

Ethics Of State Civil Apparatus In Public Services In The Era Of Bureaucratic Reform

Etika Aparatur Sipil Negara Pada Pelayanan Publik Era Reformasi Birokrasi

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Abstract

The state civil apparatus, in its duties, serves the community and is a good liaison between the community and the government. Many service problems are known from complaints and reports from the public, which have caused a decrease in satisfaction with the community. Ethical issues in the interaction between public servants and the community are a factor influencing quality, as well as a measure of the government's success in fulfilling optimal public services. In practice, there are still obstacles to the effectiveness of public services, such as the inadequate implementation of ethics following applicable regulations. The reason for conducting this research is that public complaints are seen from the low rating of public services in the Mojo Village, Gubeng District, Surabaya, on the official website of the Mojo Village. The aims of the research are 1) to find out the ethics of the state civil apparatus in public service in the Mojo sub-district, Gubeng sub-district, Gubeng Surabaya, in serving the community; 2) to determine the level of community satisfaction with the services of the state civil apparatus in the Mojo Village, Gubeng District, Surabaya. This study used quantitative methods through a descriptive research approach to collect questionnaire data, documentation methods, and data analysis. The conclusions of the study: 1) the ethics of the state civil apparatus in public service in Kelurahan Mojo, Gubeng Sub-District, Surabaya, in serving the community is considered poor because 64.2% of respondents stated that the attitude they used did not apply the ethics of the state civil apparatus following the professional standards of public service

Keywords: *ethics, state civil apparatus, public service*

Abstrak

Aparatur sipil negara dalam tugasnya melayani masyarakat dan menjadi penghubung yang baik antara masyarakat dan pemerintah. Banyak persoalan layanan yang diketahui dari aduan dan laporan masyarakat yang menyebabkan menurunnya kepuasan pada

masyarakat. Persoalan etika dalam berinteraksi saat pelayan publik dengan masyarakat menjadi faktor pengaruh kualitas, serta tolak ukur keberhasilan pemerintah dalam memenuhi mengoptimalkan pelayanan publik. Pada praktiknya masih terdapat kendala penghambat efektivitas pelayanan publik, seperti belum memadainya implementasi etika yang sesuai dengan peraturan yang berlaku. Alasan melakukan penelitian ini, terdapat keluhan masyarakat dilihat dari rendahnya rating terhadap pelayanan publik di Kelurahan Mojo Kecamatan Gubeng Surabaya dalam laman web resmi Kelurahan Mojo. Tujuan penelitian 1) mengetahui etika aparatur sipil negara dalam pelayanan publik di kelurahan Mojo kecamatan Gubeng Surabaya Gubeng Surabaya dalam melayani masyarakat; 2) mengetahui tingkat kepuasan masyarakat terhadap pelayanan aparatur sipil negara di Kelurahan Mojo Kecamatan Gubeng Surabaya. Penelitian ini menggunakan metode kuantitatif melalui pendekatan penelitian deskriptif mengumpulkan data kuesioner, metode dokumentasi, dan analisis data. Kesimpulan penelitian : 1) etika aparatur sipil negara pada pelayanan publik di Kelurahan Mojo Kecamatan Gubeng Surabaya dalam melayani masyarakat terhitung kurang baik karena 64,2% responden menyatakan bahwa sikap yang mereka gunakan tidak menerapkan etika aparatur sipil negara yang sesuai dengan profesional standard pelayan publik; 2) kepuasan masyarakat terhadap etika aparatur sipil negara pada pelayanan publik di Kelurahan Mojo Kecamatan Gubeng Surabaya terhitung kurang puas karena 64% responden menyatakan bahwa kinerja pelayan Kelurahan Mojo tidak sesuai dengan nilai moral atau etika birokrat.

Kata kunci: etika, aparatur sipil negara, pelayanan publik.

Introduction

The state civil apparatus in the administration of public services is not far from ethical issues. The purpose of public service itself is to serve and satisfy the public. Ethics in society is a guideline for all behavior or actions to carry out their duties effectively and morally (Suhartono, 2016). Bureaucratic ethics has two functions, and the first is to serve as a reference for public institutions that work in their capacity so that what happens in the organization is seen as something commendable and far from being a violation. Second, the code of ethics assesses the nature of behavior and actions considered good.

The essential function of any government institution is to provide services because government agencies need to design complete public services. So that all government agencies have roles and responsibilities that influence specific processes and policies. The government's efforts to meet the community's needs should be appreciated. Finally, quality and service can meet the community's needs (Dwiyanto, 2021). The state and government are responsible for ensuring fast and comfortable administration of government and public services. The government bureaucracy that is not good must be

immediately corrected with reform measures because it is the cause of the decline in the nation's economy.

Moral values include actions, principles, and values considered good and right from a religious, social, and societal point of view (Lehman, 2014). An employer's commitment to work ethics will result in a well-trained and knowledgeable workforce that can reduce behavioral problems such as absenteeism and immorality. Therefore, an individual's work ethic can help maintain organizational commitment and loyalty (Mustapha, 2002). Work standards can provide positive feedback on employee behavior in various aspects, such as the desire to be involved in their work and attitudes toward material rewards, but are based on a desire to improve performance. (Charington, 1980).

Zega (2018: 108) argues that the implementation of public services must follow ethical or moral principles. In other words, ethics must be applied in the management of public services. Public officials, as public servants and government agencies, must implement the principles of public service governance. This is important because the purpose of providing services is to provide security and satisfaction to the community. Ethics in public service is needed so that the bureaucratic apparatus can show responsiveness to the interests of service users. As is known, today's society is increasingly critical in dealing with the problems they face. The community began to dare to demand their rights to treatment that was not following their wishes. Society is increasingly bold in demanding public servants improve their performance and provide good service to the public.

Kelurahan level public service is the basic level in providing administrative services for the community. Over time, people demand to get good service quality. Communities are starting to realize that they have in the services offered by the government. This is written in government regulation no. 73 of 2005 concerning the administration of sub-districts, those sub-districts should provide guidance and services to the community to achieve the goals of regional autonomy in carrying out their functions and duties. Optimal public services reflect the quality of government bureaucracy. Several problems often occur in the public service process, such as service discrimination and low general satisfaction with public services.

Therefore, government officials must have guidelines and directions in their behavior and actions so that leaders can be clean, strong, accountable, and provide good information to the public. Just being responsible formally is not enough but also being responsible morally. Some of the problems that are often encountered in the context of the ethics of state civil servants in public servants, namely the delivery of information that is considered wordy and convoluted. Besides that, there are problems where services are not provided in polite language, do not provide a good attitude towards the community, and lack of attention to the community. If this continues to happen, the public will feel disappointed. However, on the other hand, the public expects services that are accurate, responsive, and ethical in behavior,

Good public service is essential for society in meeting their needs. It is the government's responsibility to provide services that are fast, easily accessible, and responsive to the community's needs. However, in carrying out his duties as a public servant, there are various challenges faced, such as bureaucratic obstacles, to a lack of awareness of the importance of ethics in communicating with the public. In reality, several problems are related to services at the urban village level in Surabaya City. As reported by Suara Surabaya, Eri Cahyadi, the mayor of Surabaya, found various cases of public services not working or stopping at the sub-district level. Further complaints about village services can be found in the "WargaKu" application (Suminar, 2021). Other service issues related to service procedures at the Kelurahan and Kecamatan Offices (in liputan6.com). There is also news from <https://jatim.antaranews.com>, Commission A of the Surabaya DPRD for Government Affairs of the Surabaya DPRD asks that cases of inadequate public services in Kelurahan be a common lesson (Purnomo, 2022). Based on these dynamics, this study aims to determine public service ethics for the state civil apparatus at the Mojo sub-district level, Gubeng District, Surabaya. More specifically examines the ethics of public service by the state civil apparatus in serving the community and determines the level of community satisfaction with the ethics of public service in the Kelurahan Mojo Gubeng district, Surabaya from the perspective of society. This study leads to an understanding of the importance of the ethics of public officials to improve the quality of public services.

Literature Review

State Civil Apparatus Public Service

According to Dekker, public service is a public employee's participating authority towards the community as a service provider that must be based on service standards. Public services cover a wide range of services, including health services, education, transportation, administrative services, and others, provided by government agencies or other public institutions. A public service is a form of implementing the people's right to receive services from the government or other public institutions. Good public services will provide tangible benefits to the community and can improve their quality of life. According to Article 1 paragraph (1) Law Number 25 of 2009, Public services are a series of actions designed to legally meet the service needs of all citizens and residents according to the law regarding goods, services, and/or administrative services provided by administrators public service.

Apparatus Behavior

Regulation of law number 5 of 2014 concerning the state civil apparatus is intended to optimize apparatus performance in public service. This public service apparatus must be adapted to the skills of their respective fields. Second, bureaucracy is always correlated with politics, which will change ASN regulations, especially procedures, Management, recruiting, and culture.

The behavior of the State Civil Apparatus is closely related to the authorities. Bureaucracy is the result of cooperation between a group of individuals and the environment (Thoha, 2005:138). Deviations in the behavior of officials or signs of breaking the rules (non-functioning bureaucracy). Related to bureaucratic behavior practices, situations, work culture cannot be separated from employee performance. Indicators of the behavior of state civil servants include work ability, politeness, discipline and responsibility (Ismail, 2019).

Bureaucratic Communication

Organizational success in achieving organizational goals. The effect depends on many factors such as skills and knowledge and achievement of goal setting. One of the

most important things is clearly defined and communicated by the team. All administrative tasks including the task of mobilizing its members require complete information based on work processes. There is no institution or agency that does not require communication to understand or convey information (Willard V and Davis, Yuwono 1985: 3-4). In communication there are several things that must be considered such as:

- the quality of employee communication per the administration's vision, mission, and objectives.
- Government bureaucratic information communication must pay attention to criteria such as clarity of information, adequacy of information, timeliness of providing information and dissemination of information.
- Communication media is the right way to convey information and suggestions about public services.
- The communication climate affects the level of public satisfaction with bureaucratic services, which are not only physical but also the attitude of the apparatus.

Public Service Quality

According to Dekker, public service is the ability of public services to contribute to society as service providers must be based on service principles. Public services cover many services, including health, education, transportation, infrastructure, and other services provided by government agencies or other public organizations. Public service is using human rights to obtain services from the government or other public organizations. Good public services can bring tangible benefits to society and improve the quality of life. According to Law no. 25 of 2009, article 1 paragraph (1), public service is doing something to meet the needs of citizens and residents and doing economic, professional and work.

Decree of the Minister of Administrative Reform No. 25 of 2009 explains that public services are all services in the public sector that meet the needs of service recipients, duties, and implementation of legal provisions. Public services are the work sector of government agencies directly to the people who need public services. Several things that are the focus of public servants are service facilities, reliability, responsiveness, guarantees, price, and empathy.

State Civil Apparatus Service Ethics

Etymologically, ethics comes from the Greek word *ethicos* which refers to morals, values, laws and normative norms of good and bad human behavior. According to Rosadi Ruslan, ethics is a study of suitability or inappropriateness in actions or behavior. Ethics is a moral discipline that regulates the way of human life in society according to correct principles. The study of ethics was originally presented by Aristotle to his son Nikomachus, in his book entitled *Ethika Niromacheia*. Its moral message is how to communicate various kinds of awards between one person and another. Ethics is limited to human behavior and rules when speaking to others.

Bertens (2001) argues that ethics, firstly, ethics is defined as moral principles and principles that guide ethical behavior. A person or group controls their behavior. Second, ethics is the basic principle of conduct. Third, ethics refers to the field of study that examines moral values in society and examines processes and procedures. In this sense, ethics is classified as a branch of practical philosophy. And its analysis (moral philosophy).

The definition of ethics in public administration or public services such as philosophy and professional ethics (code of conduct) or ethics or law. The behavior of the giver must be respected (decency law) of public services or public administrators (Denhardt, 1988). Relies on Concepts and ethics in social work. Social ethics in the practice of public administration or the implementation of system-based public services as well as moral laws or rules of conduct, regulate what is good and what is not. According to articles 2 to 5 of Law no. 2014 concerning ASN should be prioritized in doing work. Public services must be professional and fair based on principles (norms, ethics, morals, and public services), be responsible for their behavior and performance, inform the public, and maintain the dignity of ASN (work honestly, responsibly, be disciplined, and serve kindly according to the provisions of the legislation).

In the early 1970s, many influential people significantly influenced the ethical concept of public administrators (Keban 2001), including; John Rohr and Terry L Cooper. John Rohr stated that bureaucrats use government norms, namely the principles of justice, equality, and independence, as the basis for making decisions and carrying out their duties. Expect public authorities to be more ethical (ethical) in carrying out their work.

According to Terry L Cooper, ethics involves good thinking about tasks, results, and ultimate goals. Doing good deeds (behaving ethically) is involved. Those who still hold the duties and responsibilities of the organization and can professionally apply ethical principles appropriately to make a decision can be said to be honest administrators.

All public service officials must have a good attitude and show leadership character in which there is personal development to understand, live, and apply many moral values that arise from good behavior, especially fairness in the service process. Ethics generally consists of six principles or "six great ideas," which include: truth, goodness, beauty, freedom, equality, and justice. Public servants are evaluated based on their words, actions, and behavior, whether bureaucrats can follow principles or SOPs. *Standard Operating Procedures* or not.

The code of ethics is not just a legal system, but must be implemented. Monitoring the level of implementation through monitoring and evaluation processes is an effort to improve compliance with the law. This commitment to improving ethics is important to convince the public that public servants can be responsible for their work. The experience of other countries is important in applying moral and ethical principles by studying and comparing them with Indonesia. The level of corruption in Indonesia is still high, as are moral and ethical standards. Policy-making ethics, policy analysis ethics, management/public official ethics, social policy ethics, ASN standards and other codes of ethics must be developed and implemented. before the development of a deviant culture of existing morals and ethics.

Community Satisfaction

In social personality shows that community satisfaction can be influenced by several factors, including when interacting with public servants. One theory that is relevant in this context is the "Customer Satisfaction Theory" put forward by Oliver (1980). This theory reveals that people's satisfaction is formed through a comparison between their expectations of service and their perception of the quality of service received. If their perception exceeds expectations, then community satisfaction will be high. Conversely, if their perceptions are below expectations, people's satisfaction will be low.

According to Putra, Pratiwi and Trisnawati (2015), Kotler explained that satisfaction refers to feelings of happiness or disappointment experienced when thinking about performance results or compared to expectations.. Ratminto and Winarsih Atik Septi (2015) state that the service principle in the Minister of Administrative Reform Decree Number 63/KEP/M.PAN/7/2003 can be the basis for measuring the satisfaction index. In addition, the performance of related employees can also affect community satisfaction. Employee performance can be used as a measure to evaluate the implementation of government agency activities. Employees who understand their duties well and are responsive to community needs will significantly assist the agency's success in providing services. Armstrong and Baron cited by Wibowo (2009) state that work results related to customer satisfaction can be a measure of performance.

Research methods

In this study used descriptive quantitative methods, which include data collection, analysis, significance and interpretation. Nugroho (2018) said that quantitative research is a systematic method of analysis, organization and planning. Although considered a traditional method, quantitative methods have been used in research for many years and thus have a strong tradition. This research was conducted using an inductive approach with the aim of knowing the factors, morphological elements, and characteristics of phenomena in society. Data collection is an important aspect in the smoothness and success of research. The following data collection methods will be used in this study:

Questionnaire or Questionnaire

Questionnaire or research is a data collection method based on a form with questions written to individuals or groups of people in order to get the answers and information the researcher wants (Mardalis: 2008:66). Questionnaires or questionnaires are used in this study. The list of questions is arranged in the form of multiple choice and open-ended questions. Accompanied by a number of alternative answers. Alternative Answers Explanation Score (TB) Not Good 5, (B) Good 4, (CB) Fair 3, (KB) Not Good 2, (TB) Not Good 1. This method is used to obtain data on respondents' perceptions of interior design.

Documentation Method

Documentation techniques are data collection by researchers who analyze written materials such as books, documents, and regulations (Arikunto, 2002: 158). Researchers look for references and problems that have not been explained in detail in these written materials. Utilization of secondary data can save time because it does not take too long to prepare research instruments and shortens the search for the required data sources.

Da analysista

In this study, the data analysis used was descriptive quantitative, in which descriptive data analysis techniques were used to analyze data by describing or illustrating the data that had been collected soberly without any intention of making generalizations from the research results. The data obtained is compiled by displaying statistical graphs in the form of tables and histograms using quantitative analysis techniques. According to Sugiyono (2018; 13), quantitative analysis is a data analysis method, namely quantitative data that can be used as an analytical tool to calculate the level of importance of the problem to be solved.

This analysis is only in-depth data collection. Models are descriptive only in the sense that they do not analyze or explain relationships, hypothesis testing, and conclusions. This research method is often used to conduct surveys that you want to know (Muhson, 2006). Descriptive statistical analysis techniques used in this study include:

- Presentation of data in the form of tables or frequency distribution. Thus it will be known the trend of research results, whether they fall into the category of not good, not good, good enough, good, and very good.
- Presentation of data in visual form in the form of a histogram which describes detailed data acquisition.

Results and Discussion

Many methods are needed to get accurate data from surveys. The Likert scale is a scale that measures the thoughts, actions or opinions of individuals or groups about a phenomenon or event based on the level determined by the researcher. This scale is a psychometric scale that is commonly used in all research, including technical studies (Taufiqurrachman, 2022). The inventor of the Likert scale is Frances Likert from the

United States. The Likert scale is used to measure attitudes, opinions, and thoughts about social events or groups. With a Likert scale various indicators are used to measure this variable.

In the process of collecting data by distributing questionnaires to residents who live in the Mojo sub-district, some data supporting this research was obtained. In the questionnaire there are 5 indicator questions, each question is given five answer options to choose from. The five answers contain different points in it.

Table 1. Category Points

Category	Points
Not good	1
Not good	2
Pretty good	3
Good	4
Very good	5

Of the 55 questionnaires filled with total accumulated points total = 803 points. The first stage determines the maximum value and minimum value.

$$\text{max} = 1 \times 6 \times 55 = 330 \text{ points.}$$

$$\text{min} = 5 \times 6 \times 55 = 1650 \text{ points.}$$

The calculation uses the formula (total points - minimum score): (maximum score - minimum score) x 100 (803 - 330) : (1650 - 330) x 100 = 473 : 1320 x 100 = 35.8%.

From the results of the above calculations can be identified into the final indicator which states:

Table 2. Category Range

Category	Frame
Not good	0 – 19
Not good	20 – 39
Pretty good	40–59
Good	60–79
Very good	80 – 100

From the data above it can be seen that the final calculation results are 35.8%. So you can be sure The ethics of state civil servants in public services in the era of bureaucratic reform in Kelurahan Mojo, Gubeng Subdistrict, Surabaya, are indicated to be unfavorable.

In addition to using the quantitative method, the researcher also made observations through the documentation method by conducting a literature study to be used as reinforcement in this study and found data showing that the ethics of public servants in the Mojo sub-district, Gubeng sub-district, Surabaya, were in the Poor category, so there was a need for improvement. From these data it can be concluded that the attitude of public servants in the Mojo Village, Gubeng District, Surabaya, which seems unfriendly, inattentive, and slow. The data processing above refers to quantitative research methods with calculations in such a way that the following discussion is obtained.

Knowing The Ethics of The State Civil Apparatus In Public Service In The Mojo Sub-District, Gubeng District, Surabaya

From the results of the questionnaire obtained from 55 respondents. There are 3 indicators related to the ethics of public servants in the Mojo Village including: The results of distributing questionnaires regarding the ethics of state civil servants in public service in the Mojo Village, Gubeng District, Surabaya, obtained the following data.

Ethics of state civil servants in public service in Mojo Village, Gubeng District, Surabaya

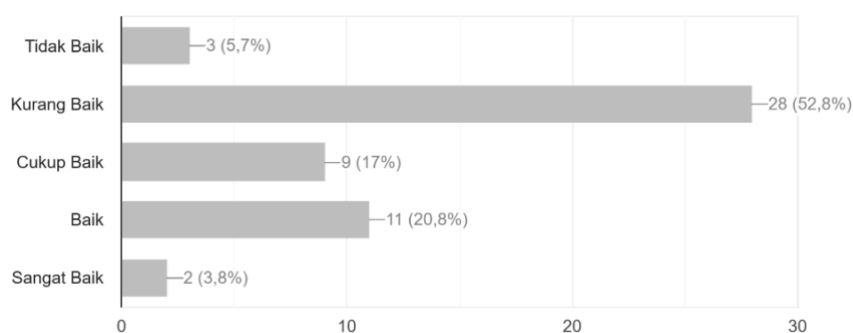


Figure 1, Ethics of State Civil Servants In Public Service in Mojo Village, Gubeng District, Surabaya

Most of the answers 28 respondents (52.8%) stated not good, 3 respondents answered not good (5.7%), 9 respondents answered quite well and those who said good 11 respondents (11.8%), 2 respondents said very good (3.8%). Based on these data, it is known that the

level of ethics of state civil servants in public services in Mojo Village, Gubeng District, Surabaya is indicated to be not good. If the answers are combined between bad and not good, it is 58.5%.

Regarding the friendliness of the administrative waiter in the Mojo Village, Gubeng District, Surabaya, the following data were obtained.

administrative friendliness in Mojo Village, Gubeng District, Surabaya

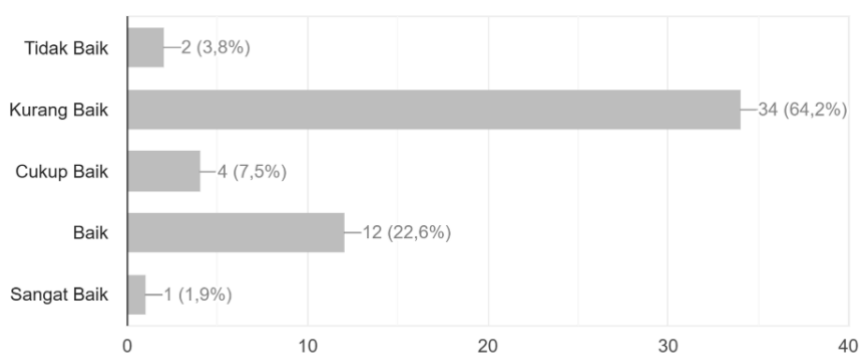


Figure 2, Administrative Friendliness in Mojo Village, Gubeng District, Surabaya

Most of the answers 34 respondents (64.2%) stated not good, 2 respondents answered not good (3.8%), 4 respondents answered quite well and those who said good 12 respondents (22.6%), 1 respondent said very good (1.9%). Based on these data, it is known the level administrative friendliness in Kelurahan Mojo, Gubeng Sub-District, Surabaya, the indications were not good. If the answers are combined between bad and not good, it is 68%. Regarding the response of administrative staff in the Mojo Village, Gubeng District, Surabaya, the following data were obtained.

Administrative employee response in Mojo Village, Gubeng District, Surabaya

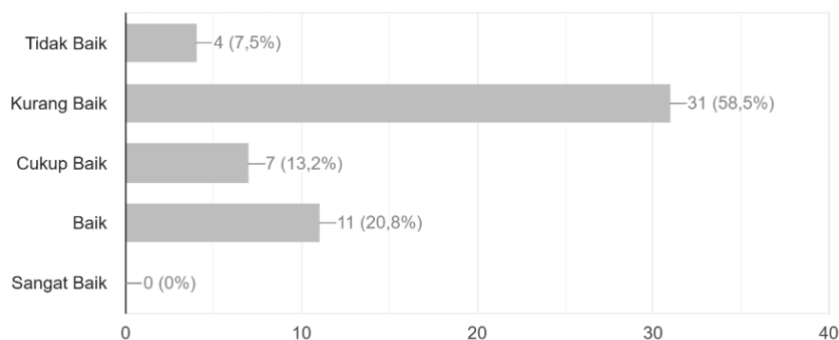


Figure 3, Administrative employee response in Mojo Village, Gubeng District, Surabaya

Most of the answers 31 respondents (58.8%) stated not good, 4 respondents answered not good (7.5%), 7 respondents answered quite well and those who said good 11 respondents (20.8%), 0 respondents said very good . Based on these data, it is known the level administrative response in Kelurahan Mojo, Gubeng Sub-District, Surabaya, the indications were not good. If the answers are combined between bad and not good, it is 66.3%.

Knowing The Level of Community Satisfaction With The Services of The State Civil Apparatus In The Mojo Sub-District, Gubeng district, Surabaya.

From the results of the questionnaire obtained obtained 55 respondents. There are 3 indicators that state the level of community satisfaction with the ethics of state civil servants in public services in the Mojo Village, Gubeng District, Surabaya, including: Regarding the speed of administrative staff in the Mojo Village, Gubeng District, Surabaya, the following data is obtained.

the speed of administrative staff in the Mojo Village, Gubeng District, Surabaya

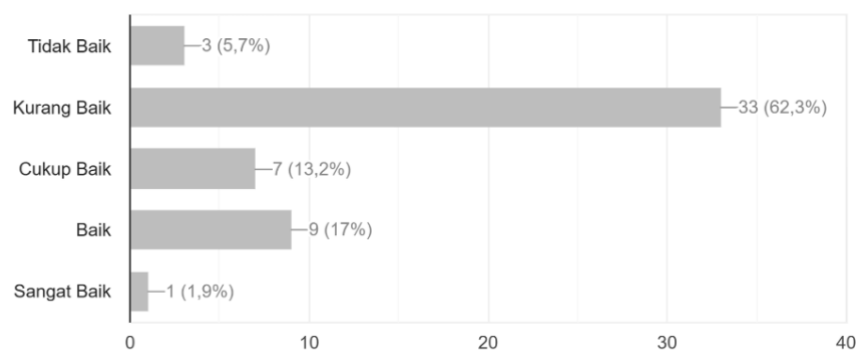


Figure 4, The Speed of Administrative Staff In the Mojo Village, Gubeng District, Surabaya

Most of the answers from 33 respondents (62.3%) stated that they were not good, 3 respondents answered that they were not good (5.7%), 7 respondents said they were quite good and 9 respondents (17%) said they were good, 1 respondent said they were very good (1,9%). Based on these data, it is known that the level of speed of administration staff in the Mojo Village, Gubeng District, Surabaya is indicated to be not good. If the answers are combined between bad and not good, it is 68%.

Regarding procedure service in the Mojo Village, Gubeng District, Surabaya, the following data were obtained.

service procedures in the Mojo Village, Gubeng District, Surabaya

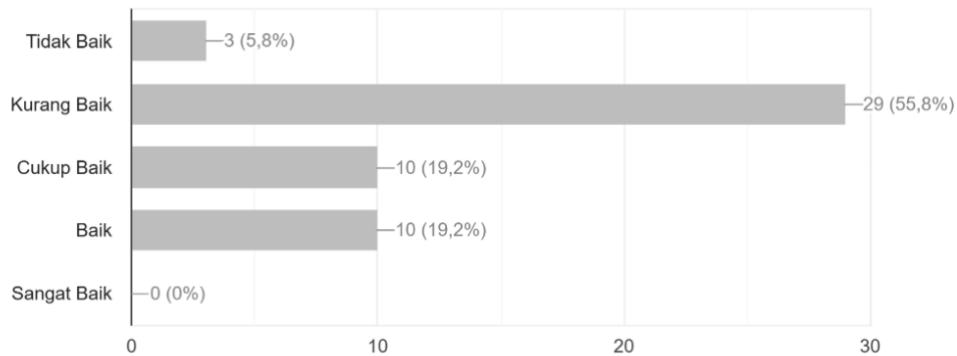


Figure 5, Service Procedures In the Mojo Village, Gubeng District, Surabaya

Most of the answers 29 respondents (55.8%) stated not good, 3 respondents answered not good (5.8%), 10 respondents answered quite well and those who said good 10 respondents (19.2%), 0 respondents said very good . Based on these data, it is known that the level of service procedures in Mojo Village, Gubeng District, Surabaya is indicated to be unfavorable. If the answers are combined between bad and not good, it is 61.6%.

Regarding the performance of public servants in Mojo Village, Gubeng District, Surabaya, the following data is obtained.

performance of public servants in the Mojo Village, Gubeng District, Surabaya

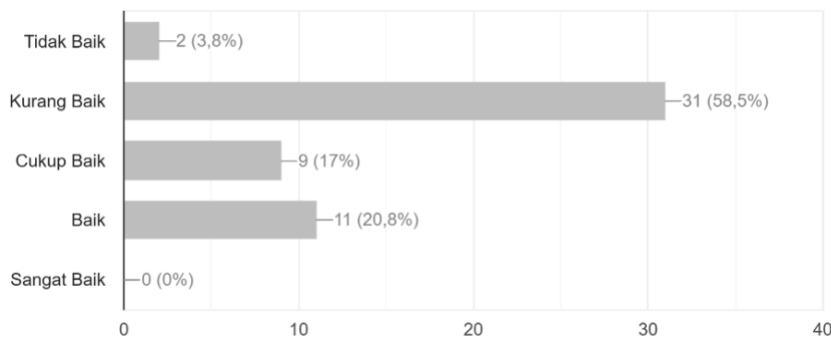


Figure 6, Performance of Public Servants in the Mojo Village, Gubeng District, Surabaya

Most of the answers 31 respondents (58.5%) said it was not good, 2 respondents answered not good (3.8%), 9 respondents answered quite well and those who said good 11 respondents (20.8%), 0 respondents said it was very good . Based on these data, it is

known that the level of performance of public servants in the Mojo Village, Gubeng Subdistrict, Surabaya is indicated to be unfavorable. If the answers are combined between bad and not good, it is 62.3%.

Data Analysis

From the accumulated results of distributing the questionnaires conducted, 38.5% of respondents stated that the ethics of the state civil apparatus in public service in the Mojo Village, Gubeng District, Surabaya, was still classified as not good. Not only that, the community's satisfaction with the performance of the state civil apparatus in Kelurahan Mojo was also classified as dissatisfied because the process that was given took a long time and was convoluted. This has become a trigger for violations of the ethics or norms of the state civil apparatus contained in the "professional standards or code of ethics" of public servants. The public services provided must be in accordance with the needs of the community, not exaggerated or even lacking. State civil servants are required to be able to provide comfortable and healthy services for the community in accordance with their respective rights and responsibilities (Keban, 2001).

Every bureaucrat is required to have moral values or what are known as "six great ideas", including goodness, truth, freedom, beauty, equality and justice. These six basic values become the basis for the state civil apparatus in carrying out their responsibilities. The fact is that in Kelurahan Mojo, Gubeng Subdistrict, Surabaya, several public servants have not yet implemented these basic values. In accordance with the data obtained, the indicators are not good with the presentation of service ethics (52.8%), friendliness of public servants (64.2%), employee response (58.8%), speed of service (62.3%), service procedures (55.8%) and apparatus performance (58.5%).

According to Denhart, (1988) in this case the code of ethics is important as a control over the behavior of the state civil apparatus which until now has not implemented it and tends to override the interests of society. Not just a mere formality, the assessment of the code of ethics is carried out through evaluation, monitoring and improvement. That way the government bureaucracy can carry out its duties effectively and efficiently according to the demands of the public interest. Ethics in accordance with the principles of public service in the bureaucracy is not an easy challenge to implement, so there is a

need for habituation for the state civil apparatus. This can also reduce violations, malpractice, and KKN which are still a problem in Indonesia.

Bertens (2001), argued that ethics refers to the field of study that examines moral values in society and examines service processes and procedures. In fact, public services in Kelurahan Mojo contradict this theory. In practice the service procedures provided tend to deviate from moral values in society. Thus reducing public trust and satisfaction with the services provided by Kelurahan Mojo.

The service ethics provided are in contrast to ASN SOPs which have been regulated in Law no. 5 of 2014 concerning the State Civil Apparatus which contains norms, rights and obligations as a guide to action and behavior. Evidenced by the respondent's data which was dominated by poor answers and supported by the rating obtained from the community on the Mojo Village web page. This is sufficient as the basis for this research to be developed in accordance with the stated research objectives.

Conclusion

The conclusion of the overall results and discussion regarding the ethics of state civil servants in public service in the Mojo Village, Gubeng District, Surabaya can be seen: 1) the ethics of state civil servants in public service in Mojo Village, Gubeng District, Surabaya in serving the community counted not good because 64.2% of respondents stated that the attitude they used did not apply the ethics of the state civil apparatus in accordance with the professional standards of public service; 2) community satisfaction with the ethics of state civil servants in public service in Mojo Village, Gubeng District, Surabaya counted unsatisfied because 64% of respondents stated that the performance of Kelurahan Mojo was not appropriate with moral values or bureaucratic ethics.

Thus, it is necessary to increase the application of good ethics or morals for the state civil apparatus to be emphasized in order to encourage the achievement of the government's vision and mission. In addition, the state civil apparatus is obliged to adhere to the basic principles of public service to run an effective and efficient bureaucracy in the current reform era. Then need an effort to improve the ethics of state civil servants in public service in Mojo Village, Gubeng District, Surabaya namely by increasing self-awareness in optimizing public services and the quality of education regarding the

importance of applying ethics for public servants in the Mojo Village as a support for the implementation of the bureaucracy.

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