

The Urgency of the Implementation of Public Administration Ethical Governance to Realize Good Governance

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Abstract

This study analyzes the urgency of implementing public administration ethics to realize good governance. This study uses a qualitative method with a case study approach. The data sources used in this study are primary and secondary data. Preliminary data was collected from interviews and questionnaires to respondents, while secondary data was collected through the literature study method. The location of this research is in one of the sub-district offices in the Sumedang District. Respondents who were given a questionnaire totaling 100 people living around the sub-district were selected based on the random sampling method. Based on the data and analysis of research results, it can be seen that sub-district employees in Sumedang District still have not implemented bureaucratic ethical governance properly. Government governance has not been able to absorb and develop more advanced management values. The problem arises because of the following: learning culture, processes, tools and techniques, and skill and motivation. This should be a concern, especially by the government, to create good governance, which is indicated by the high public trust in the government.

Keywords: Analysis, Ethical Governance, Good Governance.

A. INTRODUCTION

The lack of ethics application in the bureaucracy is a big concern because it relates to the wider community (Dasuki, 2020). Bureaucracy works based on trust because a bureaucrat works for the state and, at the same time, works for the people. Therefore, it is natural that the community wants and hopes for a guarantee that bureaucrats who work in the administration field will serve the public interest with a standard code of ethics that is in line with their position and position (Digdowiseiso, 2020).

In Articles 4 and 5 of Law Number 5 of 2014 concerning State Civil Apparatus, it is stated that the state civil apparatus must uphold high ethical standards (Digdowiseiso & Sugiyanto, 2018). Furthermore, the law also states that public officials must comply with the code of ethics and employee code of conduct, including carrying out their duties carefully and with discipline, serving with

respect, courtesy, and without pressure, maintaining confidentiality regarding state policies (Digdowiseiso & Zainul, 2020).

Ethics can be understood as a collection of morals, norms, or values that determine whether an act is wrong or right embraced by a community group. At the same time, etiquette is understood as a procedure or a custom, courtesy, or other things in a civilized society to maintain good relations between human beings (Emina, 2020; Grdzlishvili & Sulamanidze, 2021). Some of the problems that exist in the Indonesian bureaucracy are still very broad; therefore, the government makes a grand design program for bureaucratic reform which is expected to fix basic issues in the administration of government; these problems are presented in the following figure:

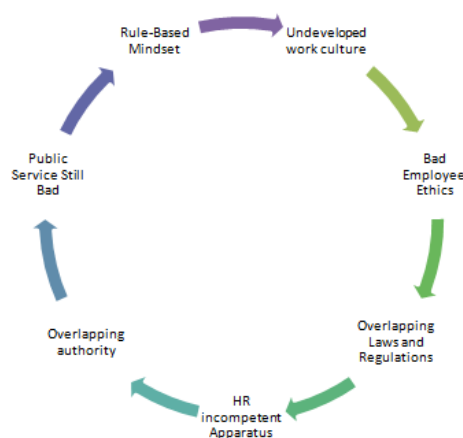


Figure 1. Problems in the Bureaucracy

Therefore, government agencies are expected to make an activity that is right on target and easily implemented to overcome these problems. The bureaucracy is likely to play a major role in implementing all state plans that have been decided in public policy (Hijal & Subharwal, 2018; Jodan, 2020). In the state's life, the bureaucracy becomes an actor who plays a role in running government administration. However, in state government practice, the part of the bureaucracy is often doubtful to revive and dynamic the democratization process. The Indonesian bureaucracy is an institution that spends more than it produces. As a hotbed of corruption and theft, the bureaucracy is the biggest contributor to the country's financial crisis.

One of the causes of the collapse of bureaucratic legitimacy in the people's eyes is because the bureaucracy is not run rationally, where the bureaucracy ignores impersonality in carrying out its duties (Macaulay, 2018; Keping, 2018). The phenomenon of bureaucratic behavior irregularities in the ethical paradigm can be found everywhere; the cause may be because the bureaucracy cannot position itself as an institution that fights for the public interest. Several phenomena regarding bad bureaucracy are full of elements of Corruption, Collusion, and Nepotism,

centralized, convoluted, and excessive power. It appears in bureaucratic behavior in all sectors of government public services (McBeth et al., 2021).

Some of the problems that are often encountered in the application of the code of ethics that occur in the Sumedang district are the lack of apparatus to observe the code of ethics regarding employee discipline when providing services to the community, including employees who are often late so that it hinders service to the community (Mital, 2018; Nabatchi, 2018). This is certainly not good for implementing these services because people often complain. In addition, there were also cases of responsibility where there was the inaccuracy of employees in the office in providing services.

The employee is also less careful in arranging certain documents, letters, or records needed in the public service process. So, when the document is required, the employee is always busy looking for papers and seems impractical. People who need these services wait long because existing documents are often scattered (Nawawi, 2018). This is certainly not appropriate and seems to violate government regulation number 46 of 2011 concerning Employee Performance Assessment, which states that government employees should have a high sense of responsibility and accuracy in performing services charged to the institution they work.

Among other problems found in the Village office in Sumedang District is the lack of attitude of employees in respecting others, namely services that seem indifferent. In addition to this, another thing that needs to be considered is the lack of modalities for implementing public ethics, namely totality and the impression of sorting out which people will be served first during the service process (Nuraini, 2020). This indicates the lack of neutrality as capital in the ethics of promotion services. Based on various descriptions of problems regarding applying state administration ethics in the promotion service above. As well as referring to Government Regulation Number 12 of 2002 concerning Promotion Services and Government Regulation Number 42 of 2004 concerning the Development of Corps Spirit and Code of Ethics for Civil Servants.

This aspect is considered very important to create good governance; this discourse is getting stronger in state life in various parts, including Indonesia. To understand this concept, it is necessary to understand the difference between the notions of government and governance. The idea of "government" refers to a management organization based on the highest authority of the state and government. The concept of governance involves the government and the state and the role of various actors outside the government and the form so that the parties involved are also very broad (Plant, 2018; Pliscoff, 2019). This shows a paradigm shift in state government administration and national development. This paradigm change has shifted the management orientation from the government to the governance aspect.

Governance is a complex institution, mechanism, process, and relationship through which citizens and groups articulate their interests, exercise their rights and responsibilities, and mediate or facilitate differences between them (Revida et al., 2020; Rozandi & Digdowiseiso, 2021). The formulation can be formulated simply that the science of public administration is descriptive and prescriptive. Prescriptive is normative and, in the sense of future planning, predictable expectations to be realized in the desired society (Rudiyansyah & Dahlan, 2018). Implementing a clean and good government is the hope and aspiration of every nation. Therefore, realizing these ideals is part of the task of public administration.

B. METHOD

This research uses a qualitative method with a case study approach. The data sources used in this study are primary and secondary data. Preliminary data was collected from interviews and questionnaires to respondents, while secondary data was collected through the literature study method. The location of this research is in one of the sub-district offices in the Sumedang district. The respondents who were given a questionnaire were 100 people living around the sub-district, selected based on the random sampling method (Santis & Zavattaro, 2019). Research data analysis was carried out qualitatively-descriptively by analyzing whether sub-district employees in Sumedang district had implemented and implemented ethical governance well to create good government.

C. RESULT AND DISCUSSION

Assessment of the Code of Ethics for Administrative Employees

Enforcement of the code of ethics for employees following Government Regulation of the Republic of Indonesia number 43 of 2004 article 7 states that in carrying out official duties, employees must behave and be guided by ethics in the state, administration of government, organizations, society, and towards themselves and fellow employees. Enforcement of the Code of Ethics for Civil Servants who violate the Code of Ethics shall be subject to moral sanctions. Moral sanctions are made in writing and declared privately or openly by the Civil Service Supervisor (Shava & Mazenda, 2021). A closing statement is submitted by an authorized official or other appointed official in a closed room.

The statement's submission is only known by the Civil Servant concerned and the official who submitted the information in a closed room. Insecurely presenting the message, other related officials can be attended, provided that the relevant official must not be of a lower rank than the Civil Servant concerned. The results of the questionnaire to the respondents, namely the sub-district community in Sumedang district, are presented in the following table:

Table 1. The Results of the Community's Answer Questionnaire about the Ethics of Sub-District Employees

Rated aspect	Answer			Decision
	Bad	Enough	Good	
Accountability	63	23	14	Not good
Devotion	38	48	14	Pretty good
Sensitivity	54	29	17	Not Good
Equality	24	29	47	Good
Quickness	22	57	21	Pretty Good

Source: Data Proceed

The aspects assessed are based on the findings made by Sukidin, namely, considering factors of accountability, dedication, sensitivity, equality, and appropriateness. These aspects will be explained in the following paragraphs:

1. Responsibility

This ethical principle concerns the officer's desire to feel full responsibility and a strong bond in carrying out all job duties satisfactorily. Government administrative officers must have a great desire to carry out their functions effectively, to the fullest extent of the ability, and most satisfactorily to those who accept responsibility. The responsibility is directed to the people in general, government agencies, and direct superiors. Every government apparatus must remove the tendency to let go of responsibility/desire to shift blame to other parties or the habit of making excuses for just carrying out orders (just following orders). Thus, every government administrator must be ready to take responsibility for what he does. It should not be trapped in the excuse that it only carries out instructions or carries out government policies.

2. Dedication

It is a desire to carry out work tasks with all energy (mental or mental & physical), enthusiasm, and full attention without any strings attached to anything personal, such as wanting to get promoted quickly / be given an award. Every officer in government administration in carrying out his duties must always and continuously show self-involvement & full of enthusiasm. The tendency to work half-heartedly / carelessly should not be in every good officer. The dedication is directed at his position, expertise, and field of profession.

3. Loyalty

Loyalty can be understood as a moral policy, namely, the awareness of sub-district officers to comply maximally with the state constitution, national goals, laws and regulations, positions/agencies/agencies, duties, and superiors to achieve the expected results common goals. Executing job duties with multiple measures, profit and loss considerations, or even sabotage habits is unknown in every good officer. If an officer is unable to carry out their duties

to the fullest extent of his ability, is not willing to be bound by his agency/institution, or does not feel compatible with the policies of their leadership. The ethical action is to resign from their position.

4. Sensitivity

This principle reflects a willingness from an officer's ability to pay attention and be alert to new developments, changing situations, and needs that arise in people's lives from time to time, accompanied by efforts to respond as well as possible. The attitude of not caring as long as routine tasks have been completed/do not want to bother making reforms must be removed from every good government administrative officer.

5. Equality

Acting fairly is the main thing from government agencies that must be carried out and aims to serve and serve the public interest, which is realized through equal treatment to the community without discrimination. Equality in treatment, service and dedication must be provided by every officer to the public regardless of political ties, kinship relations, the origin of descent, or social position. Fair government administrative officers must not carry out differences in treatment that are arbitrary or based on personal interests.

6. Equity

This is indicated by the equality of treatment for all parties as an ethical principle, not always achieving justice and fairness. Problems & needs in society are very diverse, so they require different treatment as long as it is based on fair considerations or with the right reasons.

Building Legitimacy and Public Trust

The urgency of building and implementing ethics in the public sphere has become an obligation and a basic need because ethics has a goal for developing a better public life and has a broad impact. Among the reasons underlying these results are:

1. Ethics as the science of human action complements the norms by which relations between people are regulated. It shows what and how the relationship is and shows the reasons that required it to be so.
2. Ethics as an applied science is the basis for fields of study and practice. It is important because it guides/establishes a code of ethics showing human actions in various aspects of life.
3. Ethics reaffirms the uniqueness of humans among other creatures because human life is an ethical construction.
4. To a greater extent, the study of ethics facilitates the formation of fundamental attitudes for a better life. Training in ethics should enable us to see flaws in our behavior and those of others and understand its exact nature so that we are better able to set the right thing in our behavior and make suggestions that will benefit not only ourselves but also other people.

5. Ethics serves as a social strategy to improve human life by preserving more humane ecosystems and achieving social and global harmony. Thus, facilitating common social values, rewards/reinforcing positive values.
6. Ethics is essentially related to religion. Most religions are built on the principle that good behavior will be rewarded and bad/evil behavior punished. This ethical relationship with religion provides the primary reason for right conduct and reluctance to commit evil. This is in line with human instincts in general in faith.

Some malpractices committed by administrative employees occur in several forms of behavior, including 1) Dishonesty, dishonest actions from employees. For example, they were doing illegal levies when performing public services. This action is considered very dangerous because it causes a loss of public trust in the government and harms the organization; 2) Unethical behavior, it is possible to take actions within limits permitted by law, but these actions can be classified as unethical so that legally they cannot be prosecuted; 3) Disregard of the law, employees (public administrators) can ignore the law or make legal interpretations that benefit their interests. For example, employees use official cars for personal activities; 4) Covering up mistakes. Leaders or employees cover up their own mistakes or those of their subordinates, refuse to be investigated or controlled by the legislature, prohibit the press from covering their agency's mistakes, and 5) Failing to show initiative. Some employees fail to make positive decisions or use the discretion (latitude/leniency) that the law gives them (Sugiyanto & Digdowiseiso, 2017).

In running the state and public services, employees must apply more than just personal ethics. It could even be argued that ethical standards are set somewhat higher in government than in business or private life. This is because the government has the authority to demand obedience from individuals and require them to act in the desired manner (government power). The government finances its operations by levying taxes on the public; Thus, taxpayers expect honesty and Integrity from the government. The public administrator is the instrument of the State; Their actions are an extension of government institutions, laws, and policies (Sugiyanto et al., 2018; Suharyono & Digdowiseiso, 2021). Moreover, public administrators exercise discretion when measuring problems, formulating policies, and administering justice. Top-level executive officers (as well as political officials) have enormous power in their sphere of influence, especially in making policies that will affect the public; while on the other hand, the lower-level bureaucracy, or what is often known as the street-level bureaucracy, is the government's representation in the public society (Sumra, 2019; Taufik et al., 2021).

There is a reciprocal relationship between ethical governance and public trust. Understanding the relationship between ethical governance and public confidence in a contemporary sense includes the following aspects: An examination that focuses on human and social elements; Dimensions of productive innovation and creativity;

and Normative aspects of morality and ethics. These relations, as can be seen in the following figure:

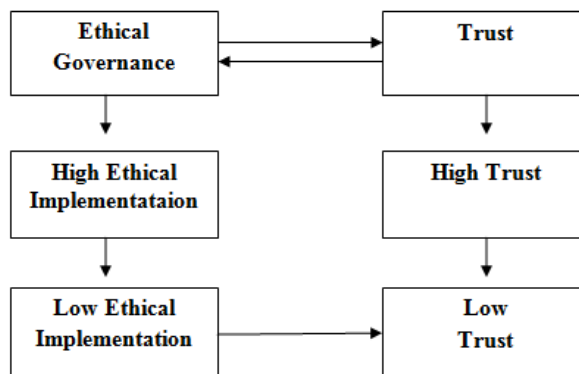


Figure 2. The Relationship Between Ethical Governance and Public Trust

Based on the picture above, it can be seen that public trust in the context of administration and management is tied to an ethical mechanism that helps in informing public trust and increases if ethical governance is implemented optimally and vice versa. Therefore, moral reasoning by state employees is needed to balance the competing government values and demands in the public sphere. Public administrators often make strong decisions based on imperfect information; The ethical values of administrators inform these decisions in the end; ethics is a central factor in the longstanding debate over administrative responsibility, responsiveness, and accountability.

Thus, this shows that public trust is part of ethical governance (governance ethics). Governance ethics, in this case, is a broad concept with different dimensions and, indeed, consists of specific moral values and mechanisms. Ethical values and mechanisms are the means to achieve trust because they are honest governance representations. Ethical governance is the process and orientation that ensures the most acceptable standards of ethical behavior and performance and can also be defined as values and mechanisms that offer good for citizens and society. In addition, ethical governance is rationality-oriented. Values are issues of need and perception related to ethics; It includes the principles that guide our evaluation of good and ideal. Rationality also concerns our thoughts and ideas, which deal with choices, preferences, and outcomes.

Good and competitive public services are a manifestation of reform and cannot be separated from the efforts of public service providers to provide the rights of service recipients. For this reason, current public service providers must be oriented to the benefits that can be provided to the community. Society has rights and obligations as individuals in the rule of law and the hierarchy of laws and regulations. In other words, the district has rights and obligations in implementing public services following the rules set by the service provider.

For this reason, the technical implementation of public services must have other derivative regulations that can provide details, for example, related to service standards. The Ministries of PAN and RB have issued guidelines, namely through the Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform No. 2014, which is a replacement for the Regulation of the Minister of Empowerment of State Apparatus and Bureaucratic Reform No. 36 of 2012 concerning technical guidelines for the preparation, determination, and application of service standards that are deemed inappropriate. With developments and circumstances. This regulation is a derivative regulation of Government Regulation Number 96 of 2012 concerning implementing Law Number 25 of 2009 concerning public services. The service standard guidelines emphasize involving the community in preparing service standards prepared by the government, especially in the regions.

Article 4 of Law Number 25 of 2009 concerning Public Services states that to provide public services to achieve the expected results, the implementation of public services is based on: (a) the public interest; (b) legal certainty; (c) equal rights; (d) balance of rights and obligations; (e) professionalism; (f) participatory; (g) equal treatment/non-discrimination; (h) openness; (i) accountability; (j) special facilities and treatment for vulnerable groups; (k) punctuality; and (l) speed, convenience, and affordability. Based on this, it can be said to realize quality public services; there must be a service system in service organizations that prioritizes the interests of citizens, especially service users, and human resources oriented to the interests of the general public (Zulmasyhur, 2018; Waluto et al., 2019). The community's interest is an absolute must for each service unit because the existence of a public service unit depends on the presence or absence of people who need public services. In the end, the quality of good public services will be realized.

Sometimes government policies have not been able to absorb and develop more advanced management values, and the problem arises because of the following: a) Learning Culture. The learning culture among government agencies seems to be fading. While on the one hand, the characteristics of learning Culture are very strongly related to an organization's innovation; b) Processes. The key management process is internally oriented per se, confined in an internal area that blinds the insight and knowledge of the residents in it. This often leads to the prejudice that most government institutions are not partners but competitors to beat; c) Tools and Techniques. The developing method is only considered as a spectacle. Not studied to create creativity and problem solving for individuals and groups, and d) Skill and Motivation. The inadequate motivation of human resources of the apparatus results in a low desire to learn. In contrast, their limited expertise results in their inability to adapt to changes that continue to move without compassion (Thijs et al., 2017).

This pressure then drives the administrative reform movement (bureaucracy) in various fields, both related to public service models, government systems, and the

policy side of a country (Waluyo, 2020; Waluyo, 2021). In Indonesia, the administrative reform itself was followed by debureaucratization and deregulation, such as concrete steps taken by the government. It can be said that administrative reform is a pattern that shows an increase in the effectiveness of using available resources to achieve the goals that have been set. Administrative reform includes three aspects: first, a change must be improved from the previous situation; second, the gain is obtained with a deliberate effort and not by chance; third, the progress that occurs is long-term and not temporary. Thus, reform requires hard work in achieving its results through real improvements in government life, and all of this can be done by involving various parties, including the community.

D. CONCLUSION

Based on the data and analysis of research results, it can be seen that sub-district employees in Sumedang district still have not implemented bureaucratic ethical governance properly. Government governance has not been able to absorb and develop more advanced management values. The problem arises because of the following: a) Learning Culture; b) Processes; c) Tools and Techniques.; and d) Skill and Motivation. This should be a concern, especially by the government, to create good governance, which is indicated by the high public trust in the government.

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