

Ethics of Public Services in the Department of Investment and One-Stop Integrated Services of Manado City

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Abstract— This study aims to find out: a) the implementation of the Decree of the Minister of Administrative Reform No. 63 of 2003 and b) the determinant factors that influence the implementation of the Decree of the Minister of Administrative Reform No. 63 of 2003 in the Department of Investment and One-Stop Integrated Services of Manado City. This study used a qualitative approach, with data collection techniques, namely: documentation, observation, and interviews. The results showed that: a) public service ethics have not been implemented according to the Decree of the Minister of Administrative Reform Number 63 of 2003; b) the low awareness of the State Civil Apparatus to pay attention to service ethics in accordance with the Decree of the Minister of Administrative Reform Number 63 of 2003 c) Issuance of licenses which was not based on the Standard Operational Procedure of 14 working days. The determinant factors that influence the implementation of service ethics are a) Human Resources have not yet understand the Decree of the Minister of Administrative Reform Number 63 of 2003. b) The lack of technical employees in making building permits, c) The lack of infrastructure facilities, such as computers in frontline services. It is recommended that: a) provide training to frontliners related to public service ethics according to the law and regulations, b) increase the number of technical team members in building permit services; c) provide opportunities for the community to play an active role in providing input and; d) conducting socialization related to public service ethics based on the Decree of the Minister of Administrative Reform Number 63 of 2003; e) Equipped with adequate facilities and infrastructure.

Keywords: One-Stop, Ethics, Public Service, Manado

I. INTRODUCTION

Service is an essential duty of the figure of the state civil service as a servant of the State and a servant of the community. This duty has been very clearly contained in the

opening of the 1945 Constitution paragraph (4), which includes 4 (four) aspects of the basic services of the apparatus to the whole community, namely protecting the whole people of Indonesia and the entire homeland of Indonesia, advancing general security, developing the nation's intellectual life, and contributing to the implementation of a world order based on freedom, lasting peace, and social justice. It was also clarified in Law No. 5 of 2014 concerning the State Civil Apparatus (ASN) which explains the main duties and functions of an ASN are implementing public policy, public servants, and adhesive and unifying the nation.

The State Apparatus in carrying out daily tasks functions to serve the community professionally, efficiently, transparently, productively and free from corruption, collusion, and nepotism. As a whole, the State Civil Apparatus is required to be able to carry out the duties of the government very well and be responsive to the needs of the whole community. Therefore, to improve the performance of a State Civil Apparatus in the sector of public services needs to be taken seriously and responsibly (Hayat, University Islam Malang, 2014) [1]

The ethics in government is closely related to the mentality and morality of the apparatus themselves in carrying out the duty reflected by the main functions of government, such as service functions, regulatory or regulatory functions, and community empowerment functions. The Importance of Implementation the ethics of government can be used as a guide for each government apparatus in carrying out their duties with a full sense of responsibility. (Endah, 2018) [2].

The Department of Investment and One-Stop Integrated Licensing Services of Manado City (PMP2T of Manado city) is one of the government agencies responsible for managing community permits, in this case, IMB (Building Permit), SIUP (Individual Business License), SITU (Business Location Permit), et cetera. The task entrusted to the agency is a duty of

responsibility that must be carried out based on statutory regulations. Good public services must be provided to fulfill their duties and responsibilities as an ASN or public official. However, in the implementation, it was still found the ASN who committed violations against the rules. In the State Civil Apparatus (ASN) environment, there are still indications of being unclean, and ASN is often found to violate their authority so that the development of ASN continues to be directed towards realizing clean and authoritative ASN. It is also often found the existence of abuse of authority and other abuses such as corruption, collusion and nepotism, extortion, and waste. Therefore, the guidance, control, and empowerment of ASN must be improved. These phenomena do not only occur in the ASN environment at the central level but also at the regional level as occurred in Investment and One-Stop Integrated Services Office of Manado City Office (Djamil, 2016) [3].

Hence, it requires the Public Service Ethics in this department, which is Transparent in conveying information, is responsible for carrying out the work according to the applicable regulations, and participatory in implementing service quality improvement based on Minister of Administrative Reform Decree No. 63 of 2003 and the ASN Code of Ethics in Law No. 5 of 2014 [4].

II. RESEARCH METHODS

The research method used in this study was a qualitative research method using a descriptive analysis approach that aims to describe systematically, factually and accurately about the facts and properties of a particular area.

A. Research Sites

This research took place at the Manado City Investment and One-Stop Integrated Services Office

B. Research Methods

The research method used in this study was qualitative by using descriptive tactics and direct observation.

C. Research Focus

D. The focus of the research conducted is as follow:

- a) Implementation of the Decree of the Minister of Administrative Reform Number 63 of 2003.
- b) Determinant factors that influence the implementation of the Decree of the Minister of Administrative Reform No 63 of 2003 in the Department of Investment and One-Stop Integrated Services of the City of Manado.

E. Data Sources

Primary data was data obtained directly from informants who were considered knowing about the problem investigated.

F. Data Collection Techniques

The technique used was observation, where the researcher directly conducted observations and case studies.

G. Data Validity Testing

In testing the validity of the data, the researcher used four criteria, namely:

- a. Display observations
- b. Increased perseverance / persistence

- c. Negative case analysis
- d. Triangulation
- e. Member-checking

III. RESULTS AND DISCUSSION

The results of the study on the Public Services Ethics at the Department of Investment and One-Stop Integrated Service of Manado City. This study focused on the implementation and determinant factors that influence the implementation in the Department of Investment and One-Stop Integrated Services of the City of Manado, based on the Decree of the Minister of Administrative Reform No. 63 of 2003, and the results of the study obtained and analyzed by researcher, and described as follows;

A. *The Ethics of Public Services in the Department of Investment and One-Stop Integrated Services of Manado City.*

The quality of services from the government SKPD in the city of Manado still needs a lot of improvement in quality and better service based on service ethics that have been stipulated by laws and regulations. Professional resources in realizing a policy of regulation 63 / KEP / M.PAN / 7/2003 concerning Guidelines for the Implementation of Public Services, especially regarding ASN ethics in doing public services according to the regulations stipulated, but in the application of these regulations were still confronted with various kinds of endless problems. Therefore, it must be known by all parties involved in the implementation of this policy, especially the SKPD which directly provide the public services to the public, namely the Department of Investment and One-Stop Integrated Services of Manado City.

The government should have an effort to prioritize the quality of services to the public in the process of administering licensing administration according to existing rules and ethics. According to Denhardt (in Keban, 2008: 168) public service ethics is defined as the philosophy and professional standards (code of ethics), or moral or right rules of conduct that should be obeyed by public service providers or public administrators [5]. Furthermore, According to Rohman, et al (2010: 24) public service ethics is a way of serving the public by using habits that contain life values and laws or norms that govern human behavior that is considered good [6].

In this case the government, with every effort seeks to solve existing problems faced by many communities with the expectations that the government should pay more attention to the needs of the community relating to the process of public service according to existing laws and regulation, which is about how the implementation of service ethics that is both based on the concept of service ethics that is according to the principles of Minister of Administrative Reform Decree No. 63 of 2003, namely Transparency, Accountability, and Participation so that all parties can benefit from the rules made and can solve problems surrounding the public service process that occurs in the government work environment area, especially the Department of Investment and One-Stop Integrated Service of Manado City'

The ethics of public services, especially those that occur in the Manado City PM-PTSP Service, are duty and responsibility of the State Civil Apparatus in the SKPD. Where the process of this service is intended to help make it easier for people to make and obtain administrative documents in terms of permits, both IMB SIUP, SITU, Route Permits, Clinical licenses, et cetera.

1. First indicator: Transparency

The transparent service process information at the Manado City PM-PTSP Service was obtained from explanations of several informants where some of them said that the problems encountered in the service process of managing the permit were considered to still meet problems, both in the information process that was still lacking in socialization, and the process to fill out the documents are still confusing so that people wonder why the documents submitted, have not yet been processed and followed up by the Manado City PM-PTSP Service. Even employees still do not know the basic rules that are used in this service. It is expected that the government of Manado City will be able to improve the quality of employees in this department to minimize problems and consequences that are not desired by all parties.

2. Second indicator: Accountability

Based on the results of the study, it was obtained the information and findings from the community where in the process of implementing SOP (Standard Operational Procedure), there are still problems found, namely the time of completion of the IMB letter, which should be in accordance with the existing SOP can be completed within 14 working days. However, when researcher directly interviewed the community, they said that the process was quite long and not according to the existing SOPs so that it slowed down the community in obtaining the IMB Letter. The process that is too time-consuming also becomes an obstacle for the community in accepting existing services. It was also recognized by one of the employees on the front line. According to him, there are still time constraints regarding the management of the IMB permit due to the lack of technical personnel who must check the completeness and feasibility of the documents, and the location where a building is located, this is the reason why there are still a lot of documents piled up on the work desk of the technical team.

3. Third indicator: Participation

Since the process of observation and interviews with informants, in this case, the community and employees of the PM-PTSP Department of Manado City, the researcher found that the form of participation carried out by the community in this service was only limited to personal satisfaction or dissatisfaction of the services provided. This department should be more transparent by providing a suggestion box so that people can freely express their opinions to change services better. The community needs to be involved in the implementation of service improvement, with the input or suggestion from the community, service that can be improved to meet what is expected, so that the community can also contribute to improving government services.

B. Determinant Factors in the Implementation of Public Service Ethics in the Department of PM-P2TSP of Manado City

Based on the results of the study, it can be concluded that the results obtained must be based on existing data, using the concept of Darwin (1999) [7] namely:

1. Indicators of Nature of Interest

The nature of the interests in implementing the Public Service Ethics policy is according to the results of the study. Based on observations and interviews with various parties regarding the policy, it was obtained explanations from several informants. Some of them said that the nature of interest, which was the more concerned with acquaintances or relatives, is still a problem that needs attention, because with the existence of these interests, the apparatus often favored the people who were considered more familiar so that the service process was a priority for them, compared to people who did not have acquaintances or relatives worked at the Manado City PM-PTSP office. It was also acknowledged by one of the informants who stated that it was indeed easier to meet the requirements because there were relatives who had informed them in advance to make the process was faster. If this kind of attitude continues, then the discriminatory attitudes can be felt by the public, where injustice in the service process is applied by the ASN. Based on the mandate of laws and regulations, the ASN should implement an equal and fair policy for all people. It should be a primary concern for the government, especially for the PM-PTSP Department of the Manado City.

2. Indicators of Clarity of Benefits

The clarity of benefits affects the implementation of the policy. This second aspect is consistent with the results of the study relating to whether Service Ethics was based on the principles of Transparency, Accountability, and Participation. A government agency that is supposed to carry out a process of public service that is based on existing regulations and can meet the needs of the community, in this case, the administration of licensing administration documents. However, based on the facts of the observations and interviews with several informants revealed that Transparency, Accountability, and Participation was needed by this department, however, there were still problems found, as pointed out by informants "AT" was not the same as was obtained by researcher and MS informants. "MS" stated that there was still a lack of people who certainly knew the information about this service so that most people must come back at least twice to obtain the information. Then in terms of accountability, as in the first sub-focus on accountability indicators, there was still a reporting process that was not carried out by the employees in charge. The report that should be submitted once a month as stipulated by the existing regulation was not made, so when the researcher asked the informant, he only said that it had not been made since the beginning of 2017. Furthermore, the community participation that should be the main focus was noticed by all employees, on the contrary, they only kept the complaints without expressing them directly. Although there was an Information and Complaints section in this department, from the observation of researcher while in the PM-PTSP office, there was no one

made a direct complaint, this certainly made people felt reluctant, thus, the suggestion box is needed to accommodate the aspirations and complaints from the community in improving the service.

3. Indicators of Behavior Change

This indicator is focused on the attitude of implementation in implementing the Public Service Ethics policy based on the principles of transparency, accountability, and participation. According to the data obtained, there was a variety of information said the attitude of the implementer in this matter, ASN was still not according to the standard which should be so that it is necessary to improve the quality of human resources based on what should be.

4. Indicator of Implementing Apparatus

This indicator is consistent with data examined relating to policy implementers whether ASN at the PM-PTSP Office in Manado knows the standards and service procedures needed to implement a public service principle under the ethics of public service. Based on the information from JL and MS informants, it can be observed that the quality of service performed by ASN in the PM-PTSP service in Manado city was quite good. The ASN must have the quality of knowledge and information that was understood and known from the beginning. However, it is undeniable that either the community as the recipient of the service must also meet the standard requirements that exist in this service. So the standard requirements can be fulfilled as they should be, and the existing violations can be minimized under the provisions of existing laws and regulations.

5. Resource Support Indicators

This last aspect is in accordance with the results of the study, where the support of resources is an important aspect that is considered by ASN in implementing a policy related to public service, in this case, public service ethics, which must be Transparent, Accountability, and Participation. However, the researcher found it was not supposed to be, resources that should provide added value for service were still considered to be lacking by some informants, in this case, the community. It was confirmed by several ASN employee informants in the Manado City PM-PTSP Service. It was because there was still a delay in the process of completing the IMB Letter, which was caused by the lack of technical team personnel and additional resource support, in this case, the computer. This matter should be a primary concern of the Head of SKPD of the PM-PTSP Office of Manado City and Manado City Government, in this case, the Mayor.

IV. CONCLUSION

The Ethics of Public Services at the Manado City Investment and One-Stop Integrated Services Department. The State Civil Apparatus, in this case, Frontliner has not mastered important information, such as memorizing the Manado City

PM-PTSP Office website to be informed to the public. There still found obstacles in the management of IMB letters that were not following the SOPs. The application of community participation has not been maximized. The State Civil Apparatus has not been able to understand the basic rules under the provisions of the laws and regulations in force.

Determinant Factors in the Ethics of Public Services at the Office of Investment and One-Stop Integrated Services of Manado City. The influence of acquaintances and insiders still greatly influences the service process. Transparency, accountability, and participation in the community have not been able to be carried out to the maximum extent according to applicable laws and regulations. ASN does not have the capability to carry out the public service process, lack of queue numbers, and service counters.

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