

Application of Administrative Ethics to Improve the Quality of the State Civil Apparatus

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Abstract: *The government has implemented ethical obligations for state civil apparatus (ASN) clearly and unequivocally with the issuance of Government Regulation Number 42 of 2004 concerning the Guidance of Corps Spirit and Civil Servant Order. However, in practice, there are still ASN administrative ethics that are not in accordance with the provisions that have been set. The results of the researcher's initial observations show that the state civil apparatus in Cisalak District, Subang Regency, is considered to have not yet met the expectations of the community in terms of the quality of its human resources. This study aims to answer the question of the extent to which the application of administrative ethics can improve the quality of ASN in the Cisalak sub-district, Subang Regency. The study used qualitative methods with descriptive analysis. The results of the study indicate that the application of ethics in the administration of public administration, which is evident in the attitudes and behavior of the apparatus in carrying out their duties and responsibilities as a service, loyalty, sensitivity, equality, and courtesy in the state civil apparatus in Cisolok District, Subang Regency, has been running effectively.*

Keywords: *administrative ethics; State Civil Apparatus; apparatus quality.*

Introduction

Every nation in this world almost certainly has an ideology and moral grip that form the basis for attitudes, behaviors, and actions in achieving goals (Nuraini, 2020). Through this moral grip, it will always be a benchmark for judging what is good and what is bad, what is right and what is wrong, and then which one is ideal and which one is not ideal for something (Situmeang & Tampubolon, 2020).

Therefore, the role of ethics will always be a part of people's lives, including

the people of Indonesia (Bisri & Asmoro, 2019). Since its founding, the Indonesian nation has been known as a virtuous and ethical society, both individually in daily life and in group life. But slowly but surely, the virtuous ethics have shifted due to the changing times, which are identical to materialistic times (Mustafa, 2012).

In a society, ethical values are not only the personal convictions of its members but also a set of institutionalized standards (Susanty, 2020). In other words, an ethical value must serve as a reference and guide for morally consequential and

influential actions. Ethics emphasizes a critical approach when examining values and norms, as well as problems relating to values and morals (Mulyadi et al., 2016).

In government ethics, the prevailing assumption is that an apparatus will be able to build a commitment to being an example of goodness and maintain government morality by appreciating good ethics (Tamar et al., 2017). Good government officials with high moral standards will always take precautions to avoid engaging in disgraceful behavior, as they are tasked with upholding their mandate through their daily conduct (Dewi, 2021).

(Santoso & Dewi, 2019) Ethical problems in public administration indicate a lack of attention or disregard for ethics in the practice of administering public administration. Inasmuch as ethics is one of the crucial factors that determine the success of the implementation of organizational activities and public administration actors, this is due to the fact that moral values are inherent in the entirety of the public administration process. Beginning with the design of the organizational structure, policy formulation, implementation, and evaluation, as well as the delivery of public services infused with moral principles (Aksa, 2010).

In the study of public policy, almost all public policies issued by the government generally contain orders or prohibitions so that they carry a logical consequence, namely, that anyone who violates orders or actually acts in a way that is prohibited will be subject to

sanctions according to the contents of the policy (Sudrajat, 2022). This means that the juridical approach to public policy pays less attention to the impact or benefits of the policy and, on the contrary, does not consider the ethical and moral dimensions of society. This is one of the factors that contributes to the fact that government policies are often not well received by the public (Jeujan, 2013).

The performance of government officials and bureaucracies implementing public services in various service sectors, particularly services related to the fulfillment of civil rights and basic needs of the community, is not as expected (Rachman et al., 2010). This can be seen, among other things, in the number of public complaints, such as those about complicated, slow, non-transparent procedures and service mechanisms, limited facilities and service facilities, and infrastructure, as well as the practice of illegal levies and actions that indicate irregularities (Setijaningrum, 2009).

The existence of such service discrimination is very contrary to the ethics of public service. The reason is that ethics is one of the elements that greatly determines public satisfaction, so it supports the success of the organization in carrying out public services (Sadhana, 2010). Therefore, it is expected that service providers can apply ethics in every phase of public services, starting from the preparation of service policies and the design of service organizational structures to service management, so that they can support the delivery of quality services in

various public sectors (Prawitno & Alam, 2015).

Articles 4 and 5 of Law Number 5 of 2014 concerning the State Civil Apparatus indicate that the state civil apparatus must uphold high ethical standards. In addition, the law also shows that public officials must comply with the code of ethics and code of conduct of employees, which consists of being careful and disciplined, polite, without pressure, and maintaining confidentiality regarding state policies (Idris & Burhanuddin, 2017). In carrying out the tasks that exist within the institution, the state civil apparatus must have a responsibility to the public, one of which is the realization of ethical responsibility (Paisa et al., 2019).

Ethics emphasizes a critical approach in looking at values and norms as well as problems that arise in relation to values and morals. In efforts to develop the quality of ASN human resources in an organization or public agency, ethics are needed (Qorib et al., 2019). Ethics are used as guidelines and regulations that regulate employee behavior patterns. Organizations or government agencies are parties dealing with the community; therefore, existing employees are expected to have good attitudes and behaviors. If employees can comply with and implement the values, norms, and rules that exist in administrative ethics, the tasks they carry out can run smoothly. In addition, employees can develop the character of employees who have personality, work hard, and are disciplined (Musri & Mulia, 2022).

According to the researcher's initial observations, the state civil apparatus in Cisalak District, Subang Regency, is not yet meeting expectations in terms of the quality of its human resources. This is indicated by the average level of formal education: high school graduates, and training for the next level is still a bit interesting. In addition, there are still employees who arrive late. On the other hand, there are employees who come according to entry hours or set rules, but in practice, they chat and dress up first when the sub-district office is open, which can be said to delay service hours to the community. This condition shows that the commitment of the state civil apparatus to implementing administrative ethics is still low because the utilization of opportunities to increase potential and actualization as a dignified human being cannot be said to be maximal.

Based on the description above, the researchers are interested in conducting further discussions related to administrative ethics in the context of developing the quality of the state civil apparatus by taking objects in Cisalak District, Subang Regency. Therefore, the title used is "Application of Administrative Ethics in an Effort to Improve the Quality of the State Civil Apparatus in Cisalak District, Subang."

Method

In this study, qualitative research employing the descriptive method is employed. According to Sugiyono (2011), qualitative research techniques are often referred to as "naturalistic research

techniques" because the research is conducted in "natural settings." According to Flick (in Gunawan, 2022), qualitative research aims to comprehend social phenomena from the participant's perspective. To examine natural conditions, qualitative research employs the researcher as its primary instrument. As stated previously, this research is more probable if it employs a descriptive research design. According to Arikunto (2000), descriptive research is non-hypothetical, so it is not necessary to formulate and test hypotheses during the research phase. The authors of this study therefore collect data but do not test hypotheses.

This study interviewed ASN employees at the Cisalak District Office, Subang Regency, as well as individuals responsible for providing services at the Cisalak District Office, Subang Regency. As many as fifteen individuals were selected using a random technique or at random as research informants. This study employs interviews, observation, and documentation to collect data. This study's data analysis was conducted using an interactive model by Miles and Huberman.

Results And Discussion

Public Administration Ethics

The term "ethics" refers to a set of values that serve not only as guidelines, references, and guidelines for what to do in the course of carrying out their duties but also as a standard for determining whether the nature, behavior, or actions taken in the course of carrying out tasks are regarded as being good or bad.

Therefore, there is something of value that can give an assessment of whether something is said to be good or bad. This is something that can be found in the field of ethics.

There is a lack of clarity surrounding the use of the term "ethics in public administration." The term can refer to a branch of academic study that analyzes the ethical and moral principles that guide the actions of government bureaucratic officials, in particular when it comes to carrying out their responsibilities and exercising their powers. There is yet another definition of public administration ethics, which describes it as "a set of values that become a reference or guide for human actions in organizations."

In reference to the viewpoint of Ermarth (2004), who comes to the conclusion that ethics (including bureaucratic ethics) serves two functions, this sentence is used. To begin, the actions that state administrators (public bureaucracy) take within the organization are regarded as positive, commendable, and not reprehensible. This serves as a guide or reference for state administrators (public bureaucracy) as they carry out their duties and authorities. Second, the ethics of bureaucracy serve as a benchmark for evaluation, specifically whether the nature, behavior, and actions of the public bureaucracy (also known as public administration) are regarded as being positive, blameless, and commendable. In the meantime, Chandler and Plano (1982) provide the following definition of ethics in public

administration: Ethics are rules or standards that regulate the moral behavior of members of an organization or management profession, or, to put it another way, ethics are management rules or standards that serve as moral guidelines for state administrators in the course of carrying out their responsibilities. carry out their responsibilities in order to be of service to the community.

In the context of public service, public administration ethics is defined as the philosophy and professional standards (code of ethics) or appropriate rules of conduct that public service providers or public administration must adhere to. Thus, it can be concluded that public administration ethics are management rules or standards, moral guidance for members of the organization or management work, and management rules or standards that serve as moral guidelines for state administrators as they carry out their responsibilities to serve the community. Personnel, supplies, finances, administration, and public relations are included in the ethics of state administration rules and standards (Tarigan & Nurtanzila, 2013).

Regarding its behavior, the bureaucratic apparatus has greater ethical obligations than the private sector. Similarly, high-level government bureaucracies have greater ethical obligations than others. A further implication of this view is that every bureaucratic apparatus must have a mental attitude and conduct that exemplify moral excellence, virtue, and

various ethical principles that derive from moral virtue, particularly justice. Without these ethical principles, the bureaucratic apparatus may not be able to sustain a nation's existence and establish a peaceful and prosperous society. In contrast, people's lives can become fraught with anxiety and misery. Therefore, every bureaucratic apparatus is obligated to comprehend the ethical principles derived from various moral virtues, to maintain themselves so that they truly adhere to these ethical principles, and to implement them as much as possible in their actions.

A government apparatus that adheres to ethical principles will perform its tasks with complete responsibility, and its members will always uphold the principles of accountability and professionalism. Even though public confidence in the government apparatus is on the decline as a result of actions taken by the government apparatus that do not reflect a sense of concern and sensitivity to the hopes and dreams of the people, a good government apparatus will always work to improve its efficiency, despite the fact that public confidence in the government apparatus is falling. This study discovered, in a number of instances, a strong commitment on the part of a number of government officials, both at the central and regional levels, to eradicate the culture of corruption as well as to instill professionalism, transparency, and accountability.

Application of Administrative Ethics in Efforts to Improve the Quality of ASN

In accordance with the results of the study, interviews were conducted with informants drawn from various elements related to the application of public administration ethics, namely: structural officials, staff employees, and elements of the community. The number of informants who were successfully interviewed was 15 people. Data or informants obtained from interviews were analyzed using interactive modeling and qualitative analysis techniques. With regard to the application of public administration ethics in carrying out the duties of the state civil apparatus, the following are excerpts from interviews with informants who are pleased with:

a. Responsibility

Responsibility, namely feeling full of obligations and strong ties in carrying out tasks satisfactorily in the government bureaucracy of the regional secretariat apparatus of the Talaut Islands Regency, along with excerpts of interviews to answer aspects of these responsibilities that exist in the district bureaucratic apparatus in the application of public administration ethics. The results of interviews with informants and other informants as a whole show that the role of public administration ethics in the duties of the bureaucratic apparatus in Cisalak sub-district, Subang district, through responsibility, namely feeling full responsibility and strong ties in carrying out tasks satisfactorily, has been carried out in accordance with the rules laid down. This has been determined so that it shows

that the application of public administration ethics in carrying out its duties and functions is carried out quite effectively by the State Civil Apparatus in Cisalak District, Subang Regency.

b. Devotion

Devotion, namely carrying out tasks with full energy, enthusiasm, and selfless attention, is evident in the government bureaucracy of the Cisalak sub-district, Subang district. The results of interviews with the informants mentioned above show that the role of public administration ethics in the implementation of bureaucratic tasks through service is quite effective in the state civil apparatus in Cisalak District, Subang Regency.

c. Faithfulness

Loyalty, namely, being aware of the need to sincerely obey the constitution and job duties in the application of public administration ethics in the government bureaucracy of Cisalak District, Subang Regency, The role of public administration ethics in carrying out bureaucratic duties and functions related to loyalty, namely being aware of and sincerely obedient to the contributions and duties of the position, has been quite effective in the application of ethics in Cisalak District, Subang Regency.

d. Sensitivity

Sensitivity, namely the willingness and ability to pay attention and be alert to new developments in applying public administration ethics in Cisalak District, Subang Regency, The application of public administration ethics in carrying out the duties of the regional secretariat

bureaucratic apparatus is seen through sensitivity, namely being sensitive to what is needed by the community in Cisalak sub-district, Subang Regency.

e. Equality

Equality, namely the provision of equal treatment, service, and dedication to all parties in the application of public administration ethics in the government work unit of Cisalak District, Subang Regency. The results of interviews with several research informants regarding the application of public administration ethics in the implementation of bureaucratic tasks for the Cisalak District apparatus in Subang Regency regarding equality, namely the provision of equal treatment, service, and dedication to all parties, have been carried out quite effectively.

f. Quickness

Appropriateness, that is, doing things that should necessitate moral considerations or ethical values in taking actions in the application of public administration ethics related to community services and services in their respective work units. The results of the interview show that the application of public administration ethics in carrying out bureaucratic tasks in Cisalak District, Subang Regency, is seen from the moral aspect of appropriateness, namely doing things that should require moral considerations or ethical values in taking actions that have been carried out effectively.

Ethics in administration is how to make a connection between the two. How administrative ideas such as efficiency, orderliness, usefulness, and productivity

can answer ethics in practice. And the nature of administration can be explained by how the basic idea of ethics can help realize the good and avoid the bad.

Because everyone has their own awareness but never applies it in everyday life, ethics is required in the administration of the apparatus of Cisalak District, Subang Regency. Ethics needs to be developed, especially in the implementation of government bureaucracy, where administrative ethics has a function according to its application in the field. This ethic will make a person disciplined and responsible for all attitudes and actions taken. Ethics in government bureaucracy is critical in this case to overcome problems in the structure of the bureaucracy and optimize the bureaucracy's performance in providing services to the community.

The reason for the importance of ethics in the bureaucracy is that when faced with a reality that is far from expectations, where the apparatus in the bureaucracy is expected to work with a high sense of awareness and understanding of bureaucratic power and the implications of power, this can only be done through the development of bureaucratic ethics. This ethic can be a source of guidance as well as a challenge for practitioners of public administration and all parties who want to improve the quality of the bureaucracy in Indonesia. The bureaucratic apparatus in Indonesia, namely the State Civil Apparatus, operates in an organizational and hierarchical manner, carrying out their respective duties and functions according to

established rules. The existence of a code of ethics for the state civil apparatus regulated in the State Civil Service Act as well as strict law enforcement will provide a clear fence for bureaucrats to move in accordance with applicable regulations. Administrative ethics is the norm attached to the bureaucratic apparatus itself, wherever and whenever it is, both when carrying out duties in the office or while in the midst of society after working hours.

The overall results of the research above are in accordance with the application of public administration ethics, which appears in the nature and behavior of the bureaucratic apparatus of the Talaud Islands Regency regional secretariat in carrying out their duties and positions such as responsibility, namely feeling that they have full obligations and strong bonds in carrying out their duties satisfactorily; Devotion, namely carrying out tasks with full energy, enthusiasm, and selfless attention; Loyalty, namely, being aware of being sincerely obedient to the constitution and duties of the position; Sensitivity, namely the willingness and ability to pay attention and be alert to new developments in carrying out their duties; Equality, namely providing the same treatment, service, and dedication to all parties; Appropriateness, namely doing things that should require moral considerations or ethical values in carrying out actions, has been carried out quite effectively.

Conclusion

The primary function of government is to provide services to the

populace. It is not held for the purpose of serving oneself but rather for the purpose of serving the community and creating conditions that enable every member of the community to develop their abilities and creativity in order to achieve common goals. Various problems that arise, such as cases of corruption, collusion, nepotism, abuse of authority, and so on, occur as a result of the lack of attention paid to ethical values by the apparatus in carrying out their duties. so that it can have a negative impact on the welfare of the nation. In relation to research problems, the application of public administration ethics in carrying out duties will appear in the attitudes and behaviors of the apparatus in carrying out their duties and positions such as responsibility, devotion, loyalty, sensitivity, equality, and appropriateness in the bureaucratic apparatus of the Cisalak sub-district, Subang district, in general.

In this study, general recommendations can be made for the Cisalak sub-district government, Subang Regency, through the application of public administration ethics seen from the aspects of responsibility, devotion, loyalty, sensitivity, equality, and appropriateness, namely doing things that should require moral considerations or ethical values in taking more intensified actions to be more effective.

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