



Ethics of Population Administration Services (Case Study at the Department of Population and Civil Registration of Pekanbaru City)

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ABSTRACT

Ethics must always be considered in every phase of public service. If every apparatus has ethics in public services, the organization will be able to achieve the ultimate goal of service, namely providing services with good performance in order to provide satisfaction to the public. This study uses a qualitative method with descriptive analysis type of research. Judging from the indicators of public service ethics consisting of equality, equity, loyalty, and responsibility. In conclusion, population administration and civil registration services in providing services to the community are not maximal enough, because population administration services are still slow and convoluted.



INTRODUCTION

Governments are among the public service organizations that are frequently criticized for being ineffective and inefficient in carrying out their tasks and commitments. The government's services are still regarded as subpar in terms of execution of public services. It can be observed that the government's major responsibility is to offer outstanding service in order to fulfill the requirements of the community, however this is currently not being executed adequately. As a result, individuals have been unable to perceive the government's function in addressing their demands, indicating that the quality of public services provided by the government is not ideal.

According to Law No. 25 of 2009 on Public Service, a public service is an action or set of activities conducted by public service providers to meet the needs of every citizen and resident of products, services, and administrative services in conformity with the laws and regulations. As a result, when service providers give public services to the community, they must emphasize ethics and value standards that serve as a guideline for behavior. Whereas in this value principle is required as an effort to adapt the value order of society, which constantly changes from time to time. Attention to these many areas ensures that the public services provided are a reflection of the community's social demands. Policymakers must arrange the public service system so that the public may experience the impact of great bureaucratic governance. In order to provide excellent services, new policies to strengthen regional autonomy were enacted with the passage of Law No. 23 of 2014, which resulted in adjustments and improvements to the decentralized system (Izudin, 2019).

The idea of public service Ethics is a practice of public administration and or the delivery of public services (delivery system) that is based on a set of behavioral demands (rules of conduct) or a code of ethics that controls good things that must be done or vice versa which is not good so that it is avoided. Moechson (Moechson, 2014). It is extremely important to pay attention to and utilize it as the foundation for its execution in relation to the ethics of public service, which is strongly tied to the handling of public affairs. And ethics in public services is required as a type of response from the bureaucratic machinery to the interests of the service user community, and these service users' interests must be prioritized.

Bureaucratic ethics in service, particularly in the management of public affairs, must be seriously addressed and used as the foundation for its execution. As a type of responsiveness from the bureaucratic machinery to the interests of the service user community, public service ethics are required. And the interests of service consumers must be prioritized. And the absence of discrimination and friendliness in providing services, so that service users believe they are receiving the finest service possible (Friday Fry, 2021).

Excellent service is extremely good service or the best service provided by assisting and attempting to meet the demands of others or someone. As a result, good service is defined as higher quality service. The following is a measure of the quality of this exceptional service (Sukmida et al., 2014):

1. Use of time or accuracy;
2. Speed or procedure that is not lengthy and error-free;
3. Use of administrative expenses.

As a result, ethics must be considered at all stages of public service. Which, if every apparatus in public services has ethics, the organization will be able to fulfill the ultimate objective of service, namely carrying out service duties with the best performance in order to bring public pleasure. Because ethics is a critical component of public service that must be cultivated in order to satisfy public expectations. According to Law No. 25 of 2009, the execution of public services includes at the very least the provision of services, the handling of public complaints, the management of information, internal control, and public counseling.

Pekanbaru City is the capital and largest city in Indonesia's Riau Province. This city is one of the most important economic hubs on the island of Sumatra, with a high pace of growth, migration, and urbanization. Pekanbaru, the city with the greatest population growth rate on Sumatra's island, has made several efforts in public services. According to Ombudsman data, people in Pekanbaru complain a lot about public services, with 147 complaints in 2017, 104 complaints in 2018, and 94 complaints in 2019. There are numerous reports on



this subject, primarily in the field of education services, but also in the field of population administration, because it is related to the community's right to obtain population documents (Riau, 2021).

The Department of Population and Civil Registration of Pekanbaru City, as one of the government agencies, is responsible for delivering services in the field of population administration, thus it must pay attention to every service supplied to the community with a good and adequate quality level. In 2017-2019, Pekanbaru City's Population Administration and Civil Registration Office provided unsatisfactory public services. The Population Administration and Civil Registration Service received an A, the highest score with the title of Excellent Service, in the 2020 evaluation of public services conducted by the Ministry of Administrative Reform and Bureaucratic Reform (PANRB). This represented a significant improvement for the Pekanbaru City Disdukcapil, which received a C value with the predicate Enough in the 2019 evaluation (Menpanrb, 2021).

The population and civil registration services have the following primary responsibilities and functions, according to the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 19 of 2018 concerning Improving the quality of population administration services (Sujendra & Sihaloho, 2021):

1. Development and implementation of technical policies in the fields of population registration, civil registration, population administration information management, cooperation, population data and document utilization, and population administration service innovation;
2. Implementation of evaluation and reporting as well as administration in the fields of population registration, civil registration, population administration information management, cooperation, and population administration service innovation;
3. Execution of additional activities assigned by the bupati in accordance with his responsibilities and functions;
4. Execution of support tasks allocated to districts by the government and provincial governments in line with their duties and functions.

Good attitudes and conduct from government officials and service providers are required to support quality services. And, in order to provide this service, government officials must use ethics as a foundation and guidance for their actions. This government ethic is meant to ensure that government personnel adhere to appropriate principles and morals in the performance of their tasks and obligations. Based on the description provided above, the author's purpose in this study is to examine the ethics of population management services at Pekanbaru City's Office of Population and Civil Registration.

METHOD

This study was carried out utilizing qualitative approaches and descriptive analysis. This study focuses on one item, the case of public service ethics in Pekanbaru City's Department of Population and Civil Registration. This descriptive analysis approach is applied during the data collection, compilation, processing, and conclusion phases. And the data collecting approach employed is a literature review.

RESULTS AND DISCUSSION

Equality

In this situation, equality refers to equal treatment of the services given. In this situation, it is based on the sort of logical bureaucratic conduct that consistently offers quality services to all parties, independent of political party, socioeconomic position, ethnicity, religion, or other factors. Giving equitable treatment is associated with being truthful, which is a trait that deserves to be admired. The capacity of the Pekanbaru City bureaucracy to offer services in line with existing regulations, uniformly to all parties, and without regard to a person's status or position. Whereas the equality principle stresses that every human being born in the world has the same rights and duties. And, save for variances in color and gender, there is no one difference that identifies one human from another, because individuals have the same degree.

The Pekanbaru City Population and Civil Registration Service's state civil apparatus has been delivering services to the community in compliance with the applicable tupoksi. However, there are still complaints from



members of the public who believe that personnel are discriminating against them when it comes to servicing the public. Whereas someone who has a good relationship with office staff would benefit from convenience and priority in the service process. Meanwhile, it has been stated in the Public Service Act that discrimination in services is prohibited.

Equity

The justice alluded to in this service is the provision of services without discrimination in accordance with the requirements and applicable regulations. To see the ethics of government in serving the community in this justice. Based on the data in this indicator, it can be determined that in terms of public service justice in the population administration service at the Pekanbaru City Population and Civil Registration Office, it should be fair in the fulfillment of a community right in terms of service from the work carried out by the apparatus in accordance with what has been promised as a tool of workplace accountability. It is connected to administrative services in this scenario. In this scenario, there are still concerns from the public about sluggish and complicated administrative services provided by the Pekanbaru City Population and Civil Registration Service. It is perceived not only by the community, but also by members of the Pekanbaru City DPRD, who evaluate the services of the Pekanbaru City Population and Civil Registration Service in delivering complicated services and assigning tasks to each other (Susanti, 2019).

This will have an influence on public trust in the government's apparatus at work, which, if satisfied, will result in community contentment, but if not, will result in discontent with the services delivered. And, in a better service ethic, the Pekanbaru City Department of Population and Civil Registration has tried to provide services that are quite maximal, even though they are still not satisfying the community in terms of administrative services at the Pekanbaru City Department of Population and Civil Registration.

Loyalty

In this context, loyalty refers to the capacity to follow and carry out the duties and obligations assigned with full knowledge in order to support the government's performance in service. Employees' work loyalty must be backed by the owner's motivation in order for them to sincerely carry out the job assigned to them. And the business expects a high level of loyalty from its workers, such that these employees voluntarily give up all of their abilities and skills in order to fulfill the task that has been assigned to them.

From the results of the authors' findings in this case, administrative services at the Population and Civil Registration Office of Pekanbaru City have good loyalty, which can be seen from the results of the Ombudsman data for 2017-2019 administrative services at the Pekanbaru City Population and Civil Registration Service have poor service and at in 2020 can be evaluated by the Ministry of Administrative Reform and Bureaucratic Reform (MARBR), the Population Administration and Civil Registration Service managed to get an A, which is the highest score with the title of Excellent Service, this experienced a significant jump for the Pekanbaru City Disdukcapil, where in the evaluation in 2019 got a C grade with the predicate Enough. From this, we can see that efforts to motivate the apparatus and increase the loyalty of the apparatus work well, and can produce satisfactory performance, which initially received a C predicate, so that the Population and Civil Registration Administration Office managed to get an A by evaluating the performance of the apparatus and being responsible for work.

Responsibility

In this scenario, the obligation is to assess the government's ability to accomplish duties and activities linked to the necessary administrative services. The apparatus must be able to commit to being able to give certainty of time in service to the community in order to carry out their tasks and satisfy the demands of the community. Based on the findings of the author's research from the indicators of responsibility in the service of the Pekanbaru City Population and Civil Registration Service in carrying out work by adhering to the applicable regulations, because this is the legal basis for any agency in carrying out the work assigned to bureaucrats as part of their duties. in serving the community. According to the findings of the study, the apparatus is still not



completely engaged in performing duties according to the defined target in community complaints, causing the service to become a bit sluggish and giving the appearance of being less responsible at work. In this case, the apparatus of the Pekanbaru City Population and Civil Registration Office fails to fulfill its responsibilities as implementers and service providers to the community because it has not been able to provide certainty of time in service and clear information, based on the results of tasks that have been completed or are in the process. And the administration's management is remains complicated, with duties being thrown at each other. As a result of this issue, people are naturally dissatisfied with the extended service since they must wait for time without assurance in taking care of the same thing.

CONCLUSIONS

Based on the findings of the author's research on public service ethics in Pekanbaru City from four service indicators, it can be concluded that: first, equality, it can be seen that the civil servants of the Pekanbaru City Population and Civil Registration Service have been running well and in accordance with the main tupoksi. apply in providing services to the community. However, there are still complaints from members of the public who believe that personnel are discriminating against them when it comes to servicing the public. Second, in this instance involving administrative services provided by the Pekanbaru City Population and Civil Registration Service, the public has continued to lodge concerns about delayed and complex services. Third, the government of the Pekanbaru City Population and Civil Registration Office can support faster changes in public services where in the previous service it received a bad predicate for population administration services so that it can support the government's motivation in operational standards of public services. Fourth, because there are still complaints from the community about population administration services, the apparatus is still not fully responsible for completing tasks according to the specified target, so the service becomes a little slow and gives the impression of being less responsible at work. In this situation, the apparatus of the Pekanbaru City Population and Civil Registration Office fails to fulfill its obligations as implementers and service providers to the community because it is unable to give time certainty in services and information clearly.

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