



APPLICATION OF PUBLIC SERVICE ETHICS PRINCIPLES AT GEMPOL SUB-DISTRICT OFFICE

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Abstract

This research plan will use ethical principles in open administration at the Gempol sub-district office. The motivation behind this research is that in general, the improvement of the framework and techniques of public service administration provided by the regional apparatus must be done with careful consideration so that it is believed that it will create a good perspective of the region and the tools that offer this type of assistance. The Pasuruan Regency Government supports Bureaucratic Reform, namely towards a Clean, Accountable and Serving bureaucracy which is a value reflected in the implementation of public service administration by the apparatus at the Gempol District Office with appropriate behavior so that work can be carried out efficiently to completion.

Keywords: Principles, Ethics and Public Service

INTRODUCTION

According to Hayat (201:7:25) explains the basic understanding of public services in organizing government. Public authorities are working to foster a reliable, trusted, healthy, clean and authoritative government. The implementation of government arrangements must be acceptable, productive and successful. As an apparatus, the government must be a channel of administration and administration for the public interest, not a channel for abuse of power or the violent persecution of certain groups. As an apparatus, the government is obliged to ensure and teach individuals. Teaching others also means teaching yourself.

Living in society and state to a global level of activity requires a framework that directs how people should get along. This social framework allows people to respect each other and is known as kindness and politeness. This social motivation is to safeguard the interests of each including so that it becomes calm, peaceful and safe without hurting the community and guarantees that what is being done is by standard or complete freedom. Because it is a morally fulfilling and civilized thing to society.

According to Mashur Hasan Bisri (2019: 62) Ethics is one factor affecting public satisfaction. Ethics in this progress significantly affects the existence of the individual—the use of moral standards in public service which includes speech, behavior of public service providers. In applying ethical principles in open government, some values are considered essential for the success of the administration of general administration. These are sometimes continuously evaluated and developed so that the general public can put their trust in a genuinely responsible specialist organization and complete this public assistance exercise.

Efforts to realize a strong, effective and continuously improved public administration to foster creativity and development in the delivery of public services. Moreover, from several assessments that affirm the importance of ethics above, it is clear to us that ethics is identified with deep quality and is highly dependent on local

environmental assessments, so it tends to be said that ethical quality is a normative foundation that contains virtues expressed as Bureaucratic Organizational Ethics. Gempol Sub-District Office Employees are believed to have the option to complete their obligations to serve the community sincerely and systematically. So, the title of this research plan is "Application of Ethical Principles of Public Service at Gempol District Office".

LITERATURE REVIEW

According to Ismail Nurdin (2019: 11) Human behavior in organizations greatly determines the achievement of maximum results in order to achieve organizational goals. Proportional to bureaucratic behavior, position, work cannot be separated from people as officials (employees) who have quality, inspiration and information to perform social obligations and tasks in government.

According to Zaenal Mukarom (2015: 147) Public services involve comprehensive aspects of life. Public service is an activity in connection with the fulfillment of assistance needs by laws and guidelines for each resident population of the potential administration authority granted by public service organizations, especially every state administrator, partnership, establishment, accessible by the law for public service work and holders of rights / obligations specifically formed for general service work. This work is carried out by staff employees who perform work in public services who are responsible for carrying out an activity or series of general service activities.

According to Tri Yuningsih (2018: 85) Public policy is the essence of public administration actions. Public services are a core component in government agencies. General administration is basically carried out by the apparatus as an administration coordinated by the public. All labor and products provided to public authorities are then referred to as open administration. In addition, it was clarified that the previous writing stated "*what the government does is a public service*". This assessment shows that public authorities have an essential task in public administration. So, public services can be interpreted as services provided by public authorities to their citizens, either directly or indirectly, exclusively through financing service delivery coordinated by private parties.

Public service is all work done by an open general administrative organization to meet the needs and implement the regulations of laws and guidelines. In implementing public services, public authorities are obliged to offer the maximum possible assistance to the community to realize the local community's peace. It is therefore open administration to deal with public issues.

Service is characterized as the movement of individuals, groups or potential associations either directly or indirectly to fulfill desires. So it tends to be said that in favor of 2 angles, specifically among individuals / associations and fulfilling desires.

METHODS

Research Location

This research is located at the Gempol Sub-District Office in the Government and Services Subdivision which has the main task of carrying out government affairs which are the authority of Pasuruan Regency in the field of public services. Which is located on Jalan Raya Gempol No. 01 Gempol, Pasuruan Regency.

Types of Research

This research is qualitative with a descriptive type of purpose. The type of research used is contextual analysis with an almost insightful model. Information analysis used is analysis model research whose appearance and information are by the diversity of information used in conjunction with recording information. In addition, utilizing triangulation strategies to check / check the validity of information.

Research Resources

a. Primary Information

Primary Information is obtained directly through the source, noticed or recorded interestingly.

In this situation, the information obtained is about the increase in workers at the Gempol Sub-District Office after the regulation change, especially public services in the Government and Services Subdivision. Information obtained through data requests to related parties, especially the Head of the Government and Services Section of the Gempol Sub-District Office and its employees.

b. Secondary Information

Secondary information is information obtained through subsequent sources.

In this situation, the information collected from the Gempol Sub-District Office comes from the Pasuruan Regency Government which supports Bureaucratic Reform.

Data Collection Techniques

a. Perception Methods

The Perceptual Method is an instrument of sorting information equipped with paying attention and methodically recording the manifestations noticed.

b. Interview Method

The interview method is a question-and-answer strategy with someone for a discussion.

c. Documentation Design

Documentation design is obtaining information related to subjects such as book notes.

RESULTS AND DISCUSSION

Pasuruan Regency Guidelines are based on Law Number 15 of 2008 concerning Association and Organization of District Offices and was inaugurated by the Regent of Pasuruan on October 4, 2016. The Pasuruan Regency Government supports Bureaucratic Reform towards a Clean, Accountable and Serving Bureaucracy.

CLEAN

The qualities of earnestness, dedication, responsibility, and expectation of improvement must be met in all respects so that the privileges of the individual to be served worthily can be fulfilled. The more organizations that establish the honesty of their workers through trust zone announcements, the better the support from our regions.

ACCOUNTABLE

The responsibility of administrative implementation can be seen from fair accuracy and accuracy, the officials' skills indicated, the fulfillment of public positions and frameworks, and the rules of counting strategies or laws and guidelines.

SERVE

The governing association of government is the leading association identified with public administration. Local governments require every component in

government to provide extraordinary support to the local area. Extraordinary assistance shows that it is one of the ways public authorities can serve the region properly, so that they can prioritize fulfillment for the region and answer regional problems.

Public authorities, for this situation Gempol Regional Office, increasingly need to be maintained or improved, especially at times like this. Efforts to improve the nature of public administration are an absolute necessity that must be done quickly to make better, excellent benefits and by the needs and desires of the region. Original values determine the behavior of apparatuses at work. Through these original values, an apparatus can know their quality from assessing their superiors and collaborators in public administration so that they can be carried out cleanly, accountably and servely.

Local governments need ease in helping and residents must also decide the candor they need, implying that assistance will run basically from requests from officials, for example, letters of introduction from villages/kelurahan or other relevant agencies that apply to work with them i.e. at the Gempol sub-district office.

Based on the research and interviews above, it can be obtained that using moral standards is an integral part of completing public administration at the Gempol District Office. Public service can be defined as offering this type of assistance (serving) the needs of individuals or networks with interests in association by essential standards and established methodologies. As far as government, the word common or general word method as the whole population as the interests of the wider area characterizes the public interest as a type of interest that worries many individuals or regions that are not related to standards and rules whose interests depend on the needs (wants/lives) of individuals or communities.

CONCLUSION

The Pasuruan Regency Government upholds the Change of Order towards a Perfect, Responsible and Serving Organization which is reflected in the implementation of public service administration by the apparatus at the Gempol Regional Office with appropriate behavior so that the work can be carried out quickly to completion. This social motivation is to safeguard the interests of each including so that it becomes calm, peaceful and safe without hurting the community and guarantees that what is being done is by standard or complete freedom. The Pasuruan Regency Government supports Bureaucratic Reform, namely towards a Clean, Accountable and Serving bureaucracy which is a value reflected in the implementation of public service administration by the apparatus at the Gempol District Office with appropriate behavior so that work can be carried out efficiently to completion.

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