modern public court in Indonesia?

Method of Research

The paradigm that is used in the research this is the paradigm of constructivism which is the antithesis of the understanding that lay observation and objectivity in finding a reality or science knowledge^[3]. Paradigm also looked at the science of social as an analysis of systematic against *Socially Meaningful Action* through observation directly and in detail to the problem analyzed.

The research type used in writing this paper is a qualitative research. Writing aims to provide a description of a society or a certain group of people or a description of a symptom or between two or more symptoms.

Approach method used in this research is *Empirical-*

Juridical^[4], which is based on the norms of law and the theory of the existing legal enforceability of a law viewpoint as interpretation.

As for the source of research used in this study are:

1. Primary Data, is data obtained from information and information from respondents directly obtained through interviews and literature studies.
2. Secondary Data, is an indirect source that is able to provide additional and reinforcement of research data. Sources of secondary data in the form of: Primary Legal Material and Secondary Legal Materials and Tertiary Legal Material.

In this study, the author use data collection techniques, namely literature study, interviews and documentation where the researcher is a key instrument that is the researcher himself who plans, collects, and interprets the data^[5] Qualitative data analysis is the process of searching for, and systematically compiling data obtained from interviews, field notes and documentation by organizing data into categories, describing it into units, synthesizing, compiling into patterns, selecting important names and what will be studied and make conclusions.

Research Result and Discussion

1. Factors That Influenced The Quality Assurance Accreditation (APM) For A Modern Public Court In Indonesia

In order to better grasp the Factors That Influenced The Quality Assurance Accreditation (APM) For A Modern Public Court In Indonesia the author analyzed it based on the legal system proposed by Friedman^[6], there are three pillars in the legal system, namely legal substance, legal structure, and legal culture. The three pillars will be developed by researchers for the purpose of identifying factors that influence the development of a modern general court through a quality assurance accreditation system in which the Supreme Court (MA) as one of the pinnacles of judicial power and the highest state judiciary has a strategic position and role in the field of judicial power because it does not only in charge of 4 (four) judicial circles but also management in the administrative, personnel and financial fields as well as facilities and infrastructure. The "one-stop" policy provides responsibilities and challenges because the Supreme Court is required to demonstrate its ability to create a professional, effective, efficient, transparent, and accountable organization of institutions. The regulation of the quality assurance accreditation system is based on Article 24 of the 1945 Constitution of the Republic of Indonesia which emphasizes that judicial power is an independent power to administer the judiciary to enforce law and justice. In that context, the Supreme Court is one of the actors of the judicial power in charge of the judiciary in the general court, religious courts, military courts, and state administrative courts. The above statement places the Supreme Court as the highest court of all judicial circles

⁴ Johnny Ibrahim,(2005), Teori dan Metodologi Penelitian Hukum Normatif, Bayumedia, Surabaya.

⁵ L. Moleong,(2002), Metode Penelitian Kualitatif, PT Remaja Rosdakarya, Bandung.

⁶ Friedman, in Widodo, Wahyu & Galang Windi Pratama, Toebagus. (2019). Poverty, Evictions and Development: Efforts to Build Social Welfare Through the Concept of Welfare State in Indonesia. 10.2991/icglow-19.2019.65.

³ Faisal,(2010), Menerobos Positivisme Hukum, Rangkang Education, Yogyakarta.

under it, and therefore the Supreme Court also supervises these judicial bodies. However, in formal juridical terms, the Supreme Court is not the only institution that carries out supervision, because there is still external supervision carried out by the Judicial Commission. The Judicial Commission itself is an external control institution, internal control of the Supreme Court because internal supervision of the judiciary is quite important and plays a role in empowering human resources (HR) of judicial bodies.

TAP MPR Number VI MPR in 2002 mandates the eradication of Corruption, upholding legal certainty and bureaucratic reform with an emphasis on a bureaucratic culture that is transparent, accountable, clean, and responsible and can serve as public servants and servants of the State.

In 2003 the Supreme Court published a Blue Print of the Supreme Court as stated in the Decree of the Chairman of the Supreme Court Number 71 / KMA / SK / III / 2011 2007 concerning the Grand Design of Bureaucratic Reform in 2010-2025 containing the Direction of the 2010-2035 Long-Term Plan to realize judicial institutions. as a modern and Supreme Judiciary Institution.

Along with the Acceleration of Bureaucratic Reform, the President has issued Presidential Regulation No. 81/2010 in realizing good governance in addition to the issuance of Law No. 25/2009 on Public Services.

In connection with the achievement of its vision, the Supreme Court has issued a number of accelerated regulations towards a Modern Justice through various kinds of regulations regarding Information Disclosure, namely the Decree of the Chief Justice of the Supreme Court number 26 of 2012 concerning Public Services regarding Court Service Standards.

Court Service Standards are a number of requirements as a working-guideline for Courts in providing Services for Service Users, which contain:

- a. Legal Basis
- b. System of Mechanism and Procedure
- c. Period of time
- d. Fees or Fares
- e. Service products
- f. Infrastructure
- g. Task Executor competence

The implementation of these services in practice cannot be separated from Indonesian culture which is a symbolic aspect of social life that includes expressions of what is right, what is wrong, what is appropriate, and what is inappropriate. In the Indonesian context, the legal culture referred to is a set of shared normative values derived from the entire local culture of the archipelago which is now called Indonesia. Ideologically, the Indonesian legal culture referred to by Soekarno is called Pancasila and is recognized as the pinnacle of Indonesian culture. The juridical-logical consequence is that the entire legal product governing the dynamics of the life of the Indonesian nation should be an actualization of the principles of Pancasila. If this is the understanding, when a legal product, for example, when a law is enacted, it will be accepted by the majority of citizens (if not, all) of the state if it is deemed as had "connection" to them, and if it is not accepted, it means that there may be a disconnection line, as well as the judges' legal decisions. Therefore, in the context of legal politics, if a set of laws and regulations from a colonial country or from another

country will be enforced, it must at least be adapted to the principles of Pancasila.

The diversity of legal culture is basically stated in a number of laws. For this reason, the juridical basics are at least visible at the level of statutory regulations, including in Law Number 32 of 2004 concerning The Regional Government. For example, Article 18 (4) of the 1945 Constitution of the Republic of Indonesia states that the Governor, Regent, and Mayor respectively as the head of the provincial, regency, and city-regional governments are elected democratically. Law Number 48 of Year 2009 states that Indonesian Legal Culture That Supports National Law Development legal and judicial problems in Indonesia's Law Development, Law Enforcement, and Legal Culture. Regarding Judicial Power, for example, Article 5 Paragraph (1) that states that "Judges and Constitutional Justices are obliged to explore, follow, and understand the legal values and a sense of justice that live in society".

Apart from that, it is also stated in Law Number 12 Year 2011 concerning the Formation of Legislation. Article 6 Paragraph (1) states that the content of the contents of Legislation must reflect the principles of: a. protection; b. humanity; c. nationality; d. kinship; e. archipelago; f. Unity in Diversity; g. justice; h. equal position in law and government; i. legal order and certainty; and/or j. balance, harmony, and harmony.

Sociologically, this range of the archipelago is spread out in addition to various ethnicities, religions, beliefs, and so on, there is also a social unit called a village with various characteristics. For example, in Aceh society it is called Gampong, in Batak society it is called Kuria, in Minangkabau society it is called Nagari, in Palembang society it is called Marga, in Ambon, it is called Negory, and so on. The aforementioned social diversity is a socio-cultural fact of the Indonesian nation so that the state respects this diversity and at the same time the diversity of social norms of the archipelago^[7].

In this context, every social entity has a legal culture that is expressed in all legal products which are derived from the Principles of Pancasila. Of course, it does not stop at the constitution such as the 1945 Constitution, but a set of statutory regulations ranging from laws, government regulations, presidential regulations, presidential decrees to the lowest regulations at the village level. In fact, every judge's legal decision in the judicial process, a series of decrees within the bureaucracy also contains the legal culture in question. All of these constitutional norms that follow up the articles of the constitution and are controlled by the values of Pancasila or the nation's culture so that these values can be returned or returned to the respective cultures of the Indonesian people themselves and accepted by all citizens of the archipelago.

2. Ideal Model For The Development Of A Modern Public Court Through The Ideal Quality Assurance Accreditation (APM) System In Building A Modern Public Court In Indonesia

Based on the author's analysis on the 2010-2035 Supreme Court Blueprint, SK KMA Number 71 / KMA / SK / III / 2001 concerning the Formation of the MA-RI RB Team, the

⁷ Dwijayanti, Mita. (2019). Eksistensi Pengadilan Negeri Dalam Penyelesaian Sengketa Adat Di Bali. Res Judicata. 2. 299. 10.29406/rj.v2i2.1751.

Decree of the Director-General of the Supreme Court of the General Court, compared to the author's research findings, revealed that there are three main problems in the implementation of Quality Assurance Accreditation in High Courts and District Courts, namely the unscheduled APM assessment system; leadership and systems that drive. This causes the implementation of Quality Assurance Accreditation in the High Court and District Court to be less than optimal.

Therefore, this research offers an improvement to the current concept of Quality Assurance Accreditation with the ideal, namely the Quality Assurance Accreditation Trainer Team into the substructure of TAPM Badilum, and TAPMPT. The Quality Assurance Accreditation Trainer Team will assist the organization in providing training and education to relevant stakeholders to carry out APM appropriately in accordance with the APM concept that has been established by BADILUM.

The APM program has been implemented since 2015 to date for high courts and district courts throughout Indonesia based on Decree Number: 026 / KMA / SK / II / 2012 concerning Judicial Service Standards. The application of APM is intended to carry out public services as referred to in Law Number 25 of 2009. The decree states that the court must be able to build public trust by improving the quality of services to the public. The court as a public institution in its activities has the responsibility to provide good services to all levels of society.

The public services provided by the court refer to Law Number 25 of 2009 concerning Public services. This law explains that in carrying out public services, several things that must be considered are that in the implementation of public services, it must be in accordance with the general principles of good governance and corporate governance. It is hoped that the administration of court services can be carried out honestly, fairly, openly, and reliably and away from corruption, collusion, and nepotism.

In order to improve the quality of services to the public and implement Decree Number: 026 / KMA / SK / II / 2012, the General Courts as one of the work units of the Supreme Court of the Republic of Indonesia which oversees general judicial institutions issued a policy on the Quality Assurance Accreditation (APM) program. The Quality Assurance Accreditation Program (APM) is carried out on the legal basis of the Decree of the Director-General of the General Courts (Ditjen Badilum) Number 1639 / DJU / SK / OT.01.1 / 9/2015 of 2015 concerning the Establishment of a Quality Assurance Accreditation Team for the General Courts of the Directorate General of Bodies General Court for Fiscal Year 2015, which was amended into Decree of the Director-General of General Courts Number: 1385a / DJU / SK / OT.01.3 / 09/2016 concerning Changes to the Accreditation Team for Quality Assurance of General Courts and strengthened by the Decree of the Director-General of General Courts Number: 2235 / DJU / SK / OT.01.3 / 12/2017 concerning the Formation of a Team for the Compilation of Practical Guidelines for Quality Assurance Accreditation of General Courts.

A modern court is one of the parameters for the realization of the ideals of the Quality Assurance Accreditation Program (APM), which is an innovative, structured, systemic, and sustainable program, and is a concrete answer to negative views on the performance of the public justice. This program is hoped to be a new form of supervision

innovative, structured, systemic and sustainable.

Chairman of the Supreme Court of the Republic of Indonesia, H. M. Hatta Ali ^[8] said that the emergence of quality assurance efforts through an external certification process is the court's persistence in modernizing technology-based case administration management. In the end, public trust and confidence in the judiciary do not only come from the quality of judges' decisions, but also from the quality of services provided by the judiciary as a whole.

Quality management is a structured system with a series of tools, techniques, and philosophies designed to create an organizational culture that focuses on justice seekers, involves the active participation of all elements of the court, and continuous quality improvement that supports achieving total and continuous justice seeker satisfaction.

The purpose of an audit at a government or private institution is to measure the achievement of quality objectives as programmed in the commitment so that by conducting regular and continuous audits, the achievement of quality objectives in a management program can be controlled. Audits are usually carried out by the Supreme Audit Agency (BPK) and the Financial and Development Supervisory Agency (BPKP) on the performance of the government in implementing its programs.⁶ The purpose of the audit itself, in addition to evaluating the achievement of quality objectives, but also evaluating the dimensions of excellent service includes punctuality, The accuracy of service, politeness and friendliness, responsibility, multiplicity, ease of getting service, variety of services, service flexibility, comfort and supporting facilities to achieve excellent service ^[9].

At present, the district courts are encouraged to improve their performance in order to be the best. Not only the best in the form or device appearance, but the best way to process the work, more anticipatory, innovative, and modern. Because the meaning of independence and professionalism of judges is reflected in real terms in the speed and accuracy of the court in completing its work and in serving justice seekers with quality standards of service that are just, fast, simple, low cost, and transparent.

For this noble purpose, the Supreme Court, as of January 1, 2014, has ordered all district courts to activate the online Case Tracking Information System (SIPP) or also known as the Case Track System (CTS) to monitor the flow of cases. In 2015, the development of the "revolution" in technology-based information systems was enhanced, from CTS version 2 to version 3. These modernization efforts were aimed at information disclosure and convenience for the public to access data on all cases, as well as the Supreme Court's efforts to monitor court performance throughout Indonesia.

In achieving quality objectives with excellent service dimensions, of course, it will be influenced by the quality of resources who have a strong will, skills, and abilities as well as a sincere and sincere attitude. If the courts have quality

⁸ PN Kendal, (2016), Akreditasi Penjaminan Mutu Pelayanan Peradilan Guna Meningkatkan Pelayanan Publik Serta Peradilan Unggul, <http://www.pn-kendal.go.id/main/index.php/en/berita/fokus-informasi/873-akreditasi-penjaminan-mutu-pelayanan-peradilan-guna-meningkatkan-pelayanan-publik-serta-peradilan-unggul>, accessed on June 2020.

⁹ Wiratraman, Herlambang. (2020). Law and Politics of Constitutional Courts, Indonesia and the Search for Judicial Heroes, by Stefanus Hendrianto. *Bijdragen tot de taal-, land- en volkenkunde, Journal of the Humanities and Social Sciences of Southeast Asia*. 176. 410-413. 10.1163/22134379-17601011.

resources, then services for court users will be of higher quality. To measure the achievement of excellent service quality, of course, will receive rewards from court users, both positive and negative assessments.

The seven APM criteria are the adoption of the International Framework for Court Excellent (IFCE) and the Bureaucratic Reform (RB) of the Supreme Court of the Republic of Indonesia which can be seen. The seven NER criteria refer to IFCE by considering 8 areas of Bureaucratic Reform in the Supreme Court of the Republic of Indonesia.

Based on the statement of the Chief Justice of the Supreme Court Hatta Ali as mentioned above, the Rule of Law Index published by the World Justice Project for the 2019 Period placed Indonesia in 62 out of 126 countries. This position has increased by one rank compared to 2018. One of the increases is the contribution of the corruption index value in the judiciary which in 2017-2018 received a value of 0.27, increasing to 0.29 in the 2019 period towards a perfect score of 1 as the strongest score in compliance with the law.

Hatta Ali further stated that the efforts made by the judiciary in preventing various dishonorable practices in the provision of judicial services had a positive influence on the authority of the Indonesian rule of law in the eyes of the world. One of the efforts to prevent dishonorable practices in the judiciary is the optimization of the use of information technology through various Supreme Court policies aimed at supporting services, transparency, and accountability^[10].

Along with the implementation of APM in the judiciary, many courts have received accreditation scores of B to A excellent. This achievement shows that court stakeholders are committed to improving the quality of providing legal services to the community. The advantage of this APM is that it is different from ISO certification which assesses the managerial processes of institutions in general, but APM has advantages in controlling the quality of the courts through the supervision and guidance process by the high courts in each province.

The implementation of this APM, according to the author, in order to run optimally must pay attention to the 10 Quality Assurance Criteria for General Courts, namely:

1. Leadership, Commitment in running the Quality Management System consistently and consequently to support the achievement of the desired goals. Leadership that is built by Quality Assurance Accreditation, that is Leadership that not only at the leadership level but is developed for every court apparatus where each personnel has the obligation to develop their capacity in order to realize the vision and mission set by the organization, Leadership with a mental attitude of integrity, clean from Corruption and Bureaucracy who serve a visionary leader, the vision and mission of the Supreme Court as a benchmark for the vision and mission of the General Court, a leader as a driving force with good management governance., a leader with a systemic way of thinking, able to solve problems with a complete view.
2. Strategic Planning of Process Management, a long-term plan that is comprehensive, provides a formulation of the direction of an organization, allocates resources to achieve goals within a certain period of time, is results-

oriented for a certain period of time, based on potential, opportunities, and constraints through vision and mission-directed.

3. Customer Focus, one part of the Quality Management System is the Service Standards for Service users regulated in SK KMA Number 26 of 2010 which contains: legal basis, system and mechanism, time period, costs and rates, Service Products, Service Facilities, and Implementer Competencies.
4. Process Management A series of planning and monitoring activities for the performance of a process, especially the task and function implementation process, begins with the process of systematically identifying and arranging the interactions between processes in part as a cycle with the Plan-Do-Controlling-Actuating (PDCA) model.
5. Resource Management, including Human Resources and Infrastructure Resources as well as Financial Resources in Court Organizations in achieving targets for the implementation of duties.
6. Document System, a document system in the form of Standard Operating Procedures (SOP) as a reference for carrying out tasks with accurate details in accordance with the standards set out in the Regulation of the Minister of Administrative Reform and Bureaucratic Reform.
7. Performance Result, namely the Assessment of Performance Results on Quality Assurance Accreditation, is a systematic measurement patterned on the Supervision and Prevention function as a benchmark for work results based on established work standards and work targets. Performance Results components which include: Monitoring and Measurement, Internal Assessment, and Customer Satisfaction Survey.
8. Legislation, Court hearings, and the success of the process. The success of the Court in carrying out its participation and effectiveness in carrying out its role as the Shrimp Legislative (Legislative), the Management System considers the needs of Service users as the most important factor in the Adjudication process.
9. User Satisfaction, Forms of User Satisfaction Performance involves the role of Judges, Registrars, and Service Users. In the form of a survey for Judges and Registrars, both in the form of a Questioner Workload, ability, level of difficulty of a case, and time for case completion.
10. International Certification, Quality Control Systems, and Quality Management are implemented in Switzerland as a quality standard for the performance of judicial bodies by cooperating with competent private institutions with international standards that have proven their reliability in a number of leading companies in Switzerland as ISO 9001 and 14001 Standards, based on Standards which has been established by the International Organization. In Switzerland, an Accreditation Body has been established which prioritizes the Quality System and Management of an organization that is recognized by the local State Accreditation Body. The Court Authority complies with the governance procedures of the International Certification Bodies according to the Standards set in accordance with the Court Quality Management System.

¹⁰ Widodo, Wahyu & budoyo, spto & Galang Windi Pratama, Toebagus. (2018). The Role of Law Politics on Creating Good Governance and Clean Governance for a Free-Corruption Indonesia in 2030. 10.36478/sscience.2018.1307.1311.

Conclusion

1. In its implementation, the development of a modern public court through the Quality Assurance Accreditation system (APM) is influenced by three things, namely the existing laws and regulations; Supreme Court institutional structure and culture developed within the MA, PT, and PN organizations. In terms of laws and regulations, Quality Assurance Accreditation has become a formal instrument as a form of assurance related to the quality of judicial services in Indonesia. These statutory instruments are also supported by the institutional structure as the implementer of the laws and regulations that form the basis for implementing APM. From a cultural perspective, the cultural backgrounds of court stakeholders have in common. This can be seen from the level of compliance with the Quality Assurance Accreditation instrument.
2. The ideal Model For The Development Of A Modern Public Court Through The Ideal Quality Assurance Accreditation (APM) System In Building A Modern Public Court In Indonesia can be achieved if following the Quality Assurance Accreditation System (APM) that is based on 10 Quality Assurance Accreditation Criteria for General Courts, namely: Leadership, Strategic Planning, Customer Focus, Process Management, Documentation Systems, Resource Management, Performance Results, Legislation by Judges, User Satisfaction as well as International Certification.

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