

IMPLEMENTATION OF ETHICS IN PUBLIC SERVICES TOWARDS GOOD GOVERNANCE IN THE PERSPECTIVE OF PUBLIC ADMINISTRATION

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ABSTRACT

Ethics is closely related to the achievement of good governance. One of the problems that arises in the administration of government is that there are still violations committed by public organizers, so it is necessary to have moral values as guidelines, and government organizers must stick to the administration of government in order to achieve good. This study aims to find out how ethics in public service which is good governance from the perspective of public administration. In this study, the type of research used is qualitative research. Data collection techniques by searching literature, literature, scientific journals and statutory documents collected according to the research topic. Public administration provides a set of ethical principles, normative standards, codes of ethics, and moral virtues for the bureaucracy to apply to public services. If all dimensions of service are well implemented in the service delivery process, high-quality bureaucratic performance can be produced.

INTRODUCTION

Law Number 5 of 2014 concerning the National Civil Service Agency (ASN) Article 4 states: The state civil apparatus must uphold morals (Ramadhan, 2022). In addition, Articles 4 and 5 of the ASN Law detail the ethical and behavioral rules that public officials must comply with, including prudence and discipline, decency, freedom from pressure, and confidentiality of state policies. Public administrators must have a high commitment in carrying out the responsibilities and duties mandated by their bodies, one of which is in the implementation of public administration ethics (Nuraini, 2020).

There are still problems in the implementation of public administration, one of which is that there are still irregularities committed by public organizers, which of course affects the realization of good governance (Moenir, 2016). To achieve good governance, it is necessary to improve the quality of human resources in public organizations by instilling ethical values in public administration (Pasolong, 2013). Ethics in the practice of public administration needs to be the norms and norms that govern the behavior patterns of institutions.

In its implementation, public organizations are organizations that deal directly with the community, so that existing public organizers must have attitudes and behaviors that reflect good

ethical values (Sinambela, 2012). If public administrators are able to implement the values and principles that exist in public administration ethics, then the tasks carried out can run smoothly and can support the realization of good governance (Aksa, 2010).

In addition, it can also form the character of everyone who is disciplined, polite, polite, responsible and high professionalism. Ethics is one of the important factors that determine the success of the objectives of the activities of public administration organizations, so that they can support the realization of good governance (Basuki, 2021). One of the remaining problems in the process of achieving good governance is the lack of seriousness and concern of public organizers for ethical values in public administration practice.

Institutions as public administration actors to realize good governance need to pay attention to and apply the ethical values of public administration, because these values are related to the entire process of public administration activities starting from policy formulation, policy implementation and policies (Mindarti, 2016). Evaluation to provide good and optimal public services. There is a need to improve the quality of public services of the community, which must be accompanied by improving the quality of the public service system to provide the best service for the community and society.

The effective and efficient implementation of public services is an obligation that must be fulfilled by officials as public organizers in order to fulfill the rights of the public to various forms of public services in the form of goods and services, and must comply with applicable regulations. and the need for the community to achieve a background Community benefits (Denhardt & Denhardt, 2015). Good governance requires prioritizing ethical values and principles that inform behavior in order to achieve the best possible public service (Kernaghan, 2003).

The Government of Indonesia makes various efforts to achieve good governance and believes that governance can be improved to achieve development goals. Violations of ethics by actors in public administration reduce this in the eyes of the public. Therefore, morality is very important in the process of achieving good governance. In other words, without ethics, efforts to realize good governance will be hampered in achieving goals, even though conceptually it has been designed and shaped as well as possible.

There are various problems in the administration of government such as the rampant cases of massive corruption and several others. This reflects the absence of ethical values embedded in such devices. The implementation of good governance will not run smoothly without the application of clear ethical values.

METHOD

In this study, the type of research used is qualitative research. Data collection techniques by searching literature, literature, scientific journals and statutory documents collected according to the research topic (Creswell, 2009). Then conduct an analysis and draw conclusions based on the results of the study.

RESULTS AND DISCUSSION

Public administration is one of the keys to successful development. Various public administration activities, one of which is good public service, will bring welfare and satisfaction to the community (Asgarkhani, 2005). Therefore, in its implementation, it is necessary to pay attention to and prioritize ethical values by meeting the needs, aspirations and interests of the residents it serves.

The behavior of institutions is reflected in the way they carry out their daily duties and obligations, the end result of which has an impact on public services. The application of ethics is

essential in the process of public service, embodied in consistent discipline, following the rules, and serving the public with courtesy and friendliness (Fitriani & Khaerani, 2022). In fact, public service activities have not been carried out properly and have failed to meet people's expectations.

It can be seen from the indicators that there are still many public complaints about the implementation of government services, both in terms of procedures, transparency, and the attitude of institutions that provide services. One of the issues related to public administration that is currently unresolved is the existence of ethical bias (Chalik, 2015). As a result, people have assumptions and doubts about whether the government has the ability to provide quality public services to the people. Given this, it is very necessary to strive to improve the quality of human resources in this case. People still complain about various problems in public services, such as levies and uneven services.

The emergence of these various problems shows that the process of administering good government has not reached optimal conditions. The government has a responsibility to immediately take steps to solve various problems that arise, which also require the cooperation and participation of all levels of society (Nasdian, 2014). More importantly, as an actor of public administration the Government has a great responsibility to provide the best public services for the welfare of the people.

Through the best application of public administration ethics, it will be able to encourage the realization of good governance that has been dreamed of (Kraft & Furlong, 2019). Therefore, the public organizer must instill in him moral values in the performance of his duties, especially those related to manners, manners, values, norms related to rules, and must have good behavior, because if every public administrator does not have such values Done well ethically, having an impact on the resulting performance and professionalism is questioned.

Good institutions must have institutional value and avoid fraud problems such as rampant corruption of public officials. From formulation, implementation to evaluation, there are moral and ethical violations that are very partial to certain interests. Deviations still exist in the implementation of good governance, which manifests issues such as injustice, non-transparency, non-response, non-participation, and non-accountability (Widagdo & Chariri, 2014). All these problems show that the ethics of public administration has not played much role in realizing the services expected by the community, nor has it become a principle embraced by the main body of public administration. Therefore, public administration ethics plays an important role in realizing good governance.

The role of public administration ethics in realizing good governance is through the application of various ideal rules, both written and unwritten, derived from Pancasila and the 1945 Constitution, laws and regulations related to other ethics.

CONCLUSION

Various problems that arise in the process of achieving good governance show that the practice of public administration has suffered a moral setback that has consequences for the welfare of the people. This is because there are still individuals who do not fulfill their duties and obligations when carrying out their duties and responsibilities. Problems of corruption, collusion, cronyism, abuse of power, and others, arise as a result of institutions that do not pay attention to moral values in the performance of their duties. So it can have a negative impact on the welfare of the country.

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