

## Analysis of Public Service Ethics in Services at the Bogor Regency Population and Civil Registry Office

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### ABSTRACT

This research aims to analyze the implementation of public service ethics at the Bogor Regency Population and Civil Registry Office. This research primarily focuses on aspects of employee discipline, fairness in service, information access, and communication. The research method used is a descriptive qualitative approach with data collection techniques including interviews, observation, and documentation. The results show that there are still employees who commit ethical violations such as lack of discipline, unfair service, and suboptimal communication. The main inhibiting factors for the implementation of ethics itself are low individual moral awareness, lack of supervision, and a negative organizational culture.

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## INTRODUCTION

Public services are increasingly demanded to be professional and oriented towards community satisfaction, especially in this era of digitalization. An aspect that influences service quality is ethics, where ethics in public service is a way of serving the public using values or norms that regulate human actions and behavior (Bisri & Asmoro, 2019). Based on Law No. 5 of 2014 concerning State Civil Apparatus, ASN are required to provide services based on fundamental ethical values such as moral integrity, public responsibility, and upholding ethics.

The ethics of public service at the Bogor Regency Population and Civil Registry Office aims for employees to provide effective, efficient, and non-discriminatory services. Based on observations and findings in the field, there are still obstacles in the implementation of ethics. Pre-research was conducted on 21 respondents who used services at the agency, with 61.9% stating that services were not yet optimal, and 57.1% stating that communication in services was not yet consistent. This indicates that public trust in public service ethics at the Bogor Regency Population and Civil Registry Office is still low. According to (Ashari & Trinandari, 2022), public services must prioritize community interests by being fair, transparent, responsible, and honest in every action. Therefore, this research was conducted to deeply analyze how public service ethics are understood and implemented at the Population and Civil Registry Office. Especially in aspects of discipline, fairness, communication, and information access.

## Literature Review

Ethics comes from the Greek word *ethos* which means related to morals, in daily life morals direct life to the principle of balanced justice between rights and obligations (Prihatminingtyas, 2019). Ethics also has another term that is almost similar to ethics, namely *Susila*, which comes from Sanskrit and means rules of life considered good. There is also the term *akhlak* which comes from Arabic, meaning morals, and ethics in this case is understood as the science that studies *akhlak* (Setiadarma, 2021). According to Law No. 25 of 2009 concerning public services, public services are activities to meet needs in accordance with laws and regulations for every community. These public services are provided by the government with the aim of meeting community needs based on service principles (Rahmadani et al., 2020). In public services, ethics serves as a guide for employees to act and behave in order to improve service quality, this is reinforced by previous research conducted by (Akhyar, 2022) which emphasizes the importance of honesty, responsibility, and work discipline to improve service quality.

## METHOD

This research uses a descriptive qualitative method with the aim of obtaining an in-depth analysis related to the implementation of public service ethics at the Population and Civil Registry Office of Bogor Regency. There is a difference between this research and previous ones, namely that this research involves two perspectives in the application of ethics, from the perspective of institutional employees or staff and from the community. It uses a case study and phenomenological approach, where case studies are used to explore specific cases and phenomenology is used to understand the meaning of individuals' subjective experiences in a phenomenon (Fadli, 2021). The types of data used in this research are primary and secondary data, where primary data is data collected and obtained directly from relevant sources. Secondary data is data obtained through indirect sources such as literature documents (Rukhmana, 2024). Data collection techniques are in accordance with Moleong's view in research (Malahati et al., 2023), namely observation, interviews, and documentation.

## RESULTS AND DISCUSSION

Generally, regarding the understanding and application of ethical values such as honesty, responsibility, justice, communication, and consistency from employees, the employees of the Population and Civil Registry Office of Bogor Regency have understood and applied these values. However, in practice, there are still some obstacles to the implementation of these ethics, such as poor communication from officers, inconsistent information, and injustice still felt by the community. The implementation of ethical application has not been optimal, even though there are already standard operating procedures and ethical rules available, such as Government Regulation No. 42 of 2004.

There are many factors that hinder the implementation of ethics, but one of them is the lack of awareness from each employee. Lack of employee discipline, such as tardiness, is a major factor in hindering the implementation of ethics. In addition, another hindering factor is a permissive work culture, where minor ethical violations are tolerated and become habits. Lack of ethics training is also one of the hindering factors in the implementation of ethics. The impact of ethical violations is public dissatisfaction, which can be seen from direct complaints about services or public reviews on Google. Some members of the community feel that communication from employees is poor and they feel disrespected. Although employees may not have bad intentions, this communication has a significant impact on public perception. Solutions and efforts for improvement related to public service ethics are carried out, such as internal coaching. Although it is still internal coaching, this helps services to be ethical and professional.

## CONCLUSION

The implementation of public service ethics at the Population and Civil Registry Office of Bogor Regency has not been optimal. Employees understand ethical values, but some employees are still found to commit ethical violations, such as lack of discipline, poor communication, and injustice in services felt by the community. The main hindering factors are low moral awareness and weak supervision. The impact is that the community feels dissatisfied with the services provided, therefore supervision, ethics training, strict sanctions for ethical violations, and intensive coaching are needed so that services become professional and integrated.

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