

**IMPLEMENTATION SUMMARY**

**International Framework for  
Court Excellence of  
Klaten District Court,  
Central Java, Indonesia**

**Prepare for :  
International Consortium for  
Court Excellence**

**2018**



This implementation summary of International Framework for Court Excellence (IFCE) is prepared as part of the Membership Proposal of Klaten District Court for becoming an Implementing Member of :

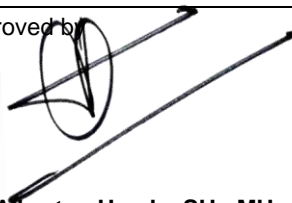
International Consortium for Court Excellence (ICCE)



**Klaten District Court**

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<p><b><u>Executive Summary</u></b></p> <p>Klaten District Court has its own initiative to implement the International Framework of Court Excellence (IFCE). This is a continuation program of the Indonesian Quality Assurance Accreditation which conducted in 2016 for Klaten District Court.</p> <p>Through the IFCE cycle implementation, Klaten District court is able to identify improvement area which is valuable to increase Court's performance and gain public trust.</p> <p>Klaten District Court is also known as one of the Technology and Digital base Court in Indonesia, to simplify the process within its operation and becoming easy to access by the Court users.</p> <p>It is already in the Court activity plan that they will conduct IFCE Self assessment and the Internal staff survey periodically, as part of the Plan-Do-Check-Action cycle approach in implementing the IFCE.</p>		<p>Submission Date : July 2018</p> <p>IFCE Cycle Implementation :</p> <table border="1"> <tr> <td>Self Assessment</td> <td>Q</td> </tr> <tr> <td>Measuring last year performance</td> <td>Q</td> </tr> <tr> <td>Improvement plan and Goal setting</td> <td>Q</td> </tr> <tr> <td>Implementation</td> <td>Q2 - Q4</td> </tr> <tr> <td>Global measure</td> <td>Q4</td> </tr> </table> <p>Approved by </p> <p><b>Mr. Albertus Usada, SH., MH.</b> Chief Judge Klaten District Court</p>				Self Assessment	Q	Measuring last year performance	Q	Improvement plan and Goal setting	Q	Implementation	Q2 - Q4	Global measure	Q4														
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<table border="1"> <thead> <tr> <th>Revision</th> <th>Description</th> <th>By</th> <th>Checked</th> <th>Approved</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>00</td> <td>Final Report</td> <td>DHY</td> <td>DHY</td> <td>ALU</td> <td>01/03/2018</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Revision	Description	By	Checked	Approved	Date	00	Final Report	DHY	DHY	ALU	01/03/2018													<p>This report has been prepared by Klaten District Court, with all reasonable care and diligence within the requirements and guidance or reference from International Framework for Court Excellence (IFCE).</p> <p>This report is confidential to ICCE and we accept no responsibility of whatsoever nature to any third parties to whom this report, or any part thereof, is made known. Any such party relies upon the report at their own risk.</p>				
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# I. INTRODUCTION

## A. PROFILE OF KLATEN CITY, CENTRAL JAVA, INDONESIA

The history of Klaten is spread into various arsip of ancient and colonial archives, both ancient archives and Javanese manuscripts. In the archive bundle of Surakarta Residency become a reference to the history of Klaten as mentioned in *Soerakarta Brieven van Buiten Posten*, 1784-1810, and *Daghregister van den Resi dentie Soerakarta* 1819. The written history of *Babad Tanah Jawi* became another source to trace the history of Klaten.



*Klaten District, Central Java, Indonesia*

The history of Klaten can also be found from the existence of Hindu temples, Buddhas temple, as well as the other ancient items. The origins of ancient villages in the past show credible information. The existence of Klaten Fort in the reign of Sunan Paku Buwana IV has significance in the history of Klaten.

The founding of the fort was the first stone laying started in July 28, 1804. This historical source can be found in the history of *Babad Bedhaning Ngayogyakarta* and *Geger Sepahi*. This date is commonly become anniversary of Klaten Regency is commemorated every year, through Local Regulation Number 12 Year 2007 of Klaten government.

Through areal view, Klaten Regency consists of terrain and mountains located at varying altitudes, ie 9.72 percent located at an altitude of 0-100 meters from sea level. 77.52 percent is located at an altitude of 100-500 meters from sea level and 12.76 percent is located at an altitude of 500-1000 meters from sea level.

Climatic conditions Klaten Regency includes a tropical climate with rainy and dry seasons all year, air temperature averaging 28-30 degrees Celsius with an average wind speed of about 153 millimeters per month with the highest rainfall in January (350 mm) and the lowest rainfall in July (8 mm).

Most of the district is a lowland and bumpy land. The northwestern part is a mountain, part of the Mount Merapi system. The capital of this district is on the main line Solo-Yogyakarta.

Klaten district itself has a variety of cultures that are very rich and until now still become a custom or tradition of society. Some cultures in Klaten include cultures *menyirih*, traditions

*padusan*, traditions *Syawalan* in Sidhoguri mountain, as well as some traditional ceremonies with the most famous of *Sadranan* Ceremony.

Some of the famous local heritage are following :



### 1. Lurik Weaving Craft, Pedan-Klaten

Pedan, one of the region in Klaten district is known as the center of *lurik* weaving crafts. *Lurik* is a hand-made patterned fabric. In this area, *lurik* has a very long history, starting from the ancestors

in 1948 there was Dutch Aggression, and Pedan was one of the affected areas. In 1950

after the aggression, residents who fled back to Pedan and they began to open a weaving business. From then, Pedan is known as the *lurik* weaving center in Klaten. Various types of *lurik* motifs produced until now.

Cultural Tourism was held Klaten's Lurik Carnival as a series of anniversary of Klaten Regency, has now become an annual event featuring Klaten lurik weaving as a cultural heritage and artistic potential of the segment of the populist economy that originally grown in the Pedan region.

### 2. Gerabah Craft, Bayat-Klaten



In the hamlet of Pagerjurang, Melikan village, Klaten district, *Sunan Bayat* bequeathed a pottery-making skill with a looping technique to local people, this was done in order to spread Islam religion and empower women to earn income through the making of pottery. *Sunan Bayat* also teaches ethical way of life based on harmony and mutual cooperation.

At that time *Sunan Bayat* requested that the pottery wedge be tilted with consideration of ethical values. *Sunan Bayat* saw the lack of appropriateness when a woman spun a pot with her legs stretched out like a male craftsman.

The technique of pottery rounds this *Sunan Bayat* thought has at least three interesting things.

The first design is very ergonomic and comfortable to use for women who at that time always use long fabric (*lurik/kebaya*).

Secondly, *Sunan Bayat* is very concerned about the ethical and courtesy that prevailed in the society at the time.

Third, the slopes can increase work productivity, because the influence of gravity, the soil more easily processed.

### 3. Plaosan Temple

This temple is also known as the Twin Temple. This temple is one of the existing Buddhist temples in Indonesia, located in Hamlet Plaosan, Bugisan Village, District Prambanan, Klaten regency, Central Java. This temple is located approximately 1 kilometer from the northeast of Sewu Temple.

Although this Plaosan Temple is a Buddhist temple, but this temple is architectural style blend between Hindu and Buddhism. This temple is estimated to be built in the 9th century AD during the reign of Rakai Pikatan of the Hindu Mataram Kingdom.



*Plaosan Temple, Klaten – Central Java, Indonesia*

The existence of the stupa (toppest part of the temple) is a Buddha statue, and ancillary temples (companion / small) in the form of stupas indicate that the temples are Buddhist temples. The temple complex was built in the 9th century by King Rakai Pikatan and Sri Kahulunan during the Medang Kingdom, also known as Ancient Mataram Kingdom.

## B. PROFILE OF KLATEN DISTRICT COURT

Klaten District Court since the Dutch era already existed with the name *Landraad* but at that time this name changes in accordance with the situation. The change can be seen in the Dutch era named *Landraad Klaten* or as *Judex Factio*. After the Indonesian independence, the court name change into Economic Court. The court building was established in 1918, then in 1981/1982 the Klaten District Court moved to its new building located on Jalan Raya Klaten-Solo KM. 2 Klaten, Kel Cungkrungan, Klaten District with the name of Klaten District Court, occupies of land and building as a whole in 4,000 M2 until now.

The Klaten District Court building was inaugurated on December 20, 1983 by Mr. H.Oman Sahidi, SH, a Head of Regional Office of the Ministry of Justice Indonesian Republic of Central Java.

Klaten Regency consists of 26 districts, which are further divided into 391 villages and 10 urban villages. The capital of this district is Klaten, which actually consists of three districts of North Klaten, Central Klaten and South Klaten. Klaten was formerly an Administrative City, but since the enactment of Law No. 22/1999 on Regional Government, there was no administrative city.



*Klaten District Court jurisdiction*

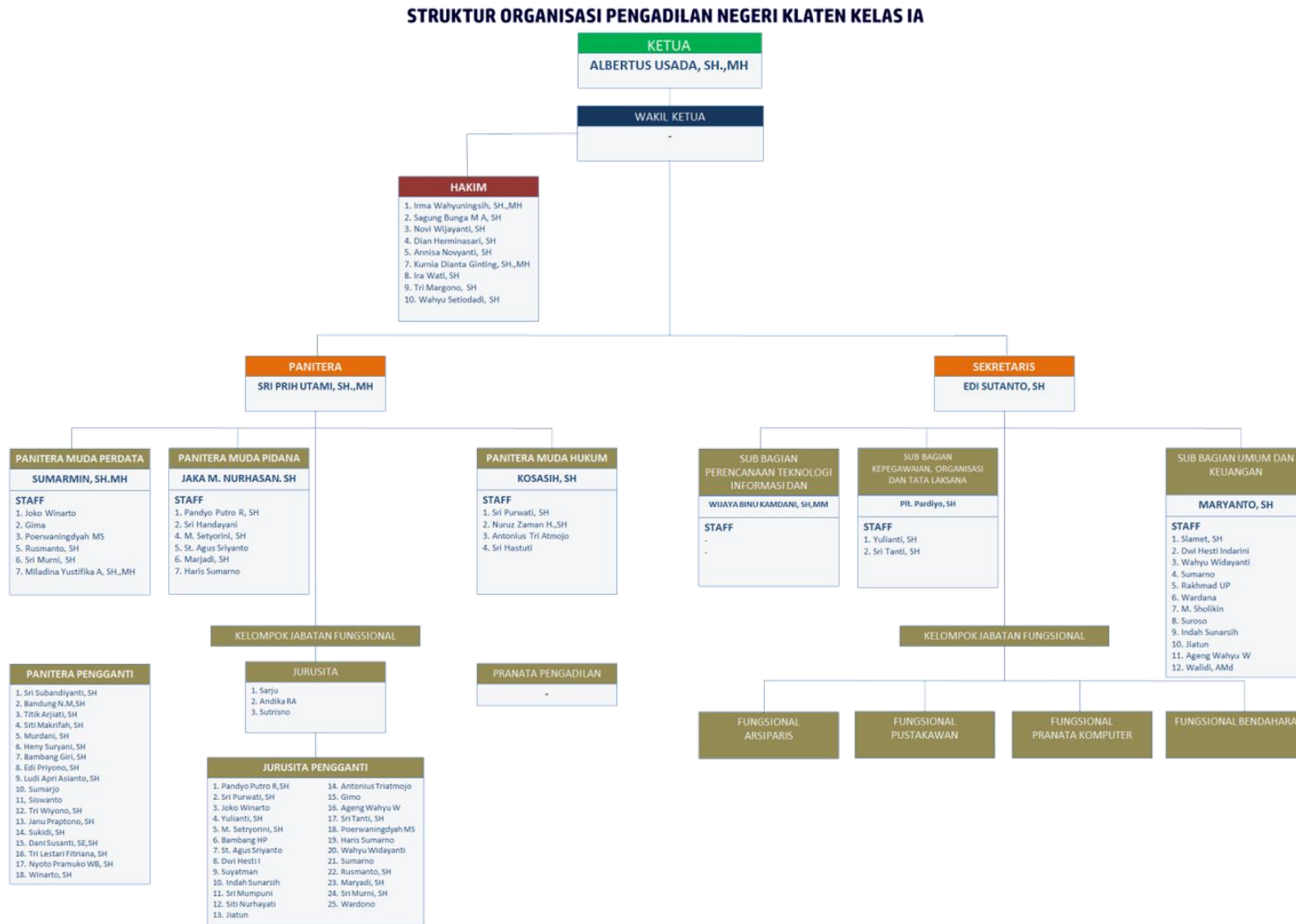
The position of Klaten District Court is under the institution of the Supreme Court of Indonesia / General Courts / High Court of Semarang as the organizer of Judicial Power in charge of administering the judiciary to uphold the Law and Justice. The main duty of Klaten District Court is to receive, examine, hear, and resolve cases within its jurisdiction.

Thus, Klaten District Court provide services to the court user in the area of the General Courts for judicial and administrative, to judge by law without discrimination, in order to achieve a simple, fast, and low cost trial.

Klaten District Court is chaired by a Chief Judge and assisted by a Vice Chief Judge as well as Judges who supervise and serve and responsible for the proper conduct of the Court and maintain the preservation of the image and authority of the Court supported by the security and goodwill of the Structural and Other Judicial Officials.

The main duties and functions of Klaten District Court can not be separated from the main duties and functions of the Technical and Non-technical aspect, because the whole series of basic tasks can work effectively if the tasks of the judiciary begin with the registration process, the trial, *minutering* until the execution and with functioning of administrative duties pertaining to infrastructure and equipment.

Organization Structure of Klaten District Court, as per July 2018 :





## **II. IMPLEMENTATION JOURNEY OF INDONESIAN COURT ACCREDITATION QUALITY ASSURANCE AT KLATEN DISTRICT COURT**

The Klaten District Court is one of the jurisdictions of the Semarang High Court, has becoming a prototype building that renovated in 2015. Currently, the court is providing one stop integrated services (PTSP) to provide information and services of Criminal case, Civil case and Legal information; to court user. It applies the spirit of service excellence, as to facilitate court user in managing their expectation. Through an integrated one stop services, the process in providing service to court user is become more effective.

### **2.1. Basic Implementation**

With the issuance of the Decree of the Director General of the General Courts No. 1639 / DJU / SK / OT01.1 / 9/2015 on the Internal Accreditation Team to conduct the assessment and Quality Assurance at the District and High Court according to the standards of ISO 9001: 2008 Certification. The decree was re-enhanced by the Central Java High Court and continued the implementation socialization to all employee of Klaten District Court, to to participate and support in obtaining Quality Assurance accreditation from the Supreme Court.

### **2.2. Preparation Stage**

#### **A. Development of Standard Operating Procedure (SOP)**

Standard Operational Procedure (SOP) is the basis or guidance in the implementation of tasks and activity that standardize the type of work, how to implement, target time, means of support and work generated.

In developing the SOP's the court involve Judge, officers, and other employee from each department. After having complete written procedures, then it socialized to all respective departments to be understood and become the basic guidelines in the implementation of Tasks and Functions and in providing Services to the court user with reference to Regulation of the Supreme Court Number 002 Year 2012, About the Guidelines for Preparation of Standard Operating Procedures in the Supreme Court Indonesia, to the Courts under its jurisdiction.

#### **B. Benchmarking**

The task force team also conducted benchmarking to other Court which has already succeeded in achieving the accreditation. At that time, the effort in developing and implementing court quality management system was not easy.

#### **C. Accomplishment Achieves Excellent "A" Accreditation**

1. Accreditation Acceptance and ISO 9001 : 2015

The achievement of Accreditation certification in November 2016 takes place in Lombok, Mataram, with pleasure and bagga receiving the Excellent Accreditation Certificate "A" Number: TAPM.038 / QMR / CERTIFICATE / 10/2016 and ISO 9001: 2015.

## 2. Maintaining Accreditation

As the Practical guidance to maintain the Quality Assurance Accreditation from the Supreme Court Indonesia, Klaten district court is cponitnuously maintain and improve the quality of performance and services to the court users in implementing the guidelines.



### III. IMPLEMENTATION OF INTERNATIONAL FRAMEWORK FOR COURT EXCELLENCE (IFCE) AT KLATEN DISTRICT COURT

The International Framework for Court Excellence (*IFCE*) is a quality management system published by the International Consortium for Court Excellence (ICCE) on 2014, to assist and provide a clear guidance for Klaten District Courts to improve and leverage court performance. This framework is a suitable media to enhance the Court Quality Assurance and accreditation program from Supreme Court Indonesia.

The framework assists Klaten District Court to identify areas of court performance capability and drive for improvement, as well as to develop and triggered an innovative way to address issues, improve transparency and clarity, enhance access, and reduce backlogs. At the very end, gaining public trust is becoming an ultimate goal.

The framework provides a structured method for Klaten District Court to employ and maximize court limited resources (both judicial and administrative) more efficiently. While using the framework represents a journey toward court excellence, the decision to use the framework is bringing a significant impact for Klaten District Court.

The framework that being use during implementation is IFCE version 03, published by the International Consortium for Court Excellence (ICCE) on 2014. We believe that this is the latest version which still valid until now.

#### 3.1. IFCE Approach in Klaten District Court

Although The framework identifies ten core values of courts that apply universally, Klaten District Court implement values that is set by the Supreme Court Indonesia as their judicial superior, to be embedded in all Courts in Indonesia.

IFCE Core Values		Klaten District Court values	
1	Equality before the law	1	Equality before the law
2	Impartiality	2	Impartiality
3	Independence of decision-making	3	Independence of judicial authority
		4	Institutional independence
		5	Functional independence
4	Competence	6	Accountability
5	Integrity	7	Integrity and Fairness
6	Fairness		
7	Transparency	8	Transparency
8	Accessibility	9	Responsibility
9	Timeliness		
10	Certainty		

*Core value comparison table between IFCE and Klaten District Court*

From the above table, Klaten district court core value is most likely align with the International Framework for Court Excellence (IFCE). This value is applying and implemented in early 2017, before the framework is introduced to the court.

These values guarantee the appropriate process and equal legal protection to those with an interest in the courts. That is why it is important that from the perspective of court users, the core values of the courts and the judicial process are made explicit and transparent.

These values will become a fundamental behavior of all staff in Klaten District Court, as an effort to achieve court's vision and mission. Implementation of these values will ultimately shaping the culture of Klaten district court.

The court values are contained within the seven areas of the International Framework of Court Excellence (IFCE). Implementation to Court Excellence is a step towards strengthening these values and for improving court performance. Each area captures an important focus for Klaten district court in pursuing excellence performance. Each area has a critical impact on the ability of the court to adhere to its core values and to deliver excellent court performance.

A court's performance is divided into the following Seven Areas of Court Excellence:

1. Court Leadership and Management
2. Court Planning and Policies
3. Court Resources (Human, Material and Financial)
4. Court Proceedings and Processes
5. Client Needs and Satisfaction
6. Affordable and Accessible Court Services
7. Public Trust and Confidence

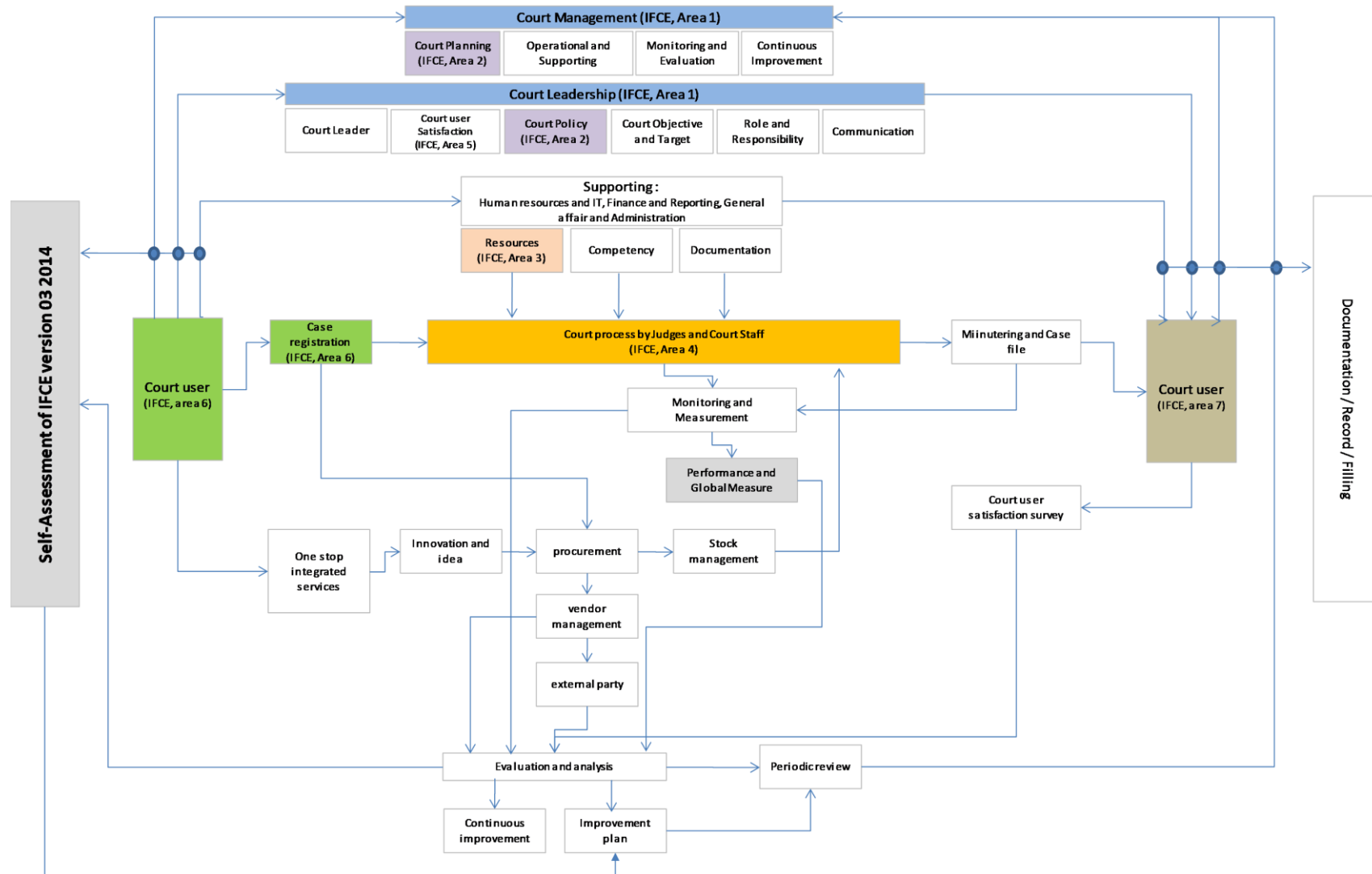
Seven areas of Court Excellence is currently become part of the court business process.

Components of a business process are the activities, personnel performing these activities, the information objects and physical objects handled and created by the process as well as the resources necessary for execution. A set of methods that commonly written as a standard / procedure / policy statement, is to align all the components of Klaten District Court to stakeholder expectation, in order to provide excellence service.

Process improvement methodologies such as analysis, measurement, and improvement plan; are used to re-engineer court business processes in order to identify and reduce opportunities for non-compliance.

Focusing on the business processes in the courts is a way to optimize the potential that court resources provides. It allows judges and court leaders dealing with technology to see that courts make more efficient use of finite resources and are more effective in serving court users as customers, thereby promoting greater public trust and confidence in the judicial area

International Framework of Court Excellence (IFCE) approach that apply in the Klaten district court, within the Court's business process, as following :



### 3.2. Implementation Phase of International Framework of Court Excellence (IFCE) in Klaten District Court

The implementation of International Framework of Court Excellence (IFCE) in Klaten District Court, divided into 4 phase activities :

#### 1. Self-assessment

A thoroughly assessment of court processes, involves analysis of performance compliance in the Seven Areas IFCE.

#### 2. Analysis

builds upon the assessment to determine the areas of court which represent areas capable of improvement.

#### 3. Improvement Plan

A constructive plan details the areas identified for improvement, using SMART (systematic, measureable, achievable, realistic, and time) technique to describe the actions proposed to be taken and the expected outcome. The plan shall consider available resources, applicable regulation, and institution context.

#### 4. Measurement

A specific measurement on the performance, consist of 2 type of measurement :

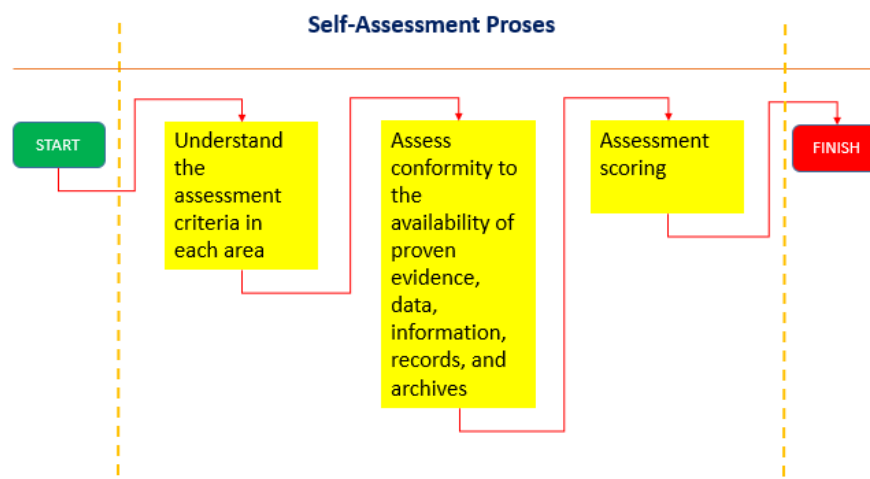
1. Performance measure
2. Global measure

Basic performance data base is required to define the measurement result.

These 4 phases are conducted sequentially, to ensure that the implementation of the IFCE methodology and approach can be well undertaken and to ensure that the results of the identification are accountable. Detail phase activity will be described below.

#### 3.2.1. Self Assessment

Self assessment performed at Klaten District Court, to measure the level of implementation of the requirements of Court Excellence on court operational activities. Self assessment process carried out using following methodology :



- Conduct a review of self-assessment checklist contained in the guide International Framework of Court Excellence, in appendix A.
- Teams are divided into seven groups according to the number of areas that will be verified.
- Team composition consists of a cross-functional member, from Technical and Non-Technical
- After each team do the assessment, then the whole team gathered for a plenary session and discuss the results of the assessment.
- The results of the assessment reviewed and approved by the Chief Judge of Klaten District Court

Self-assessment is a process of formative assessment during which Klaten District Court reflect on and evaluate the quality of their performance, processes and services. It is also to measure the degree to which they reflect explicitly stated goals or criteria, identify Court's strengths and weaknesses, and conduct improvement accordingly.

Self-assessment is conducted based on the belief that Court's management should periodically assess and reflect on its performance in carrying out key board responsibilities. This allow court leaders and staff to step back from routine court matters and candidly reflect on how well the court and its staff is meeting its responsibilities. The process should not place blame, embarrass or demean particular department or individual. Properly conducted, a self-assessment offers both tangible and intangible value to participating Chief judge and staff, stakeholder, and ultimately to the court users.

The self-assessment team should have at least one planning session to define the procedures and timetable of the independent assessment exercise. The team also needs to review the checklist to identify the basic information that needs to be collected to facilitate the self-assessment process.

Based on the information collected and the Team's observations and assessments, each member of the independent assessment team should consider each of seven areas (seven areas) for Court Excellence and identify what actions can be implemented related to the seven areas. The team then needs to consider in relation to each subject in seven areas, whether the court has taken action to implement the item and the success rate of each action taken and the results achieved.

Keep in mind that this subject uses a checklist and a distinction must be made for what has been done. An independent assessment step is crucial to understanding that certain particular aspects of the Court can be more effective or enhanced by improvement or innovation. As documentation records of checklists are met there must be documentation or other evidence supporting the results of the implementation of such activities. Similarly, the effective action required requires documentary evidence through a process of measurement or other objective facts showing the positive impact of the action.

There are 7 Area on the Self-Assessment, conducted at Klaten District Court :

1. Court Leadership and Management
2. Court Planning and Policies
3. Court Resources
4. Court Processes
5. Court user Satisfaction
6. Affordable court services
7. Public trust

### 3.2.1.1. Self Assessment result

#### A. 1<sup>st</sup> Self-Assessment

The first attempt on conducting Self-assessment and analysis, was on April 2018. Base upon the scoring result, Klaten District Court achieved 786 points.

	Areas	Maximum Points	Score Achived	Multiplier	Resulting Score	Maximum Weighted Score	Percentage Result	Maximum Percentage
1	Court Leadership and Management	70	61	2	122	140	87%	100%
2	Court Planning and Policies	60	23	3	69	120	58%	100%
3	Court Resources (Human, Material and Financial)	70	63	2	126	160	79%	100%
4	Court Proceedings and Process	50	38	2	76	100	76%	100%
5	Client Needs and Satisfaction	50	36	3	108	150	72%	100%
6	Affordable and Accessible Court Services	60	56	3	168	180	93%	100%
7	Public Trust and Confidence	50	39	3	117	150	78%	100%
Total					786	1000	79%	100%

#### *1<sup>st</sup> Self-assessment scoring result*

There were several areas that require an improvement plan, but Court planning and policies need significant and immediate improvement to be done shortly. Klaten district court then defined a 3 months 'burning platform' to improve lagging areas such as :

- Court planning and policies
- Court resources
- Client needs and satisfaction
- Public trust and confidence

Base upon the analysis, somehow there are things that need to be strategically define in a long term plan, while the others is possible to be part of the 'burning platform' initiative. Main objective is to thoroughly implement the framework and provide better court performance.



## B. Corrective Action Based on 1<sup>st</sup> Self-Assessment

Based on the 1<sup>st</sup> self-assessment that conducted at April 23<sup>rd</sup> – 26<sup>th</sup>, there were found some lack of implementations compare to the Court Excellence requirements. Then, all the need improvement findings were summarized as improvement plan that will be executed by DC Klaten's team in order to fulfill Court Excellence Standards. The Action Plan team was created where in each of the team is consisted cross functional staff that purposed to create solid team and achieve excellence processes in DC Klaten organization. All the team members were actively involve the task therefore many of improvements are achieved in the last 2 months after the visit. The Chief of the DC were also involve in leading and push the teams to focus and commit to the improvement processes in order to achieve and fulfill Court Excellence standards. Therefore in the 2<sup>nd</sup> self-assessment measurement, the score of court excellence implementation is increase compare to the 1<sup>st</sup> assessment.

In this 1<sup>st</sup> phase improvement activities, the team were focus on the leadership, facilities improvement, procedure and policy, monitoring and evaluation strategy, publication management, survey management, and increase customer satisfaction. Comprehensive action were taken by the team in order to achieve long term and establish processes, especially in complying with court excellence standard.

Below are the detail step for 1<sup>st</sup> improvement action that started form April 26<sup>th</sup> :

### 1. Composing Team Project

- ✓ 7 teams have been created with 1 leader in every team
- ✓ Each team are consisted cross functional staff in the DC
- ✓ All the team member are actively involving in the improvement project

### 2. 1<sup>st</sup> Self-Assessment

- ✓ Conducted Self-Assessment based on the current processes
- ✓ Scoring the actual processes (based on the self-assessment) refer to court excellence standard

### 3. Develop Action Plan List

- ✓ Create action plan list for each team
- ✓ Brainstorming improvement plan from each team member

### 4. Agreed Improvement Plan

- ✓ Agreed Improvement Plan list for all area
- ✓ PIC for each improvement plan are assigned
- ✓ Time line for each improvement

### 5. Execution, Monitoring, and Evaluation for effectiveness

- ✓ List of solved issues
- ✓ Evidence and documentation for all the accomplished issue

### 1<sup>st</sup> improvement plan were cover of :

1. Policy (Court Decree) revision and development in order to follow the court excellence requirement standard that cover of 7 areas.

#### Actions :

Court Leadership & Management, Court Planning & Policies, Court Resources, Court Processes, User's feedback, Affordable Court Services, Public Trust and Confidence.

2. SOP revision and development in order to follow the court excellence requirement standard
3. Facilities improvement such as disabilities support tools, information tools, publication media, signage, HSE & Security support, and waiting room for customers
4. Leadership Improvement by applying Lead by example, Effective Meeting, Delegation Process, proactive habit, and team work
5. KPI measurement and control  
Action :  
 The KPI measurement is conducted minimum one time a year.
6. Documentation Improvement  
Actions :  
 rechecking the filing management, standardize documentation, centralize documentation, and optimizing online documentation (website and IT base)
7. Report Management  
Action :  
 Review and standardize all reports, centralize the documentation of report, and socialization to all staffs
8. Monthly Meeting improvement  
Actions :  
 Revise the monthly meeting policy, meeting invitation with agenda, meeting documentation standard, and improvement plan list.
9. Internal Training Plan and documentation  
Actions :  
 Develop internal training plan for 2018 and re-documenting all the conducted training
10. Online Customer Survey Development  
Action :  
 conduct customer satisfaction survey from the official website
11. Improve the online publication  
Actions :  
 Optimizing the official website to publish all the DC's information in order to give clear information to the public in related with DC services including procedures, costs, service time, achievement, and policies

### **C. 2<sup>nd</sup> Self-assessment**

Prior several action plan had been executed, the team conduct and re-assess the court performance in seven areas, on July 2018. Detail result and description of the 2<sup>nd</sup> Self-assessment, are following :

**Area 1 :**

**Court Leadership and Management**

Sub Area	Court Leadership and Management	Number	1.A.1	Self-Assessment	
<b>1.A</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Our court leaders have defined the vision, mission and core values of our courts and stakeholders				
Self-Assessment Result :					
<p>The Court leader has determined the court vision, mission, and values has included and stated in the Court Quality manual.                      Latest revision of Court Quality Manual was on January 3<sup>rd</sup> 2018.</p>					
Implementation evidence :					
1. Court Quality Manual		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_1/Manual%20Mutu%20PN%20Klaten%20perubahan.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_1/Manual%20Mutu%20PN%20Klaten%20perubahan.pdf</a>			
2. Spot / location for visual communication of Court vision, mission, and values		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_1/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_1/</a>			

Sub Area	Court Leadership and Management	Number	1.A.2	Self-Assessment	
<b>1.A</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Our court leaders communicate the vision, mission and core values to all staff				
Self-Assessment Result :					
<p>Court vision and mission already communicated to all court staff during briefing, monthly meeting, and visually located in the strategic area and uploaded into the Klaten District Court website.</p> <p>The latest communication on Court vision and mission conducted on 14th December 2017, during monthly meeting.</p> <p>The communication to other stakeholders conducts through Klaten District Court website</p>					
Implementation evidence :					
1. Briefing result and minutes of meeting on 14th Desember 2017, communication for vission and mission		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_2/RAPAT%20DINAS%2014%20DESEMBER%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_2/RAPAT%20DINAS%2014%20DESEMBER%202017.pdf</a>			

2. Visual communication of vision and mission, and court value	<a href="http://pn-klaten.go.id/main/index.php/tentang-pengadilan/visi-dan-misi-pengadilan">http://pn-klaten.go.id/main/index.php/tentang-pengadilan/visi-dan-misi-pengadilan</a>
3. Klaten District Court website	<a href="http://www.pn-klaten.go.id">www.pn-klaten.go.id</a>

Sub Area	Court Leadership and Management	Number	1.A.3	Self-Assessment	
<b>1.A</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Our court leaders demonstrate the core values of the courts				
Self-Assessment Result :					
<p>Chief Judge and department leaders of Klaten District Court is demonstrating the core courts values.</p> <p>Chief Judge and department leaders is delivering the subject related to the court values defined in the Court slogan which is called "BISA" or in English mention as "CAN". Each letter has a meaning for Prestigious, Innovative, Well mannered, Accountable.</p> <p>Court slogan is echoing by all staff during ceremony in every Monday morning and Friday afternoon and also before monthly meeting is started. This approach enables court Leader to emphasis motivation, ownership, team work, and to remind Court values.</p> <p>Court Values is also constantly communicate during monthly meeting.</p> <p>Court Leader demonstrate the value of openness. In example, prior having court execution that attract media and public, Court Leader engage stakeholder such as local police, army, government; for coordination meeting.</p>					
Implementation evidence :					
1. Court slogan "BISA"	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_3/MVI_4401.MOV">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_3/MVI_4401.MOV</a>				
2. Documentation of ceremonial	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_3/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_3/</a>				
3. Monthly meeting contains exposure to the Court values from Chief Judge	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_3/NOTULEN%20SOSIALISASI%20PTSP%2028%20MARET%202018.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_3/NOTULEN%20SOSIALISASI%20PTSP%2028%20MARET%202018.pdf</a>				
4. Minutes and record of coordination meetings with stakeholder for Court execution	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A</a>				

	<a href="#">REA 1/POINT 3/NOTULEN%20SOSIALISASI%20PT SP%2028%20MARET%202018.pdf</a>
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Sub Area	Court Leadership and Management	Number	1.A.4	Self-Assessment	
<b>1.A</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We have developed a court culture consistent with our court values				
Self-Assessment Result :					
<p>Klaten District Court has developed a consistent culture base upon court values, as following actions and activities:</p> <ol style="list-style-type: none"> <li>1. The Court applies rules for sterile area to Court User litigation. This application as an expression of court value : The independence of Judge authority</li> <li>2. The Court gave the responsibility for all court staff to sign the integrity pact, excellent public services declaration. This an expression of court value : Integrity and faithfulness</li> <li>3. The open access for Court User information through the website, Case tracking system(SIPP), leaflet, banner, and any other visual aid communication. This an expression of court value : openness</li> </ol>					
Implementation evidence :					
1. Documentation of sterile area		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A_REA_1/POINT_4/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A_REA_1/POINT_4/</a>			
2. Integrity pact		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A_REA_1/POINT_4/PAKTA%20INTEGRITAS.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A_REA_1/POINT_4/PAKTA%20INTEGRITAS.pdf</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A_REA_1/POINT_4/PENANDATANGANAN%20PAKTA%20INTEGRITAS.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A_REA_1/POINT_4/PENANDATANGANAN%20PAKTA%20INTEGRITAS.pdf</a>			
3. Excellent public services declaration		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A_REA_1/POINT_4/PEMBACAAN%20PAKTA%20INTEGRITAS.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A_REA_1/POINT_4/PEMBACAAN%20PAKTA%20INTEGRITAS.pdf</a>			
4. Court website		<a href="http://www.pn-klaten.go.id">www.pn-klaten.go.id</a>			
5. Case tracking system (SIPP)		<a href="http://sipp.pn-klaten.go.id/">http://sipp.pn-klaten.go.id/</a>			

Sub Area	Setting Performance Standards and Obtaining Users' Feedback	Number	1.B.5	Self-Assessment	
<b>1.B</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We set time and service delivery standards and targets for case management aiming to meet and exceed user expectations		
Self-Assessment Result :					
<p>Klaten District Court has established time of standard service target, written in both Technical and Non-Technical procedures. These procedures actively applied on 20th September 2017</p> <p>The Quality objective/target are provided for all section and provided in every January for the running year.</p> <p>The Quality Objective and the target measured in month of December of the running year.</p>					
Implementation evidence :					
1. Sample of procedure		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_5/S.O.P%20SIDANG%20TEPAT%20WAKTU.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_5/S.O.P%20SIDANG%20TEPAT%20WAKTU.pdf</a>			
2. The quality objective of Klaten Court District		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_5/SASARAN%20MUTU%202017%20FINAL.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_5/SASARAN%20MUTU%202017%20FINAL.pdf</a>			
3. The Measurement result of the quality objective for the period on January until December 2017		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_5/capaian%20SASARAN%20MUTU%202017%20revisi.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_5/capaian%20SASARAN%20MUTU%202017%20revisi.pdf</a>			

Sub Area	Setting Performance Standards and Obtaining Users' Feedback	Number	1.B.6	Self-Assessment	
<b>1.B</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We measure our performance on a regular basis against these standards and targets		
Self-Assessment Result :					
<p>Klaten District Court measure its performance periodically against the applicable standards and determine / agreed target.</p> <p>Performance measurement is conducted with the achievement of quality objectives, and also through employee performance measurement (SKP) conducted in periodically once per year.</p>					

Implementation evidence :	
1. The quality objectives fulfillment	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_6/capaian%20SASARAN%20MUTU%202017%20revisi.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_6/capaian%20SASARAN%20MUTU%202017%20revisi.pdf</a>
2. The result of performance measure (SKP) in 2017	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_6/SKP.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_6/SKP.pdf</a>

Sub Area	Setting Performance Standards and Obtaining Users' Feedback	Number	1.B.7	Self-Assessment	
		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We obtain feedback from court users regularly				
Self-Assessment Result :					
<p>Klaten district court user provide feedback from the implementation of Court User Satisfaction Survey in every 6 months and daily. The court provides different survey measurement between daily and half year.</p> <p>Recapitulation for half-year court user satisfactory survey is available for H1 2017, H2 2017, and H1 2018. 2<sup>nd</sup> half-year of 2018 still on plan to be conducted on October 2018.</p>					
Implementation evidence :					
1. The procedure of Court User Satisfaction Survey		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/Prosedur%20mutu%20kepuasan%20pengguna%20pengadilan.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/Prosedur%20mutu%20kepuasan%20pengguna%20pengadilan.pdf</a>			
2. The result of Court User Satisfaction Survey on H1 2017, H2 2017, dan H1 2018		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20survey%20kepuasan%20bulan%20oktober%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20survey%20kepuasan%20bulan%20oktober%202017.pdf</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/LAPORAN%20SKM%202018%20FIX.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/LAPORAN%20SKM%202018%20FIX.pdf</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20Intern%202018.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20Intern%202018.pdf</a>			
3. Documentation of Customer Satisfaction Survey and implementation		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A</a>			

	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/SURVEY%20KEPUASAN%20PENGGUNA%20PENGADILAN.pdf">REA_1/POINT_7/SURVEY%20KEPUASAN%20PENGGUNA%20PENGADILAN.pdf</a>
4. Court User Satisfaction Survey form	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/DAFTAR%20PERTANYAAN%20SURVEY.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/DAFTAR%20PERTANYAAN%20SURVEY.pdf</a>

Sub Area	Setting Performance Standards and Obtaining Users' Feedback	Number	1.B.8	Self-Assessment	
<b>1.B</b>		Area	1	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We review our performance data and feedback on a regular basis				
Self-Assessment Result :					
<p>Klaten district court conduct review and analysis base upon the received feedback as well as court user satisfaction Survey result.</p> <p>The quality objectives achievement has reviewed against the fulfillment and rationalization.</p> <p>however, for the employee performance measurement (SKP) has done. However, this has not been reviewed and analyzed.</p>					
Implementation evidence :					
1. The Result of Court User Satisfaction survey H1 dan H2 in 2017; and H1 in 2018	<p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20survey%20kepuasan%20bulan%20oktober%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20survey%20kepuasan%20bulan%20oktober%202017.pdf</a></p> <p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/LAPORAN%20SKM%202018%20FIX.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/LAPORAN%20SKM%202018%20FIX.pdf</a></p> <p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20Intern%202018.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20Intern%202018.pdf</a></p>				
2. The result of analysis and review of quality objective fulfillment in 2017	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_6/capaian%20SASARAN%20MUTU%202017%20revisi.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_6/capaian%20SASARAN%20MUTU%202017%20revisi.pdf</a>				



Sub Area	Setting Performance Standards and Obtaining Users' Feedback	Number	1.B.9	Self-Assessment	
<b>1.B</b>		Area	1	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We use data and feedback to plan improvements in our performance, procedures and processes				
Self-Assessment Result :					
<p>The improvement planning is discussed and formulated in the management review meeting.</p> <p>However, there is no documentation for improvement planning and the monitoring and evaluation process has not been consistently done to check for effectiveness.</p>					
Implementation evidence :					
1. Result of Court User Satisfaction survey H1 dan H2 in 2017; dan H1 in 2018.		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20survey%20kepuasan%20bulan%20oktober%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20survey%20kepuasan%20bulan%20oktober%202017.pdf</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/LAPORAN%20SKM%202018%20FIX.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/LAPORAN%20SKM%202018%20FIX.pdf</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20Intern%202018.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_7/laporan%20Intern%202018.pdf</a>			
2. Result of analysis and review of quality objective fulfillment in 2017.		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_6/capaian%20SASARAN%20MUTU%202017%20revisi.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_6/capaian%20SASARAN%20MUTU%202017%20revisi.pdf</a>			

Sub Area	Engaging Court Staff and the Community	Number	1.C.10	Self-Assessment	
<b>1.C</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We regularly provide information to court users and the community				
Self-Assessment Result :					
<p>Klaten District Court provides information about their service to Court User in the form of :</p> <ol style="list-style-type: none"> <li>1. Case tracking system (SIPP) to all cases related information</li> <li>2. Provide list of fine ticket</li> <li>3. Established written procedure of litigation</li> <li>4. Case cost</li> <li>5. Established flow process for legal aid centre</li> </ol>					

Implementation evidence :	
1. Case tracking system (SIPP) to all cases related information	<a href="http://sipp.pn-klaten.go.id/">http://sipp.pn-klaten.go.id/</a>
2. E-tilang (ticket) application	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_10/APLIKASI%20E%20TILANG.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_10/APLIKASI%20E%20TILANG.pdf</a>  <a href="http://pn-klaten.go.id/main/">http://pn-klaten.go.id/main/</a>
3. Litigation procedure	<a href="http://pn-klaten.go.id/main/index.php/layanan-hukum/prosedur-pengajuan-dan-biaya-perkara">http://pn-klaten.go.id/main/index.php/layanan-hukum/prosedur-pengajuan-dan-biaya-perkara</a>
4. Case cost	<a href="http://pn-klaten.go.id/main/index.php/layanan-hukum/prosedur-pengajuan-dan-biaya-perkara">http://pn-klaten.go.id/main/index.php/layanan-hukum/prosedur-pengajuan-dan-biaya-perkara</a>
5. Flow process for legal aid centre	<a href="http://pn-klaten.go.id/main/index.php/layanan-hukum/layanan-hukum-bagi-masyarakat-kurang-mampu/posbakum">http://pn-klaten.go.id/main/index.php/layanan-hukum/layanan-hukum-bagi-masyarakat-kurang-mampu/posbakum</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_10/Layanan%20Hukum%20Bagi%20Masyarakat%20Tidak%20Mampu%20di%20Pengadilan.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_10/Layanan%20Hukum%20Bagi%20Masyarakat%20Tidak%20Mampu%20di%20Pengadilan.pdf</a>

Sub Area	Engaging Court Staff and the Community	Number	1.C.11	Self-Assessment	
<b>1.C</b>		Area	1	Score	2
		IFCE	V3.2014	Compliance	NO
		Court Excellence Criteria	Our senior judicial officers are actively involved in our review, planning, court user and community education processes		
Self-Assessment Result :					
<p>Klaten District Court is passively providing education program to the court user through the implementation of One Stop Integrated Service (PTSP).</p> <p>However, for the active education, that is very few educational activity about litigation process, on the official website link of Klaten District Court.</p>					
Implementation evidence :					
1. Procedure of One stop integrated service (PTSP)		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_11/S%20O%20P%20PTSP.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_11/S%20O%20P%20PTSP.pdf</a>			
2. Documentation of One stop integrated service (PTSP)		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_11/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_11/</a>			

3. Access for court services information	<a href="http://pn-klaten.go.id/main/index.php/layanan-publik/prosedur-permohonan-informasi">http://pn-klaten.go.id/main/index.php/layanan-publik/prosedur-permohonan-informasi</a>
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Sub Area	Innovation	Number	1.D.12	Self-Assessment	
<b>1.D</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	Our leaders actively promote an innovation culture in our courts		
Self-Assessment Result :					
Klaten district court leaders is actively promote an innovation and idea innitiave, conduts and communicate in the monthly meeting.					
Evidence :					
Monthly meeting including the promotion and discussion of innovation		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_12/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_12/</a>			

Sub Area	Innovation	Number	1.D.13	Self-Assessment	
<b>1.D</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We seek to identify and adopt innovative ideas and practices to improve our court's performance		
Self-Assessment Result :					
Klaten district court has adopted the innovation idea for improving court performance.					
Implementation evidence :					
Court innovation list which has proceeded / done / implemented.		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_13/3%20SK%20INOVASI.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_13/3%20SK%20INOVASI.pdf</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_14/INOVASI%20PENGADILAN%20NEGERI%20KLATEN.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_1/POINT_14/INOVASI%20PENGADILAN%20NEGERI%20KLATEN.pdf</a>			

Sub Area	Innovation	Number	1.D.14	Self-Assessment	
<b>1.D</b>		Area	1	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Our leaders demonstrate and reinforce their commitment to court innovation in day-to-day activities				
Self-Assessment Result :					
Klaten District Court Leader provide a communication related to innovation, through coordination meeting with innovation task force team. This meeting works as needed until the innovation can be implemented.					
Implementation evidence :					
List / progress of innovation which has been done and implemented within current court operation		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_14/INOVASI%20PENGADILAN%20NEGERI%20KLATEN.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_14/INOVASI%20PENGADILAN%20NEGERI%20KLATEN.pdf</a>			

**Area 2 :**

**Court Planning and policies**

Sub Area	Court Planning and policies	Number	2.A.1	Self-Assessment	
<b>2.A</b>		Area	2	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We have a strategic plan that identifies the court's values, targets and plans				
Self-Assessment Result :					
<p>Klaten District Court has a strategic plan for 2017 and 2018. The process of developing yearly Strategic plan is base upon 5 years strategic plan. Yearly strategic is finalized in every month of January, while the preparation is conducted in Q4 prior the upcoming year.</p> <p>The target and court plans are drafted and determined at the end of the years, and that will be run for the next year.</p> <p>Klaten District Court has also a matrix for 5 years strategic plan, prepared for 2015 to 2019.</p> <p>Court values were also reflected in the Court's strategic plan on the 2015 - 2019 matrix.</p>					
Implementation evidence :					
1. Strategic plan (Renstra) 2017		<a href="http://pn-klaten.go.id/main/images/files/sakip2017/05%20REVISI%20RENCANA%20KINERJA%20TAHUN%202017.pdf">http://pn-klaten.go.id/main/images/files/sakip2017/05%20REVISI%20RENCANA%20KINERJA%20TAHUN%202017.pdf</a>			
2. Strategic plan (Renstra) 2018		<a href="http://pn-klaten.go.id/main/images/files/sakip2017/04%20PENETAPAN%20KINERJA%20TAHUN%202018.pdf">http://pn-klaten.go.id/main/images/files/sakip2017/04%20PENETAPAN%20KINERJA%20TAHUN%202018.pdf</a>			
3. 5 years matrix of Strategic Plan 2015 - 2019 of Klaten District Court		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%201/REVIEW%20RENSTRA%20PN%20KLATEN%202015_2019.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%201/REVIEW%20RENSTRA%20PN%20KLATEN%202015_2019.pdf</a>			

Sub Area	Court Planning and policies	Number	2.A.2	Self-Assessment	
<b>2.A</b>		Area	2	Score	2
		IFCE	V3.2014	Compliance	NO
Court Excellence Criteria	We involve judges and court staff in the court's review and planning processes				
Self-Assessment Result :					
Judges and Court staff have not all involved yet in the process of review and planning.					

<p>Klaten District Court has defined a task force team to develop Performance Report of Government Agencies (LKJIP) who responsible for the upcoming year's strategic planning.</p> <p>However :</p> <ol style="list-style-type: none"> <li>1. Klaten District Court has not implicated the Judge and the Court Staff for developing the strategic plan for the upcoming year</li> <li>2. Performance report of government agencies (LKJIP) review has implicated Court staff. However, Judges has not been involved.</li> <li>3. The activity in preparing strategic plans meeting or reviewing, has not been documented.</li> </ol>	
<p>Implementation evidence :</p>	
<p>1. Decree of performance report of government agencies (LKJIP) team, numb.: W12.U9/26/KP.07.01/I/2018</p>	<p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/SK%20TIM%20PENYUSUN%20SAKIP.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/SK%20TIM%20PENYUSUN%20SAKIP.pdf</a></p>
<p>2. Documentation on strategic plan : Renstra, RKT, LKJIP, IKU, PKT (2017)</p>	<p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/LKJIP%20PN%20KLATEN%20017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/LKJIP%20PN%20KLATEN%20017.pdf</a></p> <p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/REVIU%20RENSTRA%20PN%20KLATEN%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/REVIU%20RENSTRA%20PN%20KLATEN%202017.pdf</a></p> <p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/REVISI%20PENETAPAN%20KINERJA%20TAHUN%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/REVISI%20PENETAPAN%20KINERJA%20TAHUN%202017.pdf</a></p> <p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/REVISI%20RENCANA%20KINERJA%20TAHUN%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/REVISI%20RENCANA%20KINERJA%20TAHUN%202017.pdf</a></p> <p><a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/REVIU%20IKU%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%20/REVIU%20IKU%202017.pdf</a></p>

Sub Area	Court Planning and policies	Number	2.A.3	Self-Assessment	
<b>2.A</b>		Area	2	Score	1
		IFCE	V3.2014	Compliance	NO
Court Excellence Criteria	We have a process for monitoring and reviewing the strategic plan				
Self-Assessment Result :					

<p>Klaten District Court has conducted monitoring and review to an agreed strategic plan.</p> <p>However, the process of Monitoring and review the strategic plan is not written and standardized in the form of Standard Operating Procedure (SOP)</p>	
Implementation evidence :	
1. Documentation of monitoring and review of strategic plan	<a href="https://drive.google.com/open?id=1ejzqO0tq_AOd4KUSbwrLYVv8keRd5VcS">https://drive.google.com/open?id=1ejzqO0tq_AOd4KUSbwrLYVv8keRd5VcS</a>
2. Decree on reviewing strategic plan and performance indicator	<a href="https://drive.google.com/open?id=11wrRIGs_JOI JcnEVwgKnuP6gA6XcHcvk">https://drive.google.com/open?id=11wrRIGs_JOI JcnEVwgKnuP6gA6XcHcvk</a>  <a href="https://drive.google.com/open?id=1RmZZQ_49S7QpkEO_vfxgGFd3rGGu4SDJ">https://drive.google.com/open?id=1RmZZQ_49S7QpkEO_vfxgGFd3rGGu4SDJ</a>

Sub Area	Court Planning and policies	Number	2.A.4	Self-Assessment	
<b>2.A</b>		Area	2	Score	3
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We allocate resources for actions identified in our strategic plan				
Self-Assessment Result :					
<p>Klaten District Court has allocated financial resources, identified in the Budget Implementation Diagnostic Document (DIPA). This document is prepared with initial planning on the ministry / Institution Budget Performance Plan (RKAKL) document.</p> <p>Klaten District Court has also allocated and identify resources for people. Should thereby any enquiries for man power, request proposal is prepared bas upon needs (incidental) and proposed to the Supreme Court.</p> <p>However, the needs of human resource have not been thoroughly identified as part of the strategic plan.</p>					
Implementation evidence :					
1. Strategic plan (Renstra) 2017		<a href="https://drive.google.com/open?id=1JpoyCTUcJh1RAuYFWrI9FIDK46CIKkrk">https://drive.google.com/open?id=1JpoyCTUcJh1RAuYFWrI9FIDK46CIKkrk</a>			
2. Strategic plan (Renstra) 2018		<a href="https://drive.google.com/open?id=18dKwvz7YEMKxZDkIncXjUgf6tDj2HP4">https://drive.google.com/open?id=18dKwvz7YEMKxZDkIncXjUgf6tDj2HP4</a>			
3. Review long term strategic plan 2015 – 2019 Klaten District Court		<a href="https://drive.google.com/open?id=1ejzqO0tq_AOd4KUSbwrLYVv8keRd5VcS">https://drive.google.com/open?id=1ejzqO0tq_AOd4KUSbwrLYVv8keRd5VcS</a>			

4. Documentation of resource need and identification: RKAKL, DIPA (2017)	<a href="https://drive.google.com/open?id=1xvMgDrPOIjpR-oEwRyUxrJ3s222Ds2fr">https://drive.google.com/open?id=1xvMgDrPOIjpR-oEwRyUxrJ3s222Ds2fr</a>
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Sub Area	Court Policies	Number	2.B.5	Self-Assessment	
		Area	2	Score	5
		IFCE	V3.2014	Compliance	YES
<b>2.B</b>					
Court Excellence Criteria	We have judicial and court policies to support our values, targets and plans				
Self-Assessment Result :					
<p>Klaten District Court has determined the policy to support Court Values, include target and court plan. These policies approved by Chief Judge, and issued an official decree to ensure implementation.</p> <p>Statement policies as follows :</p> <ol style="list-style-type: none"> <li>1. Quality policy</li> <li>2. Integrity zone</li> <li>3. Bureaucratic Reform</li> <li>4. And the other of 56 decrees by Chief Judge</li> </ol> <p>Policies are displayed in strategic court area. It periodically reviewed for content and update.</p>					
Implementation Evidence :					
1. Quality policy		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_2/IMG_20180524_084237.jpg">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_2/IMG_20180524_084237.jpg</a>			
2. Integrity zone policy		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_2/IMG_20180524_084429.jpg">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_2/IMG_20180524_084429.jpg</a>			
3. Bureaucratic Reformation policy		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_2/IMG_20180524_084422.jpg">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_2/IMG_20180524_084422.jpg</a>			
4. And the other of 123 decrees by Chief Judge		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%205/KUMPULAN%20SK%20TH%2020116%20%20%202017%20%20%202018.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_2/POINT%205/KUMPULAN%20SK%20TH%2020116%20%20%202017%20%20%202018.pdf</a>			



Sub Area	Court Policies	Number	2.B.6	Self-Assessment	
<b>2.B</b>		Area	2	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We publish our policies and monitor compliance		
Self-Assessment Result :					
Klaten District Court has published policies for compliance. The court has also conducted a periodic review on the policies.					
Implementation evidence :					
Klaten district court policy and decree					

Sub Area	Court Policies	Number	2.B.7	Self-Assessment	
<b>2.B</b>		Area	2	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We review our policies regularly to ensure court quality and efficiency		
Self-Assessment Result :					
Klaten District Court has conducted regular review on policies. New and revision policy or supporting decree will be made when required.					
The Documentation of changes to the policy / Decree is contained and documented in the new document revision.					
Implementation evidence :					
Documentation of reviewing Policies		<a href="https://drive.google.com/open?id=1FuNjf2CACI9UTwKitOKz-1k1A5XgaRDm">https://drive.google.com/open?id=1FuNjf2CACI9UTwKitOKz-1k1A5XgaRDm</a>  <a href="https://drive.google.com/open?id=1g6Jj4jb9qPNw2dMK6a5-VM1IOYNRBvaQ">https://drive.google.com/open?id=1g6Jj4jb9qPNw2dMK6a5-VM1IOYNRBvaQ</a>			

Sub Area	Innovation	Number	2.C.8	Self-Assessment	
<b>2.C</b>		Area	2	Score	3
		IFCE	V3.2014	Compliance	Partial
		Court Excellence Criteria	We have put in place a court innovation strategy, with short and long term goals, as an integral part of our planning that is aligned with our court's objectives and goals		
Self-Assessment Result :					

Klaten District Court has been planning about innovation, and a documented plan for short term innovation is exist and identified.

However, the Court has not provided a documentation of long term innovation plan.

Should this document made available, it will be categorized as confidential.

Implementation evidence :

Short term innovation plan

[https://drive.google.com/open?id=12erBED5tEyORBufMVRO-xVAgLloK\\_c0P](https://drive.google.com/open?id=12erBED5tEyORBufMVRO-xVAgLloK_c0P)

**Area 3 :**

**Court Resources**

Sub Area	Court Leadership and Management	Number	3.A.1	Self-Assessment	
<b>3.A</b>		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We manage the workload of judges and court staff so cases are decided in a timely and quality manner				
Self-Assessment Result :					
<p>Klaten District Court has defined permanent Judges Panel. Court has 10 Judges, and these Judges were divided into 3 group assembly ( 1 appointed as panel Leader and the othee 2 Judges become panel Member).</p> <p>Klaten District Court has also defined and appointed permanent Court staff. Total number of Curt staff is 18, and divided into 3 group assembly. This provision was made by the panel Leader concerning by the Chiefs Judge’s appointment and rotation of Court staff.</p>					
Implementation evidence :					
Documentation of appointment panel Leader by Chief Judge		<a href="https://drive.google.com/open?id=1hle3OUkTVfk6PkaST3wWJlmM32PDBOmk">https://drive.google.com/open?id=1hle3OUkTVfk6PkaST3wWJlmM32PDBOmk</a>			
Documentation of appointment Court staff (Substitute registrar) by the Registrar Officer		<a href="https://drive.google.com/open?id=1dOPqt3Uhb1qKtF4qoor1LdndIWjC8hS6">https://drive.google.com/open?id=1dOPqt3Uhb1qKtF4qoor1LdndIWjC8hS6</a>			
Documentation of Decree from Chief Judge, to determine permanent group of Panel Judges and Court staff (substitute registrar)		<a href="https://drive.google.com/open?id=1s59KcBKiHXFsQReQsJo9D8UvVyIDelj">https://drive.google.com/open?id=1s59KcBKiHXFsQReQsJo9D8UvVyIDelj</a>			
Documentation of appointment <i>Deurwarder</i> (bailiff)		<a href="https://drive.google.com/open?id=1B27tM2gFScPy7VSz8FXoJF_f94pBXKZd">https://drive.google.com/open?id=1B27tM2gFScPy7VSz8FXoJF_f94pBXKZd</a>			

Sub Area	Court Leadership and Management	Number	3.A.2	Self-Assessment	
<b>3.A</b>		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We predict and manage our resources to meet anticipated workloads				
Self-Assessment Result :					
<p>Klaten District Courts regularly conduct monthly coordination meeting that are held in the early month at the first weeks, to discuss and evaluate progress of the previous month's work and determine planning the next month's of monthly performance in each section.</p>					

Klaten District Court also held general monthly meeting in every month to discuss the evaluation result and the work plans from each sector and delivering the information from Court Leader.

However, this activity has not been established as a fix schedule and planned activity and programmed. This process does not standardize in the procedure.

All employee of Klaten District Court is obliging to made the integrity pact and performance target. This obligation is requested to be completed in month January of every year. Performance and achieved target will be assessed at the end of the year by their respective direct superior.

Implementation evidence :

1. Monthly meeting procedure	<a href="#">Tidak ada</a>
2. Decree concerning the monthly meeting activity	<a href="https://drive.google.com/open?id=1VvdGBNMpbNsQvCgRWkGrmh53bmxEG-PL">https://drive.google.com/open?id=1VvdGBNMpbNsQvCgRWkGrmh53bmxEG-PL</a>
3. Regular Meeting documentation	<a href="https://drive.google.com/open?id=11fZwNphhQSc2-LZ205dXcciXgfw55Rut">https://drive.google.com/open?id=11fZwNphhQSc2-LZ205dXcciXgfw55Rut</a>
4. Integrity patch	<a href="https://drive.google.com/open?id=1L4vGd0dh-IG5Gi9wie7fhPUU0DljUVu">https://drive.google.com/open?id=1L4vGd0dh-IG5Gi9wie7fhPUU0DljUVu</a>
5. Employee performance and target (SKP / DP3)	<a href="https://drive.google.com/open?id=1aQIgfVvJXo11bhNawig21YSiKlVlDJNA">https://drive.google.com/open?id=1aQIgfVvJXo11bhNawig21YSiKlVlDJNA</a>
6. Procedure for Employee Performance and Target (SKP / DP3)	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KL_ATEN/AREA_3/POINT%202/10.%20SOP%20SASARAN%20KINERJA%20PEGAWAI%20(SKP).pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KL_ATEN/AREA_3/POINT%202/10.%20SOP%20SASARAN%20KINERJA%20PEGAWAI%20(SKP).pdf</a>
7. Decree and/or applicable legal and regulation related to integrity patch	<a href="https://drive.google.com/open?id=1wTgmS_mWVDsVmVBI9hKmN2_qSCDNyR1e">https://drive.google.com/open?id=1wTgmS_mWVDsVmVBI9hKmN2_qSCDNyR1e</a>

Sub Area	Court Leadership and Management	Number	3.A.3	Self-Assessment	
<b>3.A</b>		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We manage our financial resources efficiently and effectively				
Self-Assessment Result :					
Klaten District Court has arranged budget according to the need trough planning, using Strategic Plan and Budget of government institution (RKA-KL) application. This proposal appears definitive and then adjusted to the needs that will be spent in the forthcoming budget year.					

After getting the statement of allowable maximum budget spending at the beginning of the fiscal year, the Court is planning for the spending activities in accordance with the existing limit.	
Implementation Evidence :	
1. Documentation of Strategic Plan and Budget of government institution (RKA-KL)	<a href="https://drive.google.com/open?id=16e9VZr37jcaCcnwppWNkXQWd6EIV9IZ6">https://drive.google.com/open?id=16e9VZr37jcaCcnwppWNkXQWd6EIV9IZ6</a>
2. Documentation of Budget allocation and planning (DIPA)	<a href="https://drive.google.com/open?id=1WASbcCNHPshZZVglISLNUXP-j-nPgGYr0">https://drive.google.com/open?id=1WASbcCNHPshZZVglISLNUXP-j-nPgGYr0</a> <a href="https://drive.google.com/open?id=1c2vo97D_nOYpHHJnfZVT4rkR3q71prhU">https://drive.google.com/open?id=1c2vo97D_nOYpHHJnfZVT4rkR3q71prhU</a>
3. POK, The instruction of operational activity	<a href="https://drive.google.com/open?id=1-DwbG-9Htsgzxi_hPx33TYyGCKttM42M">https://drive.google.com/open?id=1-DwbG-9Htsgzxi_hPx33TYyGCKttM42M</a>
4. Documentation of revision Budget allocation and planning (DIPA)	<a href="https://drive.google.com/open?id=1a5GwNa8qDlvQwmGcN5BQU-x1wQSPkh6X">https://drive.google.com/open?id=1a5GwNa8qDlvQwmGcN5BQU-x1wQSPkh6X</a> <a href="https://drive.google.com/open?id=1_rhjj0aX0WlstRlZArQN7h27qVoslmh">https://drive.google.com/open?id=1_rhjj0aX0WlstRlZArQN7h27qVoslmh</a>
5. Budget realisation report	<a href="https://drive.google.com/open?id=1_J12BHiQCjSIEiJum1eP_dkqn1pGkGkM">https://drive.google.com/open?id=1_J12BHiQCjSIEiJum1eP_dkqn1pGkGkM</a> <a href="https://drive.google.com/open?id=1A3x83fstlocJ6_veCcFLQEepvT1r76N">https://drive.google.com/open?id=1A3x83fstlocJ6_veCcFLQEepvT1r76N</a>

Sub Area	Staff Training and Development	Number	3.B.4	Self-Assessment	
<b>3.B</b>		Area	3	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We have a professional development program for judges and court staff				
Self-Assessment Result :					
Klaten District Court has made suggestion and proposal to High Court for Training needs for Court Personel.					
However, Klaten District Court is not defining training program and self-development.					
Implementation evidence :					
1. Documentation training request and proposal to High Court	<a href="https://drive.google.com/open?id=1UBVMozXGybgisqFEwc-nnbeZlpbCtkuP">https://drive.google.com/open?id=1UBVMozXGybgisqFEwc-nnbeZlpbCtkuP</a>				
2. Training certificate	<a href="https://drive.google.com/open?id=1e38RkbgmNOmWiedyT6NwBnptfc3DIMq">https://drive.google.com/open?id=1e38RkbgmNOmWiedyT6NwBnptfc3DIMq</a>				

3. Sample of Internal Training session conducted on July 2018	<a href="https://drive.google.com/open?id=1QlidVegqznySXOrmWWxlZldt_gnmKNb">https://drive.google.com/open?id=1QlidVegqznySXOrmWWxlZldt_gnmKNb</a>
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Sub Area	Staff Training and Development	Number	3.B.5	Self-Assessment	
<b>3.B</b>		Area	3	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We provide continuing professional education including management training to our judges and court staff				
Self-Assessment Result :					
<p>Klaten District Court requires every personnel that receives training from Supreme Court Training Centre, for providing socialization session to Judges and other Court Staff.</p> <p>The latest socialization conducted is subject to Auto Trading Record in February 2018.</p> <p>Court has defined training subject related to management (softskill) to Judges and Court Staff, however the training plan is only defining for July 2018. It should be providing in 1-year calendar of training plan.</p>					
Implementation Evidence :					
1. Documentation of training Socialization session (v-clip)		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%205/VID_20180515_154237.mp4">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%205/VID_20180515_154237.mp4</a>			
2. Attendance list of training socialization participant		<a href="https://drive.google.com/open?id=10N4N4i7ruh_Z7yvuQqNzXrtmxCyzKfpt">https://drive.google.com/open?id=10N4N4i7ruh_Z7yvuQqNzXrtmxCyzKfpt</a>			
3. The format of communication from top management about training socialization		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%205/VID_20180515_154237.mp4">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%205/VID_20180515_154237.mp4</a>			
4. Decree on conducting socialization base upon training participation		<a href="https://drive.google.com/open?id=11Jbru2shM4nSVeyS3XiR21wMDpRTpJBW">https://drive.google.com/open?id=11Jbru2shM4nSVeyS3XiR21wMDpRTpJBW</a>			
5. Publication on Training material and content		<a href="https://drive.google.com/open?id=1hhoimD5daT5pDBSUhklcJnVVRrjAgX4D">https://drive.google.com/open?id=1hhoimD5daT5pDBSUhklcJnVVRrjAgX4D</a>			

Sub Area	Staff Training and Development	Number	3.B.6	Self-Assessment	
<b>3.B</b>		Area	3	Score	4
		IFCE	V3.2014	Compliance	partial
Court Excellence Criteria	Our judges learn from, and communicate with, each other				

Self-Assessment Result :	
<p>Judges at Klaten District Court is learning and commicate each other.</p> <p>Judges are placed in one office room with sufficient size as a workspace. Therefore, communication is not a constraint.</p> <p>Judges oftenly conduct discussion base upon topics that required to be shared or discussed. Topics in related, but not limited to :</p> <ol style="list-style-type: none"> <li>1. New regulation</li> <li>2. Case code and procedures</li> <li>3. Technical court proceeding</li> <li>4. Issues in related to law reinforcement</li> <li>5. Others</li> </ol> <p>However, there is no official and scheduled session for Judges to conduct sharing session. Documentation is not made available as well.</p>	
Implementation evidence :	
1. Documentation of Judges communication, sharing and learning session	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_3/POINT%206/PN%20KLATEN.mp4_000212_212.png">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_3/POINT%206/PN%20KLATEN.mp4_000212_212.png</a>
2. Documentation of Judges working place	<a href="https://drive.google.com/open?id=1Sy4eMR1IE3u59Mi-n_Qb4oXRzk_elpGi">https://drive.google.com/open?id=1Sy4eMR1IE3u59Mi-n_Qb4oXRzk_elpGi</a>

Sub Area	Staff Training and Development	Number	3.B.7	Self-Assessment	
<b>3.B</b>		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We provide judges with the information necessary to make fair decisions				
Self-Assessment Result :					
<p>Klaten District Court provides access and facility for Judges to gain necessary information to support and making a fair decision.</p> <p>Library and internet access are made available to Judges, using as useful tools in looking for reference in delivering fair decision.</p>					
Implementation Evidence :					
1. Documentation of Library Klaten district court	<a href="https://drive.google.com/open?id=1R9GtW5bvBUdGEHLwqVnKJDysDXdO02EC">https://drive.google.com/open?id=1R9GtW5bvBUdGEHLwqVnKJDysDXdO02EC</a>				
2. IT infrastructure for Judges	<a href="https://drive.google.com/open?id=1gtgvAa_tp56dt2DcGgWYUIQeGcjoDAsi">https://drive.google.com/open?id=1gtgvAa_tp56dt2DcGgWYUIQeGcjoDAsi</a>				

Sub Area	Staff Training and Development	Number	3.B.8	Self-Assessment	
<b>3.B</b>		Area	3	Score	3
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We have identified the training needs of court staff and our training program meets those needs				
Self-Assessment Result :					
<p>Klaten District Court proposed and suggest training needs to High Court, to provide required training to Court Personnel.</p> <p>Court has defined training subject related to management (softskill) to Judges and Court Staff, however the training plan is only defining for July 2018. It should be provide in 1 year calendar of training plan</p> <p>Court has not defined training program and self-development for its personel. Court is not obligate to design training needs related to Technical aspect, since the training management and delivery is under responsibility of Supreme Court Indonesia.</p>					
Implementation Evidence :					
1. Documentation of training proposal / request to High Court		<a href="https://drive.google.com/open?id=1UBVMozXGybgisqFEwc-nnbeZlpbCtkuP">https://drive.google.com/open?id=1UBVMozXGybgisqFEwc-nnbeZlpbCtkuP</a>			
2. Training certificate		<a href="https://drive.google.com/open?id=1e38RkbqmNOmWjeydpT6NwBnptfc3DIMq">https://drive.google.com/open?id=1e38RkbqmNOmWjeydpT6NwBnptfc3DIMq</a>			

Sub Area	Employee Commitment	Number	3.C.9	Self-Assessment	
<b>3.C</b>		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Court staff and judges are committed to quality of work				
Self-Assessment Result :					
<p>Judges and Court staff of Klaten District Court are committed to deliver an excellent service to court user and ensuring good quality of working output.</p> <p>Every year, Judges and Court staff is obliging to state a commitment regarding work quality in the form of integrity pact.</p> <p>This integrity pact is signed by all court personnel.</p>					
Implementation evidence :					
1. Integrity Pact		<a href="https://drive.google.com/open?id=1L4vGd0dh-IG5Gi9wie7fhPUU0DljUVu">https://drive.google.com/open?id=1L4vGd0dh-IG5Gi9wie7fhPUU0DljUVu</a>			



2. Documentation of appointment declaration	<a href="https://drive.google.com/open?id=13abS-yD4vzuzCNSQwpKt_jr9Tw4Dgn1g">https://drive.google.com/open?id=13abS-yD4vzuzCNSQwpKt_jr9Tw4Dgn1g</a>  <a href="https://drive.google.com/open?id=1eSzORT5Q_zklMXDdXlhEB3qmyPAMBidS">https://drive.google.com/open?id=1eSzORT5Q_zklMXDdXlhEB3qmyPAMBidS</a>
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Sub Area	Courtrooms	Number	3.D.10	Self-Assessment	
<b>3.D</b>		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria			
We have sufficient courtrooms to permit the timely processing of cases					
Self-Assessment Result :					
<p>Klaten District Court has 4 (four) sufficient trial room to accommodate 500-1000 cases in one year.</p> <p>The Courtroom is equipped with facility such as Air Conditioner, computer, speaker, tape recorder, projector, and auto text recording machine.</p> <p>Those equipments use as supporting facility for the trial.</p>					
Implementation Evidence :					
Documentation of trial processes and other supporting utility such as air conditioner, computer, speaker, and projector		<a href="https://drive.google.com/open?id=114VAhNOcFsl07e159t5tvPLCiancdn7">https://drive.google.com/open?id=114VAhNOcFsl07e159t5tvPLCiancdn7</a>			

Sub Area	Courtrooms	Number	3.D.11	Self-Assessment	
<b>3.D</b>		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria			
Court users feel safe in our courtrooms					
Self-Assessment Result :					
<p>Klaten District Court collaborate with local police to ensure the security of trial proceeding. There are 32 CCTVs, located in all trial room and public space. Court also provides metal detector to screen visitors and belongings.</p> <p>Building and office are designed to facilitate the evacuation procedure whenever any emergency situation comes. Safety instruction for evacuation were provided in all Court area.</p>					
Implementation evidence :					
1. Documentation of CCTV location and control room		<a href="https://drive.google.com/open?id=1rrzeHGmR5ne36jjOFUiuPxmXC9z8Odi">https://drive.google.com/open?id=1rrzeHGmR5ne36jjOFUiuPxmXC9z8Odi</a>			

2. Documentation of trial guard officer (security)	<a href="https://drive.google.com/open?id=1Hl1g4xNYjSBw6XRkF3FIW_CHqUZ7gdMa">https://drive.google.com/open?id=1Hl1g4xNYjSBw6XRkF3FIW_CHqUZ7gdMa</a>
3. Documentation when the police support trial security	<a href="https://drive.google.com/open?id=1Zy_1GUPFcB0JevJfDHoUFRgwrTXHw9Zr">https://drive.google.com/open?id=1Zy_1GUPFcB0JevJfDHoUFRgwrTXHw9Zr</a>
4. Klaten District Court building and office	<a href="https://drive.google.com/open?id=1XBrOakUbrPCwb9loMIPJCezxrZ27Z2N-">https://drive.google.com/open?id=1XBrOakUbrPCwb9loMIPJCezxrZ27Z2N-</a>
5. Documentation of evacuation Master point	<a href="https://drive.google.com/open?id=1vTRHrvk47kuJ_49snKEkN29gc12qlgVZ">https://drive.google.com/open?id=1vTRHrvk47kuJ_49snKEkN29gc12qlgVZ</a>

Sub Area	Court Budget	Number	3.E.12	Self-Assessment	
		Area	3	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We allocate our budget efficiently and effectively to ensure that there is money for court initiatives and court innovation activities				
Self-Assessment Result :					
Klaten District Court allocate the budgets for initiative activities and innovation development.  However, budget allocations are not specifically posted in cost centre. Innovation budget is taken from other cost centre.					
Implementation Evidence :					
Documentation of budget realization		<a href="https://drive.google.com/open?id=1_J12BHiQCjSEiJum1eP_dkqn1pGkGkM">https://drive.google.com/open?id=1_J12BHiQCjSEiJum1eP_dkqn1pGkGkM</a>  <a href="https://drive.google.com/open?id=1A3x83fvstlocJ6_veCcFLQEepvT1r76N">https://drive.google.com/open?id=1A3x83fvstlocJ6_veCcFLQEepvT1r76N</a>			
Guidance on operational activity in budget realization		<a href="https://drive.google.com/open?id=1-DwbG-9Htsgzxi_hPx33TYyGCKttM42M">https://drive.google.com/open?id=1-DwbG-9Htsgzxi_hPx33TYyGCKttM42M</a>			

Sub Area	Court Budget	Number	3.E.13	Self-Assessment	
		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We have a policy on the collection of fees and fines				
Self-Assessment Result :					
Klaten District Court has provided a policy in related to Cases cost refund, stated in the decree by Chief judge.					

Regarding the collecting fines, are doing by other institutions such as the prosecutor's office.	
Implementation evidence :	
1. Chief judge decree related to cases cost and refund	<a href="https://drive.google.com/open?id=12_Qai3pw_AcacKRbfN8u-7L0IGgzIRYa">https://drive.google.com/open?id=12_Qai3pw_AcacKRbfN8u-7L0IGgzIRYa</a>
2. Documentation on non-tax revenue (PNBP) deposit	<a href="https://drive.google.com/open?id=1-wrTNXWRqZrH-L-KDpfUWAokNeubvXik">https://drive.google.com/open?id=1-wrTNXWRqZrH-L-KDpfUWAokNeubvXik</a>
3. Sample List of fine ticket	<a href="https://drive.google.com/open?id=1vx385pmWC4kFRChWyrYRyijQPvaZqiER">https://drive.google.com/open?id=1vx385pmWC4kFRChWyrYRyijQPvaZqiER</a>

Sub Area	Innovation	Number	3.F.14	Self-Assessment	
		Area	3	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We have strategies and mechanisms to engage staff in innovation				
Self-Assessment Result :					
Klaten District Court involves staffs in performing innovations such as trial call, start from one stop integrated service (PTSP) officers to the Registrar.					
Implementation Evidence :					
1. The trial call application (video clip)	<a href="https://drive.google.com/open?id=1TS3gqn1dNyZuLTjOJcqV4xtdrxwXLTG-">https://drive.google.com/open?id=1TS3gqn1dNyZuLTjOJcqV4xtdrxwXLTG-</a>				
2. Documentation of staff in operating the trial call procedure	<a href="https://drive.google.com/open?id=1Yhr5_wBdJG32bCG7GvY0uIWByO9J1RsJ">https://drive.google.com/open?id=1Yhr5_wBdJG32bCG7GvY0uIWByO9J1RsJ</a>				
3. Documentation of trial call application	<a href="https://drive.google.com/open?id=1Y-c_yDajbtyVuTg-KKOZLMPOGsWlp6z">https://drive.google.com/open?id=1Y-c_yDajbtyVuTg-KKOZLMPOGsWlp6z</a>				

Sub Area	Innovation	Number	3.F.15	Self-Assessment	
		Area	3	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We deliver programmes to meet the learning and development needs for court staff for court innovation				
Self-Assessment Result :					
Klaten District Court requires socialization before launching the application and for the other innovation to make sure that all running well.					

<p>Klaten District Court provide an equal chance to the staffs for giving the innovation idea, and this commitment is stated in the innovation decree by Chief Judge.</p> <p>However, Court has not documented the innovation activities, starting from planning, development, trial, socialization, and launching.</p>	
Implementation evidence :	
1. Documentation on application socialization	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%2015/VIDEO%20SOSIALISASI%20%20COURT/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%2015/VIDEO%20SOSIALISASI%20%20COURT/</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%2015/SK_SOSIALISASI_HASIL_PELATIHAN.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%2015/SK_SOSIALISASI_HASIL_PELATIHAN.pdf</a>
2. The application module	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%2015/BUKU%20PANDUAN%20ATR%20&amp;%20E-SKUM.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_3/POINT%2015/BUKU%20PANDUAN%20ATR%20&amp;%20E-SKUM.pdf</a>
3. Innovation decree by Chief Judge	<a href="https://drive.google.com/open?id=12erBED5tEyORBufMVRO-xVAgLLoK_c0P">https://drive.google.com/open?id=12erBED5tEyORBufMVRO-xVAgLLoK_c0P</a>

Sub Area	Innovation	Number	3.F.16	Self-Assessment	
<b>3.F</b>		Area	3	Score	4
		IFCE	V3.2014	Compliance	Partial
		Court Excellence Criteria	We recognise and reward staff for contribution towards court innovation		
Self-Assessment Result :					
<p>Klaten District Court is giving recognition and reward to staff for best performer, in the form of role model program.</p> <p>From the innovation decree by Chief Judge, reward for idea and innovation is becoming part of the role model program. Innovation and idea is part of measuring items in the role model program.</p> <p>however, court has no defined innovation criteria in the role model program.</p>					
Implementation evidence :					
1. Decree of role model	<a href="https://drive.google.com/open?id=171kbp4pTwwg7PI4qEKQZd6x0cXPFxyf2">https://drive.google.com/open?id=171kbp4pTwwg7PI4qEKQZd6x0cXPFxyf2</a>				

2. Decree of role model comitte	<a href="https://drive.google.com/open?id=1qh0aPiLa0TmNBM_Yw0mRhw2RQlaKNbcF">https://drive.google.com/open?id=1qh0aPiLa0TmNBM_Yw0mRhw2RQlaKNbcF</a>
3. Banner of role model	<a href="https://drive.google.com/open?id=13ZrrFhy63Ra9206_HxXtEK5zQdswFHZz">https://drive.google.com/open?id=13ZrrFhy63Ra9206_HxXtEK5zQdswFHZz</a>  <a href="https://drive.google.com/open?id=1ud0Wr1ZIPHr37mkNWQc04FTiQZesbbpN">https://drive.google.com/open?id=1ud0Wr1ZIPHr37mkNWQc04FTiQZesbbpN</a>
4. Role model procedure	<a href="https://drive.google.com/open?id=1XtsoGWOANi_u0fNyS3l4o9ZxxTiHF5oKk">https://drive.google.com/open?id=1XtsoGWOANi_u0fNyS3l4o9ZxxTiHF5oKk</a>

## Area 4 :

### Court Processes

Sub Area	Efficiency and Effectiveness of Court Proceedings and Processes	Number	4.A.1	Self-Assessment	
4.A		Area	4	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We manage cases against established benchmarks of timely case processing				
Self-Assessment Result :					
<p>Klaten District Court has determined procedures related with the in-time case management which written in standardized procedure.</p> <p>Klaten District Court already applies the in-time trial.</p>					
Implementation evidence Evidence :					
1. Procedure for in-time cases completion	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%202/S.O.P%20SIDANG%20TEPAT%20WAKTU.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%202/S.O.P%20SIDANG%20TEPAT%20WAKTU.pdf</a>				
2. Quality manual of Klaten District Court	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_1/Manual%20Mutu%20PN%20Klaten%20perubahan.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_1/POINT_1/Manual%20Mutu%20PN%20Klaten%20perubahan.pdf</a>				
3. Court tracking system (SIPP) for trial Schedule	<a href="http://sipp.pn-klaten.go.id/">http://sipp.pn-klaten.go.id/</a>				
4. Sample of Court calendar 2017	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%201/JADWAL%20PERSIDANGAN%20(COURT%20CALENDER)%20%20NO.%2059.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%201/JADWAL%20PERSIDANGAN%20(COURT%20CALENDER)%20%20NO.%2059.pdf</a>				
5. Sample of Court calendar (ytd)	<a href="http://sipp.pn-klaten.go.id/list_jadwal_sidang">http://sipp.pn-klaten.go.id/list_jadwal_sidang</a>				

Sub Area	Efficiency and Effectiveness of Court Proceedings and Processes	Number	4.A.2	Self-Assessment	
4.A		Area	4	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We review the role of judges and court staff to ensure efficiency of processes				

<b>Self-Assessment Result :</b>	
Klaten District Court applies procedure for Cases Completion and perform Case Tracking System (SIPP) that established by Indonesian Supreme Court.	
Court will review the case completion and performance through Case Tracking System (SIPP). In the SIPP application, this can be monitored whether each user in the SIPP who has an interest in the case has timely input (time stamping), and or whether the Flow process and the implementing party (user SIPP) is in accordance with Procedure or not.	
<b>Implementation evidence :</b>	
1. Procedure for all cases completion	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%204/SOP%20TEKNIS/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%204/SOP%20TEKNIS/</a>
2. Court tracking system (SIPP), case handling index. This application run by internal using dedicated password.	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%202/INDEKS%20PENANGANAN%20OPERKARA.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%202/INDEKS%20PENANGANAN%20OPERKARA.pdf</a>

Sub Area	Efficiency and Effectiveness of Court Proceedings and Processes	Number	4.A.3	Self-Assessment	
<b>4.A</b>		Area	4	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We regularly review our processes and procedures				
<b>Self-Assessment Result :</b>					
Klaten District Court conduct regular monthly meeting for monitoring and evaluate the Court performance. The monitoring and evaluation (monev) activity is part of the					
Chief Judge and Registrar is regulary on daily basis, monitor the completion of case tracking system (SIPP) to ensure compliance.					
Judges are also conduct monitoring to the sector under their supervision, and report the monitoring result to Chief Judge.					
<b>Implementation Evidence :</b>					
1. Documentation of Court tracking system SIPP, (SIPP) monitoring	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/Momitoring%20Implementasi%20SIPP.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/Momitoring%20Implementasi%20SIPP.pdf</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/PENGAWASAN.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/PENGAWASAN.pdf</a>				
2. Documentation on Judges's observation and monitoring	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/A</a>				

	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/LAPORAN%20HAKIM%20PENGAJAWAS%20BIDANG.pdf">REA_4/POINT%203/LAPORAN%20HAKIM%20PENGAJAWAS%20BIDANG.pdf</a>
3. Procedure on monitoring activity conducted by Judges	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/S.O.P%20HAKIM%20PENGAJAWAS%20BIDANG%20BIDANG%20KESEKRETARIATAN.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/S.O.P%20HAKIM%20PENGAJAWAS%20BIDANG%20BIDANG%20KESEKRETARIATAN.pdf</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/S.O.P%20HAKIM%20PENGAJAWAS%20BIDANG%20KEPANITERAAN.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/S.O.P%20HAKIM%20PENGAJAWAS%20BIDANG%20KEPANITERAAN.pdf</a>
4. Minute of meeting consist of monitoring and evaluation activity	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/RAPAT%20DINAS%202022%20JANUARI%202018.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%203/RAPAT%20DINAS%202022%20JANUARI%202018.pdf</a>

Sub Area	Efficiency and Effectiveness of Court Proceedings and Processes	Number	4.A.4	Self-Assessment	
<b>4.A</b>		Area	4	Score	3
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	People are able to get their business with the court done in a reasonable time				
Self-Assessment Result :					
Klaten District Court has determined a written procedure (SOP) for Technical and Non-technical aspect.					
However, quantitative measurement validation has not been done to fulfill the standard of service time of all aspects of court service by using sampling method.					
Implementation evidence :					
1. List of procedures Technical and Non-technical	Non-Technical : <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%204/SOP%20NON%20TEKNIS/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%204/SOP%20NON%20TEKNIS/</a>  Technical : <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%204/SOP%20TEKNIS/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%204/SOP%20TEKNIS/</a>				
2. Quality Manual	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%204/Manual%20Mutu%20PN%20Klaten%20perubahan.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/REA_4/POINT%204/Manual%20Mutu%20PN%20Klaten%20perubahan.pdf</a>				



3. Application monitoring implementation of Case tracking system (SIPP) – M.I.S	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%204/MONITORING%20IMPLEMEN TASI%20SIPP%20(MIS).pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%204/MONITORING%20IMPLEMEN TASI%20SIPP%20(MIS).pdf</a>
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Sub Area	Efficiency and Effectiveness of Court Proceedings and Processes	Number	4.A.5	Self-Assessment	
<b>4.A</b>		Area	4	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We endeavour to list cases and manage cases so as to minimise inconvenience and expense to court users				
Self-Assessment Result :					
<p>Klaten District Court decree in regards to case cost has provided by Chief Judge. This decree is also displayed in the cashier and published on Court website.</p> <p>The information of case cost can be obtain by court user by manually from information desk and also through Court website.</p>					
Implementation evidence :					
1. Decree for case cost	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%205/SK%20PANJAR%20BIAYA.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%205/SK%20PANJAR%20BIAYA.pdf</a>				
2. Documentation of case cost display in Court building area and Court website	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%205/RINCIAN%20BIAYA%20DEPAN%20KASIR.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%205/RINCIAN%20BIAYA%20DEPAN%20KASIR.pdf</a>  <a href="http://pn-klaten.go.id/main/index.php/layanan-hukum/prosedur-pengajuan-dan-biaya-perkara">http://pn-klaten.go.id/main/index.php/layanan-hukum/prosedur-pengajuan-dan-biaya-perkara</a>				
3. E-skum application for case cost information and case cost payment process (v-clip)	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%205/VIDEO%20PENGGUNAAN%20E%20SKUM.mp4">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%205/VIDEO%20PENGGUNAAN%20E%20SKUM.mp4</a>				

Sub Area	Efficiency and Effectiveness of Court Proceedings and Processes	Number	4.A.6	Self-Assessment	
<b>4.A</b>		Area	4	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Court orders are enforced in cases of non-compliance				
Self-Assessment Result :					
<p>The Bailiff staff as the executor of the civil court minutation, because the executor of the criminal verdict is the attorney. If the Bailiff staff does not run promptly in relation to the court decision / minutation which has been decided and become <i>relaas</i>, then it may be subject to disciplinary sanctions. To indicate that a court order has been executed is an archive of warning letters (<i>relaas</i>, calls, executions, etc.)</p> <p>Klaten District Court is implementing the penalty to indisciplin behavior, both in verbal reprimands and or warning letter dismissal.</p>					
Implementation Evidence :					
1. Sample documentation of warning letter		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%206/SURAT%20TEGURAN.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%206/SURAT%20TEGURAN.pdf</a>			
2. Rules and procedure related with internal staff indisipliner action		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%206/PP%2053%20TAHUN%202010.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%206/PP%2053%20TAHUN%202010.pdf</a>			
3. Regulation from Supreme Court Indonesia number 8 / 2016 in related to Supervision and Coaching from direct supervisor in Court area of Indonesia		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%206/PERMA%20NO%208%20TAHUN%202016.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%206/PERMA%20NO%208%20TAHUN%202016.pdf</a>			

Sub Area	Court Records Management	Number	4.B.7	Self-Assessment	
<b>4.B</b>		Area	4	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Court records and case files are complete, accurate, able to be retrieved quickly and maintained safely				
Self-Assessment Result :					
<p>Klaten District Court applies file case archival arrangements to the archives by applying case classifications in according with ytd of case tracking system (SIPP) implementation, as well as using the checklist or table of contents in the case file to ensure the file has completed.</p> <p>However, the archives under 1950 - 2012 is using the method of the case number base upon case year. The Implementation of two different methods may affect the quality of archive file case documentation and archieving process.</p>					

Court developing case file application, in order to make it easier in archieving case file.

Non-case archives and other records, kept in each section according to their classification.

However, this method of storage does not necessarily become standard in the Klaten District Court.

Implemetation Evidence :

1. Documentation of archive file using application of legal achieve	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%207/ARSIP%20HUKUM.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%207/ARSIP%20HUKUM.pdf</a>
2. Documentation of a court file showing a table of contents or a checklist.	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%207/DAFTAR%20ISI%20BERKAS%20PERKARA.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%207/DAFTAR%20ISI%20BERKAS%20PERKARA.pdf</a>
3. Archive settings	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%207/FOTO%20ARSIP%20PERKARA.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%207/FOTO%20ARSIP%20PERKARA.pdf</a>
4. The Picture of Non-cases archive and notes along with document list on shelves/filing cabinets.	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%207/FOTO%20ARSIP%20NON%20PERKARA.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%207/FOTO%20ARSIP%20NON%20PERKARA.pdf</a>

Sub Area	Court Records Management	Number	4.B.8	Self-Assessment	
<b>4.B</b>		Area	4	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Decisions by our court are written clearly and accurately apply the law				
Self-Assessment Result :					
Minutation on criminal and civil cases written in accordance with the standard template from Supreme Court Indonesia and then published in the Supreme Court Indonesia's minutation directory. To be able to show that the verdict is appropriate is to access directly to the Supreme Court Indonesia's minutaion directory.					
Implementation evidence :					
1. Minutation directory of Klaten District Court.	<a href="https://putusan.mahkamahagung.go.id/pen-gadilan/pn-klaten/direktori/">https://putusan.mahkamahagung.go.id/pen-gadilan/pn-klaten/direktori/</a>				
2. Case Tracking System (SIPP) on the Court official website	<a href="http://sipp.pn-klaten.go.id/">http://sipp.pn-klaten.go.id/</a>				

3. Supreme Court Indonesia minutation directory	<a href="http://putusan.mahkamahagung.go.id/">http://putusan.mahkamahagung.go.id/</a>
4. Chief Justice decree no. 44/KMA/SK/III/2014, in related to standard template for minutation	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%208/sk-kma+nomor+44+tahun+2014.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%208/sk-kma+nomor+44+tahun+2014.pdf</a>
5. Regulation number 61 / 2010 in related to transparency public information	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%208/Nomor_61_Tahun_2010.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%208/Nomor_61_Tahun_2010.pdf</a>

Sub Area	Innovation	Number	4.C.9	Self-Assessment	
		Area	4	Score	5
		IFCE	V3.2014	Compliance	YES
<b>4.C</b>					
Court Excellence Criteria	We have a policy and procedure in place to generate, gather and screen innovative ideas from all sources				
<b>Self-Assessment Result :</b>					
<p>Klaten District Court is using monthly meeting as a media for facilitating the innovation idea. In addition to that, court is also using Court User satisfaction survey result as a media for collecting the innovation idea from Court external sources.</p> <p>However, the Court has not planned a procedure(s) of specific policy in related to collecting or filtering an idea and innovation that can be obtain by the internal parties and external parties feedback. The methods that currently applied is spontaneously</p>					
<b>Implementation evidence :</b>					
1. Minutes of meeting, containing idea and innovation discussion.	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%209/NOTULEN%20RAPAT%20DINAS%2027%20JULI%202017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%209/NOTULEN%20RAPAT%20DINAS%2027%20JULI%202017.pdf</a>				
2. Court user satisfaction survey form	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%209/FORM%20SURVEY%202017%20oleh%20TIM%20SURVEY%20017.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%209/FORM%20SURVEY%202017%20oleh%20TIM%20SURVEY%20017.pdf</a>				

Sub Area	Innovation	Number	4.C.10	Self-Assessment	
<b>4.C</b>		Area	4	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We evaluate and improve the court innovation process on a regular basis				
Self-Assessment Result :					
<p>Klaten District Court is plan to evaluate the goals and objective to improve the innovation that has been applied. This evaluation session is conducted during yearly meeting.</p> <p>However, this evaluation is not planned to be done systematically and planned.</p>					
Implementation Evidence :					
Innovation decree by Chief Judge		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%2010/SK%20INOVASI.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%2010/SK%20INOVASI.pdf</a>			

## Area 5 :

### Court User's Satisfaction

Sub Area	Users' Feedback	Number	5.A.1	Self-Assessment	
<b>5.A</b>		Area	5	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We use feedback on a regular basis (including surveys, focus groups and dialogue sessions) to measure satisfaction of all court users		
Self-Assessment Result :					
<p>Klaten district court conduct Court User Satisfaction Survey once per 6 months. This routine activity has stated in Chief Judge decree, and the procedure has been written in the court quality manual.</p> <p>The Internal surveys from staff to Court Leaders, was done at once per year.</p> <p>Survey result already published through Court website</p>					
Implementation Evidence :					
1. Court User Satisfaction Survey result in 2017 and 2018		<a href="https://drive.google.com/open?id=1OzR0VO_TeL24M2UUtNSd1Z17i3wPbjSM">https://drive.google.com/open?id=1OzR0VO_TeL24M2UUtNSd1Z17i3wPbjSM</a>			
2. Regulation from Ministry of Government Official for conducting Court user satisfaction survey		<a href="https://drive.google.com/open?id=1B1YkalT0vCYed2vXrmZvRsPXarcP4je2">https://drive.google.com/open?id=1B1YkalT0vCYed2vXrmZvRsPXarcP4je2</a>			
3. Court quality manual		<a href="https://drive.google.com/drive/folders/1VLH1T9LX1BOn-5p9rNQgk72jWechP7Lv?ogsrc=32">https://drive.google.com/drive/folders/1VLH1T9LX1BOn-5p9rNQgk72jWechP7Lv?ogsrc=32</a>			

Sub Area	Users' Feedback	Number	5.A.2	Self-Assessment	
<b>5.A</b>		Area	5	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We use feedback on a regular basis to improve our services to all court users including: court website users and the media; litigants, prosecutors and lawyers representing users; witnesses and court experts; and registry/office users		
Self-Assessment Result :					
<p>The activity of Court User Satisfaction Survey has done by the Court, in every 6 months.</p> <p>in 2017, the total respondent is 400 persons with a distribution of professions as follows:</p> <ol style="list-style-type: none"> <li>1. Media: 0</li> <li>2. Litigant : 0</li> <li>3. Attorney : 8</li> <li>4. Lawyer : 17</li> </ol>					

5. Witness : 37 6. Other court user: 338	
Form Survey has also available through website, therefore Court users may access and provide feedback in anytime.	
Implementation Evidence :	
Court user feedback on Court website	<a href="https://drive.google.com/drive/folders/1nXsLkqSoPYKMldoGPfwIQ03n1RDwLmg0?ogsrc=32">https://drive.google.com/drive/folders/1nXsLkqSoPYKMldoGPfwIQ03n1RDwLmg0?ogsrc=32</a>

Sub Area	Users' Feedback	Number	5.A.3	Self-Assessment	
<b>5.A</b>		Area	5	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We analyse surveys and adjust policies and procedures				
Self-Assessment Result :					
<p>Court user satisfaction survey has been conducted and recapitulated, however further analysis has not been done concerning the survey result.</p> <p>Improvement plan has accommodated suggestions and recommendations from court users.</p> <p>However, there has been no monitoring mechanism is exist to planned remedial action</p>					
Implementation Evidence :					
Court user feedback on Court website	<a href="https://drive.google.com/drive/folders/1nXsLkqSoPYKMldoGPfwIQ03n1RDwLmg0?ogsrc=32">https://drive.google.com/drive/folders/1nXsLkqSoPYKMldoGPfwIQ03n1RDwLmg0?ogsrc=32</a>				

Sub Area	Communication to Court Users	Number	5.B.4	Self-Assessment	
<b>5.B</b>		Area	5	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We report publicly on changes we implement in response to the results of surveys				
Self-Assessment Result :					
<p>Klaten district court has conducted court user satisfaction survey.</p> <p>Survey result is published to public through court website, including the response to suggestion and recommendation from court users.</p>					

However, Court has not published follow-up action that has been taken to base upon the suggestions and recommendations which provides by the court users.	
Implementation Evidence :	
Publication on Court website in regards to Court user satisfaction result	<a href="http://pn-klaten.go.id/main/index.php/layanan-publik/laporan-skm">http://pn-klaten.go.id/main/index.php/layanan-publik/laporan-skm</a>

Sub Area	Communication to Court Users	Number	5.B.5	Self-Assessment	
		Area	5	Score	5
		IFCE	V3.2014	Compliance	YES
<b>5.B</b>					
Court Excellence Criteria	We communicate clearly to defendants and their lawyers				
Self-Assessment Result :					
<p>Klaten district court is clearly communicate to the defendant and lawyer, however this only happened at the court room during trial processes.</p> <p>Base upon the Civil and Criminal case procedure code, Judge may communicate with the defendant and the lawyer only during the trial. Other than that, is not allowed.</p> <p>This is also related to the regulation of reformation bureacrachy (RB) no.52 / 2015 related to the Integrity Zone, and regulation from Indonesian Supreme Court SEMA no.3 / 2010 for not accepting any party related to case.</p>					
Implementation Evidence :					
1. The Law of Civil Code procedure		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_5/POINT%205/KUHPerdata.PDF">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_5/POINT%205/KUHPerdata.PDF</a>			
2. The Law of Criminal Code procedure		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_5/POINT%205/KUHPidana.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_5/POINT%205/KUHPidana.pdf</a>			
3. regulation of reformation bureacrachy (RB) no.52 / 2014 related to the Integrity Zone		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_5/POINT%205/permenpan%20NO%2052%20Tahun%202014.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_5/POINT%205/permenpan%20NO%2052%20Tahun%202014.pdf</a>			
4. Regulation from Indonesian Supreme Court SEMA no.3 / 2010 for not accepting any party related to case.		<a href="https://drive.google.com/open?id=1qjqRrij8-ZRKBz7ZBzMLYp2y_kD-dbSr">https://drive.google.com/open?id=1qjqRrij8-ZRKBz7ZBzMLYp2y_kD-dbSr</a>			



Sub Area	Communication to Court Users	Number	5.B.6	Self-Assessment	
<b>5.B</b>		Area	5	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We listen to court users and treat them with respect		
Self-Assessment Result :					
<p>Klaten district court has done the Court User Satisfaction Survey, using the Court User Satisfaction Survey Form (SKM).</p> <p>One of Survey Form parameter is on point 7, in regard tp the implementer behavior : Question : How the employee behavior perform in the Klaten District Court, while giving services ?</p> <p>Base upon the survey recap 2017, survey result for point 7 is as following : H1 2017 (conducted in March) : Good, rate 3.19, 2<sup>nd</sup> best survey point H2 2017 (conducted in October) : Good, rate 3.03, 5<sup>nd</sup> best survey point</p>					
Implementation evidence :					
Court user satisfaction survey		<a href="https://drive.google.com/drive/folders/1nXsLkqSoPYKMIdoGPfwlQ03n1RDwLmg0?ogsrc=32">https://drive.google.com/drive/folders/1nXsLkqSoPYKMIdoGPfwlQ03n1RDwLmg0?ogsrc=32</a>			

Sub Area	Court Users' Satisfaction	Number	5.C.7	Self-Assessment	
<b>5.C</b>		Area	5	Score	5
		IFCE	V3.2014	Category	YES
		Court Excellence Criteria	Advocates and court users assess the court's actions as fair and reasonable		
Self-Assessment Result :					
<p>From the Court User Satisfaction Survey Form, on survey questionnaire item point 5, measuring a parameter related to specification of product and type of service. With the statement question, is as following :</p> <p>How result of service is providing, related with the provision which has decided in the Klaten District Court.</p> <p>From The measurement result, the following conclusions are obtained: H1 2017 Maret: Good (2.880), 7th placed H2 2017 October: Good (2.965), 8th placed</p>					
Implementaion Evidence :					
Court user satisfaction survey		<a href="https://drive.google.com/drive/folders/1nXsLkqSoPYKMIdoGPfwlQ03n1RDwLmg0?ogsrc=32">https://drive.google.com/drive/folders/1nXsLkqSoPYKMIdoGPfwlQ03n1RDwLmg0?ogsrc=32</a>			

Sub Area	Court Users' Satisfaction / Kepuasan Pengguna Pengadilan	Number	5.C.8	Self-Assessment	
5.C		Area	5	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	There is a high level of court users' satisfaction with the court's administration of justice				
Self-Assessment Result :					
<p>From the court user satisfaction survey form, on survey questionnaire item number 1, measuring a parameter contains about the case terms, with the questions as follows :</p> <p>What about the terms that must be fulfilled in the management of services, both judicial (technical) and administrative (non-technical) requirements in the Klaten District Court</p> <p>From the measurement results, the following conclusions are obtained:  H1 2017 March: Good (3,100), 4th Placed  H2 2017 October: Good (3.08), 4th Placed</p>					
Implementaion Evidence :					
Court user satisfaction survey		<a href="https://drive.google.com/drive/folders/1nXsLkqSoPYKMIdoGPfwlQ03n1RDwLmg0?ogsrc=32">https://drive.google.com/drive/folders/1nXsLkqSoPYKMIdoGPfwlQ03n1RDwLmg0?ogsrc=32</a>			

Sub Area	Court Users' Satisfaction / Kepuasan Pengguna Pengadilan	Number	5.C.9	Self-Assessment	
5.C		Area	5	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	There is a high level of court users' satisfaction with the court's services				
Self-Assessment Result :					
<p>From the court user satisfaction survey form, on survey questionnaire item number 3, measuring a parameter contains about in-time service, with questions as follows :</p> <p>How the service period time required to complete the entire of service process from every type of service in Klaten Court District.</p> <p>From the measurement results, the following conclusions are obtained:  H1 2017 March: Good (3,100), 4th placed  H2 2017 October: Good (3.08), 4th placed</p> <p>Then,  on survey questionnaire item number 9, measuring a parameter contains about Complaint Handling, suggestion, and Feedback; with the following questions as following :</p> <p>How the complaints handling, suggestions, feedback and follow-up in Klaten Court District  H1 2017 March: Good (3,135), 3rd place  H2 2017 October: Good (3.11), 2nd place</p>					

Implementaion Evidence :	
Court user satisfaction survey	<a href="https://drive.google.com/drive/folders/1nXsLkqSoPYKMIdoGPfwlQ03n1RDwLmg0?ogsrc=32">https://drive.google.com/drive/folders/1nXsLkqSoPYKMIdoGPfwlQ03n1RDwLmg0?ogsrc=32</a>

Sub Area	Innovation	Number	5.D.10	Self-Assessment	
<b>5.D</b>		Area	5	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We have leveraged on innovation and technology in understanding the needs of our court users better and to enhance the delivery of services to court users				
Self-Assessment Result :					
<p>Klaten district court has used technology base for improving court services to court users.</p> <p>Some Innovations related to the technology improvement, are as follows:</p> <ol style="list-style-type: none"> <li>The Application of the Trial Roll. The purpose is to inform and announce to all personel involve to the trial, as well as information such as : Case number, Judges panel, litigant, defendant, appointed court room location, trial time.</li> <li>Auto text recording (ATR) Audio technology to record the trial process and automatically write in text</li> </ol>					
Implementation Evidence :					
1. Manual book of Auto text recording and E-skum (application for case registration and payment)		<a href="https://drive.google.com/open?id=1p7M7AqXSbmZGM0XZXM0x-VaZUreSdfsG">https://drive.google.com/open?id=1p7M7AqXSbmZGM0XZXM0x-VaZUreSdfsG</a>			
2. Auto text recording implementation		<a href="https://drive.google.com/open?id=1g8CE8Hnjbkb4q1Xm0gpbeqW6GIxtQKeP">https://drive.google.com/open?id=1g8CE8Hnjbkb4q1Xm0gpbeqW6GIxtQKeP</a>			
3. Manual book of Trial roll application		<a href="https://drive.google.com/open?id=1OluDIL4ixZz8CbSKS9kgDa3dpBovpZ7q">https://drive.google.com/open?id=1OluDIL4ixZz8CbSKS9kgDa3dpBovpZ7q</a>			
4. Trial roll implementation (video clip)		<a href="https://drive.google.com/open?id=1AlgJS80A3T12IXZYjucDT5QwNwiQoO87">https://drive.google.com/open?id=1AlgJS80A3T12IXZYjucDT5QwNwiQoO87</a>			

## Area 6 :

### Affordable Court Services

Sub Area	Affordable Court Services	Number	6.A.1	Self-Assessment	
<b>6.A</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We review court policies on court fees to ensure that court services are affordable				
Self-Assessment Result :					
<p>Klaten district court conduct an annual reviews of case cost.</p> <p>Case cost review also conducted accidentally, related to macro economy situation. This to ensure that case cost is affordable to court user.</p> <p>Decree by Chief Judge in regards to case cost is established and already published in court website.</p>					
Implementation Evidence :					
1. Decree in related cost determination / case cost		<a href="https://drive.google.com/open?id=12_Qai3pw_AcacKRbfN8u-7L0IGgzIRYa">https://drive.google.com/open?id=12_Qai3pw_AcacKRbfN8u-7L0IGgzIRYa</a>			
2. Decree from Supreme Court Indonesia no. PERMA 03 / 2012, in related to case cost		<a href="https://drive.google.com/open?id=1XHkvBYSEXo2Jt65kBRzWtB4_SbUXXuYC">https://drive.google.com/open?id=1XHkvBYSEXo2Jt65kBRzWtB4_SbUXXuYC</a>			

Sub Area	Affordable Court Services / Layanan Pengadilan yang Terjangkau	Number	6.A.2	Self-Assessment	
<b>6.A</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We ensure court proceedings are resolved in a timely manner to minimise costs to litigants				
Self-Assessment Result :					
<p>Klaten District Court conducts monthly meeting to evaluate the status and cases progress in order to ensure cases completion can be completed on time.</p> <p>To ensure court process can completed on time, the Court determines the procedures related to the time limit of case minutation that has been disconnecting with the following details for :</p> <ul style="list-style-type: none"> <li>• Civil case, 7 days,</li> <li>• Criminal case, 3 days,</li> <li>• Petition, 1 day</li> <li>• Minor crime, 1 day</li> </ul>					
Implementation Evidence :					

1. Minutes of monthly meetings, contain case progress and evaluation	<a href="https://drive.google.com/open?id=1D8snyDc09mw1LTxly8hJsQdGt-zk9pyJ">https://drive.google.com/open?id=1D8snyDc09mw1LTxly8hJsQdGt-zk9pyJ</a>
2. Procudure (SOP) for cases completion, which indicate time objective	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%201/S.O.P%20SIDANG%20TEPAT%20WAKTU.pdf">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_4/POINT%201/S.O.P%20SIDANG%20TEPAT%20WAKTU.pdf</a>
3. SK KMA no KMA/032/SK/IV/2006, in related to decree from Supreme Court Indonesia of Court guidance to Completing Judicial and administrative case	<a href="https://drive.google.com/open?id=1ry2H73YveAZh9sgnYb21AaacLuJOV6cz">https://drive.google.com/open?id=1ry2H73YveAZh9sgnYb21AaacLuJOV6cz</a>
4. SEMA No 3 Tahun 1998, regulation from Supreme Court Indonesia in related to Case Completion	<a href="https://drive.google.com/open?id=1JzpmldfftOdYYgNAUefwLsfYc3-Fqdk">https://drive.google.com/open?id=1JzpmldfftOdYYgNAUefwLsfYc3-Fqdk</a>

Sub Area	Affordable Court Services	Number	6.A.3	Self-Assessment	
<b>6.A</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We endeavour to limit the court's requirements to what is necessary to resolve cases efficiently				
Self-Assessment Result :					
<p>Klaten District Court develop and implement one-stop integrated service in order to simplify the needs of court users for information as well as court products.</p> <p>The Information centralized to made the parties easier to find the information and registers the cases that will be quickly and easily.</p>					
Implementaion evidence :					
	1. Documentation of One stop integrated services in Klaten District Court	<a href="https://drive.google.com/drive/folders/1ER49ZehyXK5Ng7oSSPsROcLpuwgzFjWz?ogsrc=32">https://drive.google.com/drive/folders/1ER49ZehyXK5Ng7oSSPsROcLpuwgzFjWz?ogsrc=32</a>			
	2. Decree for operating the one stop integrated service	<a href="https://drive.google.com/open?id=1uuJAZInnU72Q-ULpD4IzoR87egvwIhPV">https://drive.google.com/open?id=1uuJAZInnU72Q-ULpD4IzoR87egvwIhPV</a>			
	3. Procedure (SOP) for one stop integrated services	<a href="https://drive.google.com/open?id=1ESPUNLQZJdczF6VRDXjD15iZZGOS7uYW">https://drive.google.com/open?id=1ESPUNLQZJdczF6VRDXjD15iZZGOS7uYW</a>			

Sub Area	Affordable Court Services	Number	6.A.4	Self-Assessment	
<b>6.A</b>		Area	6	Score	4
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We have a clear and published policy on the charging, waiver or postponement of fees				
Self-Assessment Result :					
<p>Klaten District Court established a policy and provide written procedure for case cost refund.</p> <p>If the remaining cost in six months does not taken by the court user, then it will be deposite to the government treasury. This policy is stated through a decree by Chief judge.</p> <p>However, this mechanism has not published yet in the building area nor to any court's communication media.</p>					
Implementation Evidence :					
1. The Procedures about the remaining cost refund		<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_6/POINT%204/SOP%20PENGEMBELIAN%20SISA%20PANJAR/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_6/POINT%204/SOP%20PENGEMBELIAN%20SISA%20PANJAR/</a>			
2. Sample receipt of the remaining cost refund		<a href="https://drive.google.com/open?id=1iN5W9KulioNzDtL1JLF43oOCbH3rrOQc">https://drive.google.com/open?id=1iN5W9KulioNzDtL1JLF43oOCbH3rrOQc</a>  <a href="https://drive.google.com/open?id=1gwPzgOxH9K9szJxlbSIKlIIZM8W0mHSB">https://drive.google.com/open?id=1gwPzgOxH9K9szJxlbSIKlIIZM8W0mHSB</a>			
3. Decree for case cost refund		<a href="https://drive.google.com/open?id=1Pqmw9S3_cZXW1yqcvferUpSlhuglb14m">https://drive.google.com/open?id=1Pqmw9S3_cZXW1yqcvferUpSlhuglb14m</a>			

Sub Area	Accessibility of the Court	Number	6.B.5	Self-Assessment	
<b>6.B</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We make it easy for people to find the relevant courtroom in which a hearing is taking place				
Self-Assessment Result :					
<p>Klaten District Court establishes sign identification of each courtroom and provide court room with unique "name" to easy recognize and informative to court user.</p> <p>Court also provide monitor display to inform court schedule in the main lobby as well as in front of the main courtroom.</p>					

Implementation Evidence :	
Documentation of court room in Klaten district court	<a href="https://drive.google.com/open?id=1ZF2wlnjIS5UeVbO6aM4T3y3hbwUYHYKp">https://drive.google.com/open?id=1ZF2wlnjIS5UeVbO6aM4T3y3hbwUYHYKp</a>  <a href="https://drive.google.com/open?id=17ocFnFUKrJf9aH3JcL-U4M7Bkgz3jisy">https://drive.google.com/open?id=17ocFnFUKrJf9aH3JcL-U4M7Bkgz3jisy</a>

Sub Area	Accessibility of the Court	Number	6.B.6	Self-Assessment	
<b>6.B</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria			
We provide people with disabilities with support and easy access to the court and our services					
Self-Assessment Result :					
<p>Klaten District Court provides :</p> <ul style="list-style-type: none"> <li>• wheelchair,</li> <li>• specific toilet for people with disabilities,</li> <li>• exclusive lanes for people with disabilities, to access Court area and trial room</li> </ul> <p>Court also trained the front gate officer in handling the disables. They will be actively respond to visitors with disabilities.</p>					
Implementation evidence :					
Documentation of facility for people with disabilities in Klaten district court		<a href="https://drive.google.com/open?id=1fgZVzenl4Rpf2dSetrRRln47G3qfrYvb">https://drive.google.com/open?id=1fgZVzenl4Rpf2dSetrRRln47G3qfrYvb</a>  <a href="https://drive.google.com/open?id=1Acf8iGqr3MnKrU1gwP2odrW68NmQZDVZ">https://drive.google.com/open?id=1Acf8iGqr3MnKrU1gwP2odrW68NmQZDVZ</a>			

Sub Area	Accessibility of the Court	Number	6.B.7	Self-Assessment	
<b>6.B</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria			
Our hours of operation make it easy for users to get their business done					
Self-Assessment Result :					
<p>Klaten District Court establishes and publishes the operating hours from 08:00 to 16:30 for Monday to Thursday, and on Friday from 07:00 to 16:00.</p>					

The operating hours are posted on the main door and has published on the official website.	
Implementation evidence :	
Documentation of court operating hours	<a href="https://drive.google.com/open?id=1DJEgxp-LRkbuhRgUDdDeHer1fr528t2l">https://drive.google.com/open?id=1DJEgxp-LRkbuhRgUDdDeHer1fr528t2l</a>
Decree on Court operating hours	<a href="https://drive.google.com/open?id=1dhFhQ3wigxcaRncVNT90pwR-FVw7vfsp">https://drive.google.com/open?id=1dhFhQ3wigxcaRncVNT90pwR-FVw7vfsp</a>

Sub Area	Accessibility of the Court	Number	6.B.8	Self-Assessment	
<b>6.B</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	Our website is easy to negotiate, contains relevant information and is useful to users		
Self-Assessment Result :					
<p>Klaten District Court has developed a comprehensive website, and the information contain within the website is clear and complete.</p> <p>The website is easy to access and friendly use for the court user, public, and other stakeholder that require information about Klaten District Court</p>					
Implementation Evidence :					
Website Klaten District Court		<a href="http://pn-klaten.go.id/main/">http://pn-klaten.go.id/main/</a>			

Sub Area	Accessibility of the Court	Number	6.B.9	Self-Assessment	
<b>6.B</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We treat members of minority groups the same as everyone else		
Self-Assessment Result :					
<p>Klaten district court does not discriminate the class, gender, and SARA (ethnicity, religion, and race). Prodeo is a free trial provided only for court user who can not afford the cost.</p>					
Implementation evidence :					



Prodeo Procedure	<a href="http://pn-klaten.go.id/main/index.php/layanan-hukum/layanan-hukum-bagi-masyarakat-kurang-mampu/posbakum">http://pn-klaten.go.id/main/index.php/layanan-hukum/layanan-hukum-bagi-masyarakat-kurang-mampu/posbakum</a>
Decree of Chief Justice in related to Judges ethical code	<a href="https://drive.google.com/open?id=1lj32BeFxDmDNtElgtfcyja3VllsXpB">https://drive.google.com/open?id=1lj32BeFxDmDNtElgtfcyja3VllsXpB</a>
PERMA no 1 / 2014, regulation from Supreme Court Indonesia, in related to Prodeo	<a href="https://drive.google.com/open?id=1tE7EnCo8braNY-BifJv3ztW2y7cmjp9q">https://drive.google.com/open?id=1tE7EnCo8braNY-BifJv3ztW2y7cmjp9q</a>

Sub Area	Accessibility of the Court	Number	6.B.10	Self-Assessment	
<b>6.B</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We provide information to assist litigants without representation				
Self-Assessment Result :					
<p>Klaten District Courts assist litigants without representation through legal aid centre (POSBKUM).</p> <p>Information is provided in the form of a litigation without representation process through display information board, banner, as well as providing a dedicated room for the service.</p> <p>This Information is also published on the official Klaten District Court website.</p>					
Implementation Evidence :					
1. Documentation of litigation without representation process display and legal aid centre		<a href="https://drive.google.com/open?id=1tDtX9DO3sn uXcoO67Lwb-kCVrehI7Dc-">https://drive.google.com/open?id=1tDtX9DO3sn uXcoO67Lwb-kCVrehI7Dc-</a>			
2. Website Klaten District Court, containing litigation without representation process		<a href="http://pn-klaten.go.id/main/index.php/layanan-hukum/layanan-hukum-bagi-masyarakat-kurang-mampu/posbakum">http://pn-klaten.go.id/main/index.php/layanan-hukum/layanan-hukum-bagi-masyarakat-kurang-mampu/posbakum</a>			
3. Memorandum of understanding with legal counsel, in regards to the legal aid		<a href="https://drive.google.com/open?id=1CnSt6UbJQX_MxhCANhbIBJj7sXjO7vOp">https://drive.google.com/open?id=1CnSt6UbJQX_MxhCANhbIBJj7sXjO7vOp</a>			
4. Sample work agreement with legal counsel, in regards to the legal aid		<a href="https://drive.google.com/open?id=1cY_GXMxMlRVp-599Tiak7fBGk3uS6cmW">https://drive.google.com/open?id=1cY_GXMxMlRVp-599Tiak7fBGk3uS6cmW</a>			
5. Sample of work order between court and legal counsel		<a href="https://drive.google.com/open?id=1u6uhLm_h0MCGzrnruHyi0OMKC7Gz4HPC">https://drive.google.com/open?id=1u6uhLm_h0MCGzrnruHyi0OMKC7Gz4HPC</a>			

Sub Area	Innovation	Number	6.C.11	Self-Assessment	
<b>6.C</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We have leveraged on innovation and technology to make our court services more affordable		
Self-Assessment Result :					
<p>Klaten District Court is implementing the innovations on traffic ticket application that can be accessed on Android or smartphone in real-time.</p> <p>This application is to simplify court process and easy for court user in accessing their case.</p>					
Implementation evidence :					
Android application on e-traffic ticket		<a href="https://drive.google.com/open?id=1b1jVNXCdA1pbwbcWtVXEflWewq9qAQed">https://drive.google.com/open?id=1b1jVNXCdA1pbwbcWtVXEflWewq9qAQed</a>			

Sub Area	Innovation	Number	6.C.12	Self-Assessment	
<b>6.C</b>		Area	6	Score	5
		IFCE	V3.2014	Compliance	YES
		Court Excellence Criteria	We have leveraged on innovation and technology to make our court services more accessible		
Self-Assessment Result :					
<p>Klaten District Court is definitely implementing technological innovations to facilitate the parties to access information as well as improving court operation and services in general.</p> <p>Technology innovation that already applied in Klaten district court as following :</p> <ul style="list-style-type: none"> <li>• E-tilang (ticket), for case related to Traffic violation</li> <li>• E-skum, for case registration and case cost</li> <li>• SIPP, for case monitoring system</li> <li>• Trial Schedule, for displaying daily trial schedule</li> <li>• Auto Text Recording, for auto writing from dialogue into written note</li> <li>• Trial roll, for auto announcement for trial stakeholder</li> </ul> <p>Court website is also easy to find by court user.</p>					
Implementation Evidence :					
1. E-skum application (video clip)		<a href="https://drive.google.com/open?id=1Zn5O4cLz4XByDXW3DVCavJfwy6tChgx">https://drive.google.com/open?id=1Zn5O4cLz4XByDXW3DVCavJfwy6tChgx</a>			

2. Trial roll application (video clip)	<a href="https://drive.google.com/open?id=1AlgJS80A3T12lXZYjucDT5QwNwiQoO87">https://drive.google.com/open?id=1AlgJS80A3T12lXZYjucDT5QwNwiQoO87</a>
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## Area : 7

### Public Trust and Confidence

Sub Area	Public Trust and Confidence	Number	7.A.1	Self-Assessment	
<b>7.A</b>		Area	7	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We publish our performance against time/service standards and other benchmarks				
Self-Assessment Result :					
<p>The performance results against standards time, measured from the quality objectives fulfillment that has been defined Klaten District Court.</p> <p>The result of the quality objective fulfillment in 2017, has been measured and the documentation is exist.</p> <p>For example :</p> <p>In the determination procedure, the quality objective for court users obtaining the desired information is 1 hour. This objective has been measured and evaluated meet the standard.</p> <p>However, Court has not published the quality objective achievement for 2017.</p>					
Implementation Evidence :					
1. Court Quality objective		<a href="https://drive.google.com/open?id=1331ls1BZ8Jhjzvgjm32mbhrAtmJGUcz4">https://drive.google.com/open?id=1331ls1BZ8Jhjzvgjm32mbhrAtmJGUcz4</a>			
2. The result of quality objective fulfillment		<a href="https://drive.google.com/open?id=189_laGUPgtFg_f8o8kVXnR8lVaml7yuv">https://drive.google.com/open?id=189_laGUPgtFg_f8o8kVXnR8lVaml7yuv</a>			

Sub Area	Public Trust and Confidence	Number	7.A.2	Self-Assessment	
<b>7.A</b>		Area	7	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We respond promptly to requests for information from court users				
Self-Assessment Result :					
<p>Klaten District Court is responding to the request related to the needs of information from Court User through One Stop Integrated Services (PTSP) located in the information desk.</p>					

The Mechanism of approval and information request has arranged in the procedure of information service, W12.U9/03/SOP/09/2016.	
The Officer whose sit on the information desk has indicated and had a Decree Num. :	
Implementation evidence :	
1. Documentation of Information desk	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_7/POINT%202/">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_7/POINT%202/</a>
2. Documentation of one stop integrated service (PTSP)	

Sub Area	Public Trust and Confidence	Number	7.A.3	Self-Assessment	
<b>7.A</b>		Area	7	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We can demonstrate that people leaving court understand the court programs and services they have experienced				
Self-Assessment Result :					
<p>Klaten District Court users receive the required information from the information desk officer and through one stop integrated service (PTSP). Court user then will be asked about the adequacy of expectation for information and Court Services.</p> <p>From the result of questionnaire survey on number 2 and 3 concerning with one stop integrated service (PTSP) and Court roduct specification, obtained with survey result for the period of survey implementation that start since 2016.</p> <p>However, written procedure for one stop integrated service (PTSP) activity is not defined.</p>					
Implementatin Evidence :					
1. Documentation of one stop integrated service (PTSP) and information desk	<a href="https://drive.google.com/drive/folders/1YhrjAlhtCwQYZDJ9V4uNFHMSZVCdE6oa?ogsrc=32">https://drive.google.com/drive/folders/1YhrjAlhtCwQYZDJ9V4uNFHMSZVCdE6oa?ogsrc=32</a>				
2. Video of one stop integrated service (PTSP) process	<a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_7/POINT%203/1.MOV">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_7/POINT%203/1.MOV</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_7/POINT%203/2.MOV">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_7/POINT%203/2.MOV</a>  <a href="http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_7/POINT%203/3.MOV">http://pn-klaten.go.id/data/EVIDENCE_ICCE_PN_KLATEN/AREA_7/POINT%203/3.MOV</a>				

3. Results of customer satisfaction survey for questionnaires number 2 and 3, from data implementation beginning 2016 until 2018	<a href="https://drive.google.com/open?id=1OzR0VO_Tel24M2UUtNsD1Z17i3wPbjSM">https://drive.google.com/open?id=1OzR0VO_Tel24M2UUtNsD1Z17i3wPbjSM</a>
4. Procedure for One stop integrated service	<a href="https://drive.google.com/open?id=1ESPUNLQZJdczF6VRDXjD15iZZGOS7uYW">https://drive.google.com/open?id=1ESPUNLQZJdczF6VRDXjD15iZZGOS7uYW</a>

Sub Area	Public Trust and Confidence	Number	7.A.4	Self-Assessment	
<b>7.A</b>		Area	7	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We have a policy, which we adhere to, that outlines the process for making and dealing with complaints and we report on complaints received and their resolution				
Self-Assessment Result :					
<p>Klaten district court has provide a clear policy of handling complaint.</p> <p>The Policy of complaint handling was poured in the form of Decree Num. W12.U9/68/KP.07.01/6/2016 related the nomination of complaint investigation team on 23 June 2016.</p> <p>The Court also implements the complaint mechanism was poured on SOP Numb. W12.U9/001/SOP/PC/2016 related The complaint service.</p> <p>Base upon the data, total complaint that has been accepting since 2016 to YTD is 1 complaint.</p> <p>Court is also committed responds to any complaint, regarding the solution and follow-up from a complaint wich be reported, either verbally (if the complainant comes directly to the court) or in writing.</p> <p>However, the Complaint completion has not documented.</p>					
Implementation Evidence :					
1. The Decree W12.U9/68, in related to Task Force team for Complaint handling at Klaten District Court	<a href="https://drive.google.com/open?id=1puA1slmo_gCvmsGPreaRB-DABez5BX1a">https://drive.google.com/open?id=1puA1slmo_gCvmsGPreaRB-DABez5BX1a</a>				
2. The Decree W12.U9/69, in related to complaint handling services desk	<a href="https://drive.google.com/open?id=1JvCtuL8J1TdQr-dd1C4jDUQUEUurskMcr">https://drive.google.com/open?id=1JvCtuL8J1TdQr-dd1C4jDUQUEUurskMcr</a>				
3. Complaint handling procedure	<a href="https://drive.google.com/open?id=1tgOUdWhM4XKO8wF15aXJBYf1y202jVbj">https://drive.google.com/open?id=1tgOUdWhM4XKO8wF15aXJBYf1y202jVbj</a>				
4. The Video of monitoring and complaint handling application (SIWAS)	<a href="https://drive.google.com/open?id=1iWot2S7TIwN8CCosh-enDzk0TCgaaMoy">https://drive.google.com/open?id=1iWot2S7TIwN8CCosh-enDzk0TCgaaMoy</a>				

Sub Area	Public Trust and Confidence	Number	7.A.5	Self-Assessment	
7.A		Area	7	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We publish information on court procedures and our complaints policy				
Self-Assessment Result :					
<p>Klaten Court District has published the court-handling complaint handling procedure, from official website Klaten Court.</p> <p>The SIWAS (monitoring and complaint handling application) link (a direct complaint to the Supreme Court), is also available on the Court's official website.</p> <p>However, the complaint handling decree has not published.</p>					
Implementation Evidence :					
Court website access for Court user complaint		<a href="http://pn-klaten.go.id/main/index.php/layanan-publik/pengaduan-layanan-publik">http://pn-klaten.go.id/main/index.php/layanan-publik/pengaduan-layanan-publik</a>			

Sub Area	Public Trust and Confidence	Number	7.A.6	Self-Assessment	
7.A		Area	7	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	We publish details of our services, fees and related court requirements				
Self-Assessment Result :					
<p>Klaten district court has provide detail of court services, fees and other related court requirements.</p> <p>For example :</p> <p>cases cost, issued by Decree no. : W.12.U9 / 905 / Pdt.02.10 / III / 2018 dated 27 March 2018.</p> <p>Cases cost is announced through a banner that's placed in the court lobby. Besides, in the cases cost also uploaded on the website Klaten Court District (<a href="http://pn-klaten.go.id/main/index.php/layanan-hukum/prosedur-pengajuan-dan-biaya-perkara">http://pn-klaten.go.id/main/index.php/layanan-hukum/prosedur-pengajuan-dan-biaya-perkara</a> ).</p> <p>Court Product requirement has published and made available to court user that placed on the information desk.</p> <p>however, those court requirements has not available in official website of Klaten District Court</p>					
Implementation Evidence :					

1. Decree of case cost	<a href="https://drive.google.com/open?id=12_Qai3pw_AcacKRbfN8u-7L0IGgzIRYa">https://drive.google.com/open?id=12_Qai3pw_AcacKRbfN8u-7L0IGgzIRYa</a>
2. Documentation of information desk and court requirements leaflet	<a href="https://drive.google.com/open?id=1wZTi8-nYDAdVbiJ0G9Hucdsa1W79cDgw">https://drive.google.com/open?id=1wZTi8-nYDAdVbiJ0G9Hucdsa1W79cDgw</a>

Sub Area	Public Trust and Confidence	Number	7.A.7	Self-Assessment	
<b>7.A</b>		Area	7	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	Our accounts/expenditures are independently audited annually				
Self-Assessment Result :					
<p>The Audit conducts by the budget and treasurer authority (KPA), 1 times per month. Simultaneously develop the accountability report.</p> <p>The latest audit was conducted in March 2018.</p>					
Implementation Evidence :					
The result of KPA audit on March 2018		<a href="https://drive.google.com/drive/folders/1H1tsXTsN0rOoOrrK3LAPFq3zlwmsdVHk?ogsrc=32">https://drive.google.com/drive/folders/1H1tsXTsN0rOoOrrK3LAPFq3zlwmsdVHk?ogsrc=32</a>			

Sub Area	Public Trust and Confidence	Number	7.A.8	Self-Assessment	
<b>7.A</b>		Area	7	Score	4
		IFCE	V3.2014	Compliance	Partial
Court Excellence Criteria	<p>Our published annual report includes:</p> <p>a) Performance data and survey feedback</p> <p>b) Details of our purpose, role and procedures</p> <p>c) Information on court reforms/improvements</p>				
Self-Assessment Result :					
<p>Annual report (Laptah) has been developed for 2017, reported and submitted to High Court Central Java and uploaded on the official website of Klaten District Court.</p> <p>Annual report Klaten District Court 2017 already contains:</p> <ol style="list-style-type: none"> <li>1. Employee performance and objectives</li> <li>2. Standard operational procedure</li> <li>3. Supervision and evaluation</li> </ol> <p>however, on the website, the link has not available for the annual report in 2017</p>					



Implementation Evidence :	
Annual report Klaten District Court 2017	<a href="http://pn-klaten.go.id/main/index.php/layanan-publik/2015-04-26-20-45-29/laporan-tahunan/777-laporan-tahunan-tahun-2017">http://pn-klaten.go.id/main/index.php/layanan-publik/2015-04-26-20-45-29/laporan-tahunan/777-laporan-tahunan-tahun-2017</a>

Sub Area	Public Trust and Confidence	Number	7.A.9	Self-Assessment	
<b>7.A</b>		Area	7	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	There is a high level of public trust and confidence in the fair administration of justice in our courts				

Self-Assessment Result :					
<p>Klaten district court measures the level of public trust through the activity of Court User Satisfaction Survey with using the Court Form.</p> <p>The Level of public trust represented to questionnaire survey point :</p> <p>7. Implementers behavior 8. Service statement and commitment 9. Suggestion and complaint handling</p> <p>Form the Survey result on April 2018, the following results are obtained:</p> <p>7. Implementers Behavior, Good (Score : 3.196 #2) 8. Service edict, Good (Score: 2.87 #8) 9. handling suggestion, Good (Score: 3.01 #5) The total of respondent : 200 respondents</p> <p>From the survey result H1 on 2017, the following result are obtained:</p> <p>7. Implementers Behavior, Good (Score : 3.196 #2) 8. Service edict, Good (Score: 2.87 #8) 9. handling suggestion, Good (Score: 3.01 #5) The total of respondent: 200 respondents</p> <p>from the survey result H2 in 2017, the following result is obtained:</p> <p>7. Implementers Behavior, Good (Score : 3.196 #2) 8. Service edict, Good (Score: 2.87 #8) 9. handling suggestion, Good (Score: 3.01 #5) The total of respondent: 200 respondents</p>					

Implementation Evidence :	
Court user satisfaction survey result 2017 – 2018	<a href="https://drive.google.com/drive/folders/1kDYKgM0o54Ru9aT0Tp_2yXff_7KV9a3M?ogsrc=32">https://drive.google.com/drive/folders/1kDYKgM0o54Ru9aT0Tp_2yXff_7KV9a3M?ogsrc=32</a>

Sub Area	Inovasi	Number	7.A.10	Self-Assessment	
<b>7.B</b>		Area	7	Score	5
		IFCE	V3.2014	Compliance	YES
Court Excellence Criteria	We engage the public and court users in an innovative manner, so as to build up public trust and confidence				
Self-Assessment Result :					
Public and Court User is involved to gives improvement suggestions.					
Implementation Evidence :					
Court User Satisfaction Survey result in 2017 and 2018		<a href="https://drive.google.com/drive/folders/1kDYKgM0o54Ru9aT0Tp_2yXff_7KV9a3M?ogsrc=32">https://drive.google.com/drive/folders/1kDYKgM0o54Ru9aT0Tp_2yXff_7KV9a3M?ogsrc=32</a>			

Final Self-Assessment scoring result :

	Areas	Maximum Points	Score Achived	Multiplier	Resulting Score	Maximum Weighted Score	Percentage Result	Maximum Percentage
<b>1</b>	Court Leadership and Management	70	<b>65</b>	2	<b>130</b>	140	<b>93%</b>	100%
<b>2</b>	Court Planning and Policies	60	<b>29</b>	3	<b>87</b>	120	<b>73%</b>	100%
<b>3</b>	Court Resources (Human, Material and Financial)	70	<b>72</b>	2	<b>144</b>	160	<b>90%</b>	100%
<b>4</b>	Court Proceedings and Process	50	<b>47</b>	2	<b>94</b>	100	<b>94%</b>	100%
<b>5</b>	Client Needs and Satisfaction	50	<b>48</b>	3	<b>144</b>	150	<b>96%</b>	100%
<b>6</b>	Affordable and Accessible Court Services	60	<b>59</b>	3	<b>177</b>	180	<b>98%</b>	100%
<b>7</b>	Public Trust and Confidence	50	<b>44</b>	3	<b>132</b>	150	<b>88%</b>	100%
<b>Total</b>				<b>786</b>	<b>908</b>	1000	<b>91%</b>	100%

Base upon a comprehensive Self-assessment of Seven Areas of Framework, Klaten District Court may summarize into following :

- Court Planning and Policies** is the most focus area which require a significant improvement.

A well-structured planning should be developed in ensuring both operation and Court objective are obtained.

- Public trust and confidence** is an area where Klaten district court should continue its best with persistant.

Contiuosly gaining stakeholder feedback and provide solution through innovation, will eventually increase confidence and public trust.

Court value will need to emphasis to all Staff consistently.

## Banding Table

Band	Score	Approach and Deployment	Result
1	0	There is no approach and no deployment at all	There are no results, or results show no improvement trends, or have not met targets
2	1-199	Court has approaches but they are reactive, not systematic or not deployed.	Poor results; or some improvement trends in a few indicators; or limited reporting of results for most key indicators/initiatives
3	200-399	Court has set the direction for planned and prevention-based approaches. There is evidence of approaches being implemented in a few areas.	Performance nears benchmarks in some areas; some improvement trends; and results reported for some key indicators.
4	400-599	Court has sound effective approaches in place with evidence of prevention activities and some innovation. Approaches are aligned with basic organizational needs and there is evidence of implementation in some key areas	Good performance levels (average or better) against benchmarks; improvement trends in most key indicators; and results are reported for most key indicators.
5	600-799	Court has proven and well-defined approaches overall with evidence of refinement through learning, innovation and improvement which is well integrated with organizational needs. Tangible evidence of implementation in all key areas.	Very good performance levels against benchmarks in most key indicators; improvement trends are sustained in most areas; and results are reported for all key indicators.
6	800-1000	Court has exceptionally well-defined innovative approaches overall with continuous refinement, which is fully integrated with organizational needs. Tangible evidence of both implementation and consistent practice at all levels and across all areas within and outside the court	Excellent performance levels against benchmarks in all key indicators; exceptional improvement trends in most areas; and results are reported for all indicators.

**Overall Score : 908**

#### IV. Performance Measure

As part to the Self-assessment, performance measure is use to analysis Seven Areas of framework implementation. The measurement method is using a quantitative, that required baseline data base of Court performance. Through the measurement result, Klaten District Court may get a clear figure on how each area of framework is performing. Therefore, improvement plan may take into consideration for the upcoming strategic plan evaluation.

Performance measurement on Klaten District Court describe in following description.

##### 4.1. Court Leadership and Management

No.	RESULT	Quantify	Related Section	Data and Information	Remarks
4.1.1.	Confirm	The % of Court Officer who have education above average / referance applicable	Registrar	90.09% court officers have education meet the applicable reference	The total amount of registrar and substitute registerar : 22

4.1.2.	Confirm	The % of Court Officer who has done training Program and the total of day attended	Registrar	81.81 % Court officers has doing training program related to technical subject.	The total amount of training days has been doing by registrar and substitute registrar : 6 days
4.1.3.	Confirm	The % of Court Officer who has done relevant management training program	Registrar	0 % None of the Court officer has done relevant management training program (non-technical subject)	The total amount of training days has been doing by registrar and substitute registrar : 0 days
4.1.4	Ensure the staff who have access to get relevant education	% Court staff have above average education / references	Registrar and secretariat	All the court staffs are having above average education level compare to applicable reference.	The total number of court staffs : 9 persons
4.1.5.	Ensure the access to personal support	The % of court offices who have education above average	Registrar	All the court officers are having above average education level compare to applicable reference.	Total court officer: 22 Persons

4.1.6.	High level internal communication	% Staff and Judge to communication information above the average applicable reference	Staff and Judge	Average 95 % staffs and Judges involve in the high level internal communication (monthly meeting)  The obligatory for conducting routine meetings is once per month. Subject may vary.	
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#### 4.2. Court Planning and policies

No.	RESULT	Quantify	Related Section	Data and Information	Remarks
4.2.1	The Regular Review to Policy	The % and the amount of court policies which have been reviewed in The last 12 Months	Chief of DC, Vice Chief of DC, and MR	52.1 % court policies have been reviewed in the last 12 months.	The total number of policies and decrees is 123
4.2.2.	The Feedback used in policy review	The % and the total amount of court user surveys that have been considered in court judicial review	Law Registrar	58.82 % of court user survey result have been considered in policy review	400 respondents participated in 2017's survey

4.2.3.	The effectiveness in using performance reports as inputs reference in policy and planning	The % and the total of Court management meetings, which it was using the Court's Performance Review as the consideration	All	100 % Court Management Meeting were conducted and considered Court's Performance Review as reference	The total number of management meeting which discussed the Court performance as one of the agenda: 1 per year
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### 4.3. Managing Court Resources and Workload

No.	RESULT / HASIL	MEASUREMENT / PENGUKURAN	Related sections / Bagian Terkait	Data / Data	Advanced Data / Data Lanjutan
4.3.1	Efficient file management	% the number of case files that could be taken/accessed within the specified time range	Legal dept staff	80 % of case files could be accessed within the specified time range during the sampling check.	The average time for retrieving 1 file in the filing cabinet was <b>1.69 minutes</b>
4.3.2	Efficient file management	The percentage and number of court files that have met the standard compliance with accuracy, completeness, amount, and accessibility	Law Registrar	100 % court files have successfully met with the standard compliance with accuracy, completeness, amount and accessibility	The Total Number of items in 1 inkratch case file: <b>16 items, (11 mandatories, 5 optionals)</b>



4.3.3	Employee Satisfaction	The percentage of staff satisfaction ratings in the work environment and management conditions which above average or above the scores	Chief Judge, Vice Chief, and MR	Number of survey done in 2017 for internal participants were : 2 times  The total statements that showed the satisfaction above than average level are : 72 %	In 2017, internal surveys were conducted at March and October 2017
4.3.4	Employee Satisfaction	The percentage of court officers (Clerk of Court and Alternative Clerk of Court) and Number of Court Officers who are indicated productively involved in missions and court work	Court officials	96 % of court officers indicated in productively involved in mission and court work.  From Internal survey result that conducted in 2017 and 2018 shown that 82 % employees were showing engagement to the court.	The total Number of Court Staffs : 75 employees
4.3.5	Fair Cost / Efficient Use of Resources	The average cost of processing a case by type of case	Regsitrar	The average cost for Criminal Case is : 7,424 IDR  The average cost for Civil Case is : 1,768,173 IDR	
4.3.6	The fair Cost / Efficient Use of Resources / Biaya wajar	The gross costs per case finished	Registrar	The gross costs per criminal case finished : 54,888,000 IDR  The gross costs per civil case finished : 264,097,000 IDR	

4.3.7	The fair Cost / Efficient Use of Resources	The gross costs per case ongoing	Civil Registrar	The gross costs per civil case on going : 1,841,125 IDR	
4.3.8	The fair Cost / Efficient Use of Resources	The gross expenses which is spent by FTE Court Officers	Registrar	Gross expenses from FTE Court officers is : 1,472,900 IDR per civil case	
4.3.9.	The fair Cost / Efficient Use of Resources	The Expense by case (net cost per finalization)	Registrar	The total net expense cost per finalization in 2017 for Criminal case : 53,996,000 IDR  The total net expense cost per finalization in 2017 for Civil case : 211,277,000 IDR	
4.3.10	Efficient Using of Assets	The percentage of the average utilization time in using available courtroom	Registrar	68 % average utilization of court room in 2017	
4.3.11	Reasonable Resources Usage	The number of FTE court officers per 100 finalization cases	Registrar	In 2017, total FTE court officers per 100 finalization cases : 0.1925	

4.3.12	Reasonable Resources Usage	The number of FTE staff (registration) per FTE court officer	Registrar	FTE staff (registration) per FTE Court Officer : 0.545	
4.3.13	Reasonable Resources Usage	The total of FTE staff per 100 Finalization cases	All	FTE staff per 100 finalization cases : 0.105	

#### 4.4. Efficiency and Effectiveness of Court Proceedings and Processes

<b>No.</b>	<b>RESULTS</b>	<b>MEASUREMENT</b>	<b>Related section</b>	<b>Data and Information</b>	<b>Remarks</b>
4.4.1	Timely Case File Disposition	(Average completion) The Number of cases that have been dropped as a percentage of admission cases	Registrar	95 % average settlement of cases that have been dropped as a percentage of admission cases.	
4.4.2	Timely Case File Disposition	The percentage and number of cases settled within the established time standard	Registrar	81.3 % average settlement of cases that have been dropped as a percentage of admission cases	

4.4.3	Timely Case File Disposition	The percentage and number of cases settled within the established time standard	Registrar	99.75 % case whose first hearing took place on time	
4.4.4	Timely Case File Disposition	The average prisoner waiting time before the trial started	Registrar	N/A. There is no available data or documentation on the prisoners waiting time	the average time Arrival of the prisoner from the prison : <b>09.30-10.30</b>
4.4.5	Timely Case File Disposition	The percentage of cases which the processes exceed the standard time.	Registrar	Criminal case : 0 % processes exceed to the standard time  Civil case : 18.7 % processes exceed to the standard time	
4.4.6	Low Rate of Cases in Arrears	The % and number of the pending of active cases (from the date the case was filled) based on classification and delayed time (the chosen period: less than 6 months, between 6-12 months, etc)	Registrar	11.66 % pending active cases.  The Total Number of Criminal and Civil Law cases which are still active up to January 2018: <b>59 Cases</b>	
4.4.7	Low Rate of Cases in Arrears	The % from the costs collected and distributed to a set a standard time	N/A	N/A	<i>Directly paid to bank.</i>

4.4.8	The certainty of registration case	The % from active Court Cases, has been done follow to the first Planning	Registrar	99.6 % active court cases, has been done follow to the first planning	The Registration Book And SIPP (case tracking system)
4.4.9	The certainty of registration case	The average number of cases that have been completed follow to the trial schedule	Registrar	The total number of criminal and civil trial, was finished in 2017: <b>667 cases</b>	The Registration Book And SIPP (case tracking system)
4.4.10	Timely Assessment	The % and number of judicial decisions delivered at the end of the trial from the time specified (standardized)	Registrar	99.75 % judicial decision delivered at the end of the trial from the specified time	
4.4.11	The lower level of assessment	The % and number of judicial decisions that have not been made (within a period of fewer than 6 months, between 6 to 12 months)	Registrar	0.3 % judicial decision have not been made in 2017	

#### 4.5. Users' Feedback

No.	Result	Measurement	Related Section	Data and Information	Advance Data
4.5.1	The Court user satisfaction survey toward court services	The % of court user who believe that the court has given a fair decision legally	Registrar	96.80 % court users believe that the court has given a fair decision legally.	Total case and number of appeals in 2017.
4.5.2	The Court user satisfaction survey to the court service /	The total number and frequency of Court User satisfaction Survey	Registrar	Total Number of court user satisfaction survey in 2017: 2 times with using survey form, and daily in website survey  Total Number of survey respondents on the implementation of court user satisfaction survey in 2017 : 400 respondents that conducted twice. Each survey participated by 200 respondents.	
4.5.3	The Court user satisfaction survey to the court service	The total and frequency of the service test with using "mystery shopper" method and The % of the benchmark result expected	Legal dept	Total Number of court user satisfaction survey in 2017, using Mystery shopper method: 0 (The court does not conduct "mystery shopper" test yet)	

4.5.4	The handling complint ontime	The % and the total of complaints which has been resolved in the predefined time standard	Registrar	<p>58 % complaint has been resolved so far. The action of survey results and recommendations are not conducted yet. The issues have been discussed in the management meeting but no action taken as part of improvement action.</p> <p>The total Number of complaints respondents which submitted on the implementation of court user satisfaction survey in 2017 : 30</p> <p>The Total Number of complaints and complaints in 2017, which have been followed up : 0</p>	
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#### 4.6. Affordable Court Services

No.	RESULTS	MEASUREMENT	Related Section	Data and Information	Remarks
4.6.1	The increasing of court access through minimizing of Costs for the Court Users	The Court fees paid by court users per case (civil and criminal)	Chief Judge	Decree from the Chief Judge, concerning the Case Case Review no : <b>W12.U9 / 905 / Pdt.02.10 / III / 2018</b>	The numbering of decree for total cost of Prepaid fees in 2017
4.6.2	The increasing of court access through minimizing of Costs for the Court Users	The % of court user assessment to cost and access to the court that above average or benchmark	Registrar	The Total Number of respondents on the implementation of user court satisfaction survey in 2017: <b>400 respondents</b>  86.5 % of respondents on the implementation of user court satisfaction survey in 2017 stated that the cost/tariff of litigation is above average	The User Court Satisfaction Survey
4.6.3	Fully Accessible Court Room	The % of courtrooms that have good physical access to wheelchair users	Registrar and Secretariat	100 % courtrooms have a good physical access to wheelchair user	
4.6.4	Fully Accessible Court Room	The % of the courtroom considered to be equipped with appropriate hearing aids	Secretariat	25 % of court room has already equipped with sound system.	Sound system



				None of the hearing aid equipment is provided at the facility	
4.6.5	Fully Support For Users with Disabilities	The % and Number of fulfilled with the request to attended the translator	N/A	N/A	N/A
4.6.6	Fully Support For Users with Disabilities	The % and number of related document is availabe with any other language	N/A	N/A	N/A
4.6.7	The effective of technology consumption	The % of user's assessment who's accessing the court site that the site is above to average or benchmark	Registrar and Secretariat	75.6 %  The survey form is available in the website.	The satisfaction survey of court user via website
4.6.8	The effective of technology consumption	The % of Law practitioners' assessment that available technology (including wireless access and related service lines) is above average or benchmark	Registrar and Secretariat	0 %  No classification types of court facility available in court satisfaction user satisfaction form	The satifaction survey of user court

#### 4.7. Public Trust and Confidence

No.	Result	Measurement	Related section	Data and Information	Remarks
4.7.1.	The society has confidence to Court	The % of citizen who had requirement as jury	N/A	N/A	N/A
4.7.2	The society has confidence to Court	The % of J the jury whose reporting was used at least once in the trial	N/A	N/A	N/A
4.7.3	The society has confidence to Court	The % of society who rate a trust and faith to court above average or benchmark	Registrar	Total number of respondents on the implementation of customer satisfaction survey in 2017 : 400 Respondents  Total Number of respondents in the implementation of customer satisfaction survey in 2017, states that respondents have good trust / faith to the service and institutions Court: 72.5 % Respondents	
4.7.4	The society has confidence to Court	Acquisition of criminal and civil courts fees as% of fees charged	Registrar	The total of fee charged to prosecutor Rp 265.026.000  Total PNBP (non tax income) in 2017 : Rp 19.585.000	

## V. Global Measure

Global Measures show a strong preference for outcome measurement that gauges the impact of services on the status or condition of those served, instead of measurement of outputs (amount of effort made and number of service units delivered), and inputs (resources such as the number of staff, costs, or hours worked by judges and staff).

To us, Klaten District Court, transparency and accountability means responsibility for performance assumed by the courts that is shared by all actors and organizations engaged in justice. Transparency and accountability are defined further in operational terms as the as the existence of a performance measurement system employing one or more of the core global measures in ways that address the fundamental question “How are we performing?”.

This measures are aligned with universally accepted judicial values and areas of court excellence identified by the IFCE and are seen as the key to the successful functioning of courts. This measurement uses data by time span in 2017, with the scope of cases registered in the year and involving internal and external parties.

### A. Court User Satisfaction

The perceptions and opinions of citizens who receive services increasingly are used as a major source of performance feedback by courts. This measure gauges critical areas of access to justice, timeliness, procedural fairness, and the overall effectiveness of the courts as seen from the perspectives of those “using” the courts on a typical day.

Everyone in the court on a “typical day”, litigants and their families and friends, victims and witnesses including experts for the case, attorneys, law enforcement officers, and other groups that are not identified as employees on that specific court, is asked to fill out a brief self-administered questionnaire.

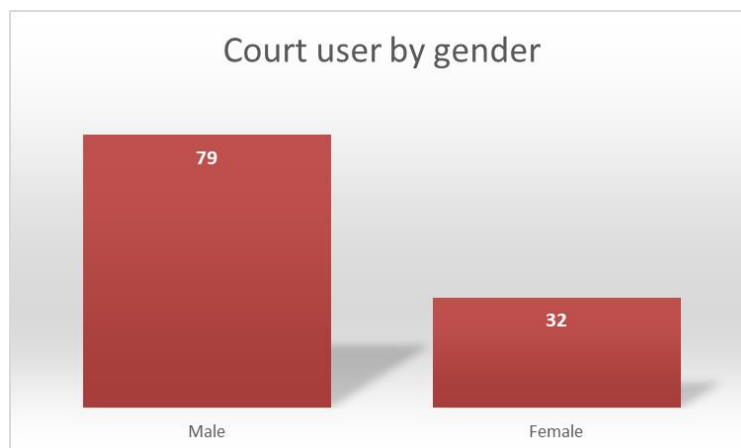
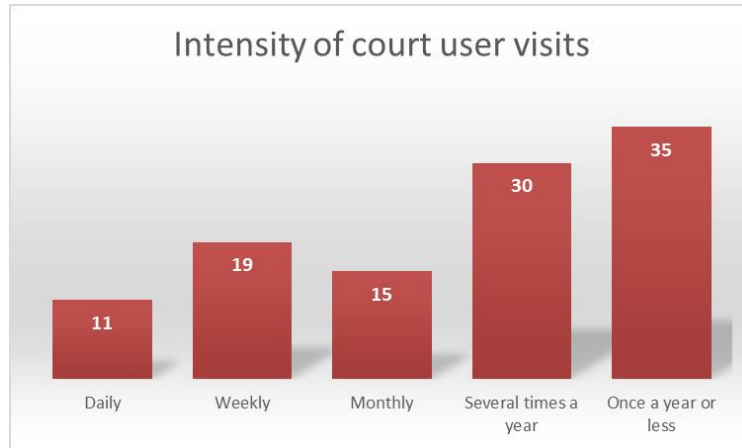
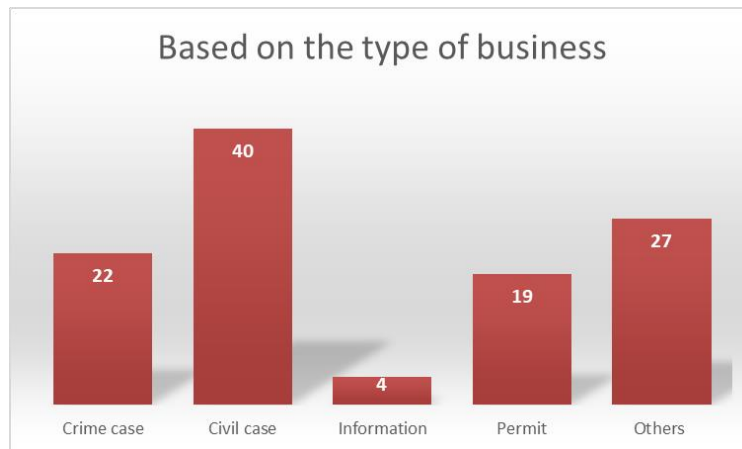


Figure A.1, category of respondent



*Figure A.2, number of court user visit*

The survey activities are carried out within a certain timeframe that has been planned, by giving directly to court users who are visiting in court. Appointment of a team responsible for dissemination and ensuring survey participants understand in completing survey form. The court establishes the minimum questionnaires that need to be completed in order for the survey results to be considered valid.



*Figure A.3, type of court user's affair*

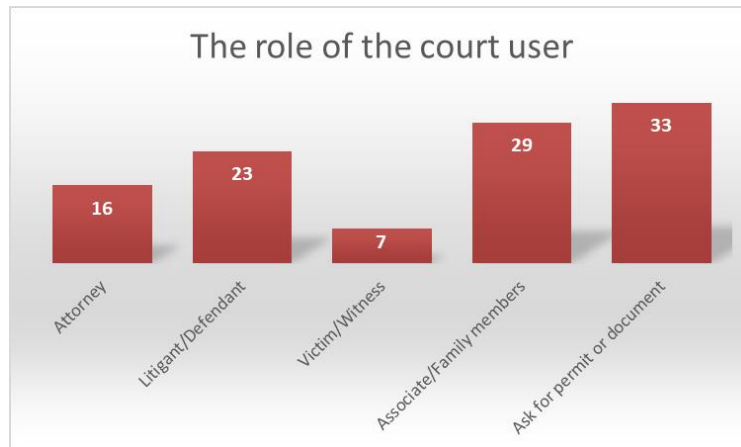


Figure A.4, case related court user's

The survey results prove that court users agree that the court has provided good services related to procedural, timeliness, and other administrative justice. 95% of 113 respondents agree that the court has provided fair service.

## B. Case Clearance

If a court is “clearing” fewer cases than are registered or filed, a current inventory of pending cases or backlog of cases is inevitable, a backlog of cases awaiting disposition or will grow.

Case clearance rate as a performance measure for courts and court systems is attractive for several reasons, not the least of which is that it is simple, clear, and actionable.

The clearance ratio is expressed as a single number.

	Number of filed case	Number of case reopened
Civil Lawsuit	152	60
Civil Application	131	9
Total number of filed case	283	69
<i>Civil Case Clearance Percentage</i>	75,6%	

	Number of filed case	Number of case reopened
Ordinary Crime	162	0
Specific Crime	88	0
Minor Crime	138	0
Traffic Crime	53.599	0
Total number of filed case	53.987	0
<i>Crime Case Clearance Percentage</i>	100,0%	

This measurement result shows how the case clearance percentage is changing over time compared against the baseline measure.

### C. Cost Per-Case

Cost Per Case is a useful indicator of a court's efficient and effective use of its resources. This measure forges a direct connection between how much is spent and what is accomplished. It also helps determine where court operations may be slack, including inefficient procedures and policy.

Case Type	Distributed Expenditures	Number of Disposition by Registered Case	Average Cost Per-Case
Civil Lawsuit	Rp.234.994.000	152	Rp.1.546.013,2
Civil Application	Rp.29.103.000	131	Rp.222.160,3
Ordinary Crime	Rp.418.000	169	Rp.2.473,3
Specific Crime	Rp.198.000	81	Rp.2.444,4
Minor Crime	Rp.276.000	138	Rp.2.000,0
Traffic Crime	Rp.53.996.000	53.599	Rp.1.007,4

Monitoring cost per case, from year to year, provides a practical means to evaluate existing case processing practices and to improve court operations.

### D. Pre-Trial Custody

These measures can be used at the highest policy levels to measure progress toward an overarching purpose and shared strategic goal – as well as -- that the separate institutions are expected to achieve together.

According to Article 1 point 21, the Code of Criminal Procedure ("Criminal Code"), detention is the placement of a suspect or defendant in a particular place by the investigator, or the prosecutor or judge to commencement, in terms and in the manner stipulated in this Law , In practice, often the status of prisoners be prolonged due to ongoing investigations in the police is still running. According to Article 7 paragraph (1) letter d Criminal Procedure Code, the investigator (in this case the police) because they are responsible have the authority to make arrests.

Cases involving pre-trial custody are criminal cases, with a maximum detention of 30 days and suspension of detention 60 days.

Case Type Involving Pre-Trial Custody	Maximal of Judges Detention (Article 26 clause (1) and clause (2) Criminal Code Procedure)	Average period of Pre-Trial Custody
Ordinary Crime	30 days	9 days
Specific Crime	30 days	9 days
Minor Crime	30 days	1 day

Detention itself divided based on interests. Article 20 of the Criminal Procedure Code detention divide it into 3 (three), namely:

- a. For the purposes of the investigation, the investigator or investigators made on orders authorized investigators to make arrests
- b. For the purpose of prosecution, the public prosecutor is authorized to make arrests or continued detention
- c. For the purpose of judges in the trials with the stipulation authorized to make arrests

The term of detention both in the level of investigation, prosecution and examination in court, high courts and the Supreme Court, under Article 24 to Article 29 of the Criminal Procedure Code to the Criminal Procedure Code, with the following details :

<i>Tingkat Penahanan</i>	<i>Pihak Berwenang Melakukan Penahanan</i>	<i>Dasar Hukum</i>	<i>Maksimal Jangka Waktu Penahanan</i>	<i>Perpanjangan Jangka Waktu Penahanan</i>
<i>Penyidikan</i>	<i>Penyidik, dapat diperpanjang oleh penuntut umum</i>	<i>Pasal 24 ayat (1) dan ayat (2) KUHP</i>	<i>20 hari</i>	<i>40 hari</i>
<i>Penuntutan</i>	<i>Penuntut umum, dapat diperpanjang oleh ketua pengadilan negeri</i>	<i>Pasal 25 ayat (1) dan ayat (2) KUHP</i>	<i>20 hari</i>	<i>30 hari</i>
<i>Pemeriksaan di Pengadilan Negeri</i>	<i>Hakim pengadilan negeri, dapat diperpanjang oleh ketua pengadilan negeri</i>	<i>Pasal 26 ayat (1) dan ayat (2) KUHP</i>	<i>30 hari</i>	<i>60 hari</i>
<i>Pemeriksaan di Pengadilan Tinggi</i>	<i>Hakim pengadilan tinggi, dapat diperpanjang oleh ketua pengadilan tinggi</i>	<i>Pasal 27 ayat (1) dan ayat (2) KUHP</i>	<i>30 hari</i>	<i>60 hari</i>
<i>Pemeriksaan di Pengadilan Tingkat Kasasi</i>	<i>Hakim Mahkamah Agung, dapat diperpanjang oleh Ketua Mahkamah Agung</i>	<i>Pasal 28 ayat (1) dan ayat (2) KUHP</i>	<i>50 hari</i>	<i>60 hari</i>

## E. Case Backlog

“Backlog” refers to all those cases beyond the time reference point. If a court is disposing fewer cases than are filed, a growing inventory and/or backlog is inevitable. The words “inventory” and “backlog” refer to the two parts of a court’s total pending caseload. “Inventory” refers to those pending cases that are not yet “old,” that is, not yet beyond the established reference point.

	<b>Number of case</b>
total cases beyond the settlement period	53
total registered civil cases	283
Civil case backlog percentage	18,7%

	<b>Number of case</b>
total cases beyond the settlement period	0
total registered crime cases	53.987
Crime case backlog percentage	0%

Cases filed/registered but not yet resolved or disposed make up a court's active pending caseload. A complete and accurate inventory of active pending cases, as well as the number and age of the cases in the inventory, provide a the necessary data for a quantitative assessment of a court's timely case processing performance.

#### **F. Compliance With Court Orders**

Court does not have the obligation to oversee and ascertain whether fines have been paid by defendant, the main tasks are to hear the case. This measurement can not be applied, because it is not in accordance with Indonesia judicial system. Total fines in 2017 is Rp.13.188.980.000,00., according to data from criminal case.

#### **G. Employee Engagement**

High levels of employee engagement is one of the most crucial imperatives of any successful organization. Employee engagement correlates to individual, group and organizational performance in areas such as retention, turnover, productivity, customer service and loyalty.

Engagement is defined as an emotional connection that a judicial officer or staff feels for his or her court that causes him or her to make efforts on behalf of the court that exceed minimal obligations imposed. A tool for assessing employee opinion on whether staff have the materials, motivation, direction, sense of mission, and commitment to do quality work.

The court has taken measurements, and the result is as following :

- 82% of employee engagement,
- Involved by 69 respondents from 75 total respondents,
- 6 of respondent did not participate because they were not present.

Based on the results of these measurements the top management should :

- Make well-defined approach by process-based approach and the involvement of people in managing an organization effectively and efficiently,
- Engage everyone at all levels and to respect them as individuals,
- Facilitate organizational development and change, assess teamwork and management style, enhance job satisfaction, and improve service to the public.

#### **H. Court File Integrity**

The percentage of case files that meet established standards of accuracy, completeness, and currency, and that can also be retrieved in a timely manner and within established time guidelines.



Accuracy, is measured by the extent of agreement between the case file summary and the actual file contents. The content and format of the case file summary (variously referred to as the case docket, case file register, register of actions, and so forth) vary across jurisdictions, but generally include a complete listing of the documents filed with the court for each case. Standard file completeness is 16 items consisting of 11 mandatory items and 5 optional item. The result is 100% of all file content are complete. The number of samples used in the measurement are 25 cases to measure the court file integrity. 3 things that are measured on a court file integrity are availability, accuracy, and completeness.

Availability, The first component of this measure, availability or accessibility of the file, is measured by reviewing a random sample of case files or records, and individually documenting the amount of time it took to retrieve each one. The result is 98% of all case files/records available under 2 minutes of the request of the case file.

The court implements physical storage with a standard of low risk protection using plastic wrap in a well-arranged rack, standard procedures have been established for preservation.

## I. Access Fees

The court requires to eliminate unnecessary barriers to its services. Such barriers can be physical, geographic, attitudinal, procedural, and the financial barriers to access to justice. Litigants and others who use the services of a court face three main financial barriers to effective access to the courts: court fees, third-party expenses (e.g., deposition costs and expert witness fees), and lawyer fees.

The court requires to minimize its own fees for access and participation in its proceedings and, where possible, scale its procedures and those of others under its influence or control to the reasonable requirements of matters before the court.

The average court fee paid by litigants per civil case.

Civil Case	Amount of fees collected	Number cases filed
Civil Lawsuit	Rp.234.994.000	152
Civil Application	Rp.29.103.000	131
Total	Rp.264.097.000	283
Average access fees	Rp.933.205	

Fees paid by applicants' is an indicator of governments' achievement against the objective of keeping services accessible.

## J. Trial Date Certainty

Setting firm trial dates is associated with shorter times to disposition of cases. Trial Date Certainty quantifies the court's success in holding important case processing events on the dates they are scheduled to be held, this measure is an indicator of the certainty, predictability, timeliness and efficiency of case processing. Effectively monitored, analysed,

and managed, this performance measure points to various proven steps to ensure firm and credible dates for trials or adjudicatory hearings: (1) disposing of as many cases before the setting of trial dates for those cases; (2) having realistic calendar-setting practices; (3) limiting continuances; and (4) providing for "back-up" judges.

The calculation of trial date certainty are as follow :

Civil case	Number of trial settings per-case	Number of filed case	Number of filed case beyond trial settings	percentage of filed case meets with the trial settings
Civil Lawsuit	13	142	29	79,6%
Civil Application	2	131	60	54,2%
Crime case	Number of trial settings per-case	Number of filed case	Number of filed case beyond trial settings	percentage of filed case meets with the trial settings
Ordinary Crime	8	162	37	77,16%
Specific Crime	8	88	7	92,0%
Minor Crime	1	138	0	100%
Traffic Crime	1	53.599	0	100%

#### K. On-Time Case Processing

On-time case processing is a balance between the time needed for review and the court's commitment to expedite the issuance of a decision. By resolving cases within established time frames, the court enhances trust and confidence in the judicial process.

The on-time case processing percentage are as follow :

Civil Case	
Number of filed case within time reference	271
Number of cases suspended within time reference	69
On Time Processing Percentage	74,5%

Crime Case	
Number of filed case within time reference	53.987
Number of cases suspended within time reference	0
On Time Processing Percentage	100%

All of the information that is needed to make the calculations for this measure obtained from a court's automated case management system and collected from the population of cases reaching the first and final outcome.

## VI. Improvement Plan

### Area 1 : Court Leadership and Management

No	Area Court excellence	Undertaken and Expected outcome	Steps to Achieve Action and Outcome	Responsibility and Participants	Timing of Steps	Performance Indicator
1	We review our performance data and feedback on a regular basis	<p>The KPI report / SKP (Sasaran Kinerja Pegawai) for 2017 has been created and evaluated but for H1 2018 is not be prepared and evaluated yet. There is no review the achievement of KPI for ach staff.</p> <p>The target is the H1's KPI must be prepared and measured to know and understand the progress of performance within H1 2018</p>	<ol style="list-style-type: none"> <li>The KPI report will be prepared every 3 months</li> <li>KPI achievement will be review in the monthly meeting</li> </ol>	<p>Lead by Leader area 1, and participate by all member area 1</p> <p>Leader :</p> <p>Irma</p> <p>Members :</p> <p>1.</p>	31 July 2018	<ul style="list-style-type: none"> <li>KPI Report for January – March 2018</li> <li>KPI Report for April – June 2018</li> <li>Meeting record July 2018 that include review KPI in the agenda</li> </ul>
2	We use data and feedback to plan improvements in our performance, procedures	The DC has conducted survey actively for internal and external to	<ol style="list-style-type: none"> <li>Create improvement plan based on feedback</li> </ol>	Lead by Leader area 1	July 2018 – continue process	<ul style="list-style-type: none"> <li>Survey Report 2018</li> <li>Improvement Plan list</li> </ul>

		<p>get feedback for improvement. The surveys are conducted both off online and offline base with period twice a year.</p> <p>Survey report has been created with detail data including feedback from both of internal and external. But, there is no further action done refer to feedback from the survey.</p> <p>The improvement plan must be created and monitored refer to the survey report.</p>	<p>got from the survey</p> <ol style="list-style-type: none"> <li>2. Monitor the progress of improvement plan in point 1</li> <li>3. Review the survey report, action plan taken, and completion of improvement in the monthly meeting.</li> </ol>			<ul style="list-style-type: none"> <li>• Meeting record that include feedback monitoring from the survey in the agenda</li> </ul>
3	Our senior judicial officers are actively involved in our review, planning, court user and community education processes	<p>In overall, all judicial officers are passively involving in every activity in the DC.</p> <p>There need further strategy and planning in order to create active behavior for all officer in involving process review,</p>	<ol style="list-style-type: none"> <li>1. Prepare Court Decree for active involving program especially in involving of review, planning, and education</li> <li>2. Conduct User education</li> </ol>	Lead by Leader area 1	July 2018 – continue process	<ul style="list-style-type: none"> <li>• Availability of Court Decree for Active program for review, planning, and educating.</li> <li>• List of education plan for 2018</li> <li>• Education banner in the official website</li> </ul>

		<p>planning, and court users education</p> <p>This active processes should also conducted in online base such as in official website</p>	<p>3. Online Education program in website</p>			
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## Area 2 : Court Planning and Policies

<i>No</i>	<i>Area Court excellence</i>	<i>Undertaken and Expected outcome</i>	<i>Steps to Achieve Action and Outcome</i>	<i>Responsibility and Participants</i>	<i>Timing of Steps</i>	<i>Performance Indicator</i>
1	We involve judges and court staff in the court's review and planning processes	<p>The Strategic Planning (Rencana Strategis/Restra) and Review process are done in the DC, but it is done only by volunteer and not specifically prepared by the assigned team.</p> <p>The decree is actually in place but has been</p>	<ol style="list-style-type: none"> <li>1. Create Court Decree for Strategic Planning, Reviewing, and team member</li> <li>2. Create new Strategic Planning for 2018 onward</li> <li>3. Review the current establish</li> </ol>	Lead by Leader area 2, and participate by all member area 2	30 August 2018	<ul style="list-style-type: none"> <li>• Establish of Court Decree for Strategic Planning and Review</li> <li>• Establish new Strategic Planning for 2018 onward</li> <li>• Establish new Review Report for 2017</li> </ul>

		<p>obsolete which signed by the previous Chief of DC.</p> <p>There need valid Court Decree that specifically describe the strategic planning plan, team member, and review activities.</p>	<p>Review Report 2017 (LKJIP) by the new team</p>			
2	<p>We have put in place a court innovation strategy, with short and long term goals, as an integral part of our planning that is aligned with our court's objectives and goals</p>	<p>The short term innovation goals are captured in the innovative and creative feedback that obtained in the regular survey both of internal and external. But, since there is no comprehensive planning strategy in the DC, the long term goal for innovation program is not available.</p> <p>There need establish long term innovative strategy that included in the strategic planning for 2018 onward</p>	<ol style="list-style-type: none"> <li>1. Create new Strategic Planning for 2018 onward, include Innovative strategy planning</li> <li>2. Include the innovative strategy planning in the Strategic Plan 2018 onward</li> </ol>	<p>Lead by Leader area 2, and participate by all member area 2</p>	<p>30 August 2018</p>	<ul style="list-style-type: none"> <li>• Establish of Court Decree for Strategic Planning and Review</li> <li>• Establish new Strategic Planning for 2018 onward</li> <li>• Establish innovative strategic planning in the Strategic Plan 2018 onward</li> </ul>

### Area 3 : Court Resources

<i>No</i>	<i>Area Court excellence</i>	<i>Undertaken and Expected outcome</i>	<i>Steps to Achieve Action and Outcome</i>	<i>Responsibility and Participants</i>	<i>Timing of Steps</i>	<i>Performance Indicator</i>
1	<p>We have a professional development program for judges and court staff</p> <p>We provide continuing professional education including management training to our judges and court staff</p> <p>We have identified the training needs of court staff and our training program meets those needs</p>	<p>Internal training program has been conducted in 2018 but there is no planning and minimum of documentation.</p> <p>The training plan for 2018 has been created but only until August 2018.</p> <p>There need establish training plan for whole 2018 and good documentation for training that has been conducted based on the training plan. The training plan must include also for management training</p>	<ol style="list-style-type: none"> <li>1. Create training plan 2018 based on the training need in the DC</li> <li>2. Documentation of trainings that have been conducted based on the training plan</li> </ol>	Lead by Leader area 3, and participate by all member area 3	Dec 2018	<ul style="list-style-type: none"> <li>• Establish training plan 2018 including for management training</li> <li>• Documentation for Training activities</li> </ul>
2	We have identified the training needs of court staff	Internal training program has been conducted in 2018 but	1. Create training plan 2018 based	Lead by Leader area 3, and	Dec 2018	<ul style="list-style-type: none"> <li>• Establish training need mapping</li> </ul>

	and our training program meets those needs	<p>there is no planning and minimum of documentation.</p> <p>The training plan for 2018 has been created, but there is no measurement of training need in the DC. There need to observe training need for each officer and then captured in the training plan 2018</p>	<p>on the training need in the DC</p> <p>2. Documentation of trainings that have been conducted based on the training plan</p>	participate by all member area 3		<ul style="list-style-type: none"> <li>• Establish training plan 2018</li> <li>• Documentation for Training activities</li> </ul>
3	We allocate our budget efficiently and effectively to ensure that there is money for court initiatives and court innovation activities	<p>The DC' budget allocation is captured in document that called as DIPA.</p> <p>All the cost related with the DC operation are using DIPA budget including for the initiative and innovative activities.</p> <p>But, there is no specific allocation in the DIPA for innovative and initiative activities.</p>	Allocate specific budget for court initiatives and innovation activities to ensure that the program is performed by all staffs.	Lead by Leader area 3, and participate by all member area 3	Dec 2018	Establish specific budget for court initiative and innovation activities



4	We deliver programs to meet the learning and development needs for court staff for court innovation	<p>The Chief of DC declared Court Decree to push all innovation activities are informed and performed by all staffs.</p> <p>The initiative and innovation are also collected through internal and external survey.</p> <p>But, there still lack of documentation and control toward the execution and implementation of initiative and innovative programs. There need a standard documentation for the activities include the control measure</p>	<ol style="list-style-type: none"> <li>1. Collect all documentation for all innovation and initiative activities which have been implemented.</li> <li>2. Create standard documentation for upcoming initiative and innovation programs.</li> </ol>	Lead by Leader area 3, and participate by all member area 3	Dec 2018	Documentation for all initiative & innovative programs
4	We recognize and reward staff for contribution towards court innovation	There is a reward program that awarded to staffs that conducted every 3 months. The winner staff will be crowned as Role Model staff and will be put in	Using new criteria for new role model winner selection	Lead by Leader area 3, and participate by all member area 3	Dec 2018	Next Role Model Banner

		<p>the publication's banner.</p> <p>Before, the winner criteria do not include an initiative and innovative program. The Court Decree has been revised and has been included initiative and innovation criteria, but the last winner is still using the previous court decree.</p>				
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## Area 4 : Court Processes

<i>No</i>	<i>Area Court excellence</i>	<i>Undertaken and Expected outcome</i>	<i>Steps to Achieve Action and Outcome</i>	<i>Responsibility and Participants</i>	<i>Timing of Steps</i>	<i>Performance Indicator</i>
1	People are able to get their business with the court done in a reasonable time	<p>The SOPs of technical and non-technical processes are in place including the time standard for each process.</p> <p>But, there is no report from verification and control step to compare the actual processes vs the time standard that written in the SOP.</p>	Conduct validation and verification toward court activities to measure whether the actual time consume for each process is follow the standard time in SOP	Lead by Leader area 4, and participate by all member area 4	Dec 2018	Document of Analysis and comparison the actual processes vs standard time in SOP
2	We evaluate and improve the court innovation process on a regular basis	<p>The innovation processes are regularly monitored in annual management meeting and shortly discussed in the monthly meeting</p> <p>But there is no specific measurement and</p>	Create monitoring and control program for innovation program implementation	Lead by Leader area 4, and participate by all member area 4	Dec 2018	Document of Innovation program tracking and measurement

		control for each innovative program				
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## Area 5 : User's Feedback

<i>No</i>	<i>Area Court excellence</i>	<i>Undertaken and Expected outcome</i>	<i>Steps to Achieve Action and Outcome</i>	<i>Responsibility and Participants</i>	<i>Timing of Steps</i>	<i>Performance Indicator</i>
1	We analysis surveys and adjust policies and procedures	The DC has implemented survey program regularly both of internal and external. The survey's report has been also well documented. But, there is no further analysis and corrective/preventive action plan created refer to the survey result.	Create action plan refer to survey result and recommendation	Lead by Leader area 5, and participate by all member area 5	Dec 2018	List of action plan including time bound and PIC refer to the survey's recommendation
2	We report publicly on changes we implement in response to the results of surveys	The survey program and result has been uploaded in the official website. All users able to easily access the	Put actual change that has been implemented in the website based on	Lead by Leader area 5, and participate by all member area 5	Dec 2018	Publication of innovation and implemented change based on survey recommendation

		<p>survey report in the DC's website.</p> <p>But, there is no specific note for change that has been implemented based on the survey recommendation.</p>	the survey's recommendation			
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## Area 6 : Affordable Court Services

<i>No</i>	<i>Area Court excellence</i>	<i>Undertaken and Expected outcome</i>	<i>Steps to Achieve Action and Outcome</i>	<i>Responsibility and Participants</i>	<i>Timing of Steps</i>	<i>Performance Indicator</i>
1	We have a clear and published policy on the charging, waiver or postponement of fees	<p>All court's detail cost is shown clearly in the front office of the DC. All users could easily see the court fee based on that publication.</p> <p>The decree of fee adjustment has been also created by the Chief of DC, but it isn't published in the DC area and website.</p>	Publish the decree of Fee Adjustment Policy both of offline and online	Lead by Leader area 6, and participate by all member area 6	Dec 2018	Publication of Fee Adjustment Policy to all users both of in DC area and in the website

## Area 7 : Public Trust and Confidence

<i>No</i>	<i>Area Court excellence</i>	<i>Undertaken and Expected outcome</i>	<i>Steps to Achieve Action and Outcome</i>	<i>Responsibility and Participants</i>	<i>Timing of Steps</i>	<i>Performance Indicator</i>
1	We publish our performance against time/service standards and other benchmarks	Achievement of individual performance is documented in the completion of quality procedures. This report is regularly reported and discussed in the annual management meeting to review the completion.  But, the result of performance achievement isn't published yet in website	Publish court performance in the website	Lead by Leader area 7, and participate by all member area 7	Dec 2018	Link performance achievement in the official website
2	We publish details of our services, fees and related court requirements	All the details services and fee are provided in the court area particularly in PTSP area.  But, information of service, fee, and court requirement are not	Publish details services, fee, and court processes requirement in the website	Lead by Leader area 7, and participate by all member area 7	Dec 2018	Link details of services, fee, and court process requirements in the official website

		fully published in the website				
3	<p>Our published annual report includes:</p> <p>a) Performance data and survey feedback</p> <p>b) Details of our purpose, role and procedures</p> <p>c) Information on court reforms/improvements</p>	<p>Annual report for 2017 has been created, documented and submitted to High Court in Central of Java.</p> <p>But, there is no publication in the website related annual report</p>	Publish annual report DC Klaten in the website	Lead by Leader area 7, and participate by all member area 7	Dec 2018	Link details annual report 2017 in the official website

## VII. CLOSING STATEMENT

Klaten District Court is dedicated to providing the highest quality judiciary services to Court users within Klaten jurisdiction. We are a technologically advanced Court in Indonesia, and we deliver our services in practical, cost efficient, and high quality minuterling.

It is important for Klaten District Courts to maintain public trust and confidence.

Through the implementation of International Framework for Court Excellence, we are able to control and undertake the process and perform a successful target. The framework is enable us to take a journey forward and transform into an Excellence Court.

Therefore, Klaten District Court is committed to continue in implementing IFCE, and using its approach to continuously improve Court performance.

Throughout the experience, It demonstrated that the IFCE is a valuable model that provides a clear process for leaders, judges and staff, to views and design a blueprint for change.

We will continue to challenge ourselves, in providing best services to court users.



End of Report