

## **APPLICATION OF PRINCIPLES OF PUBLIC SERVICE ETHICS IN GEMPOL DISTRICT OFFICE**

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### **ABSTRACT**

This research plan is to decide on the use of ethical principles in open administration at the Gempol District Office. The motivation behind this research is that in general the improvement of the framework and techniques of public service administration provided by the regional apparatus must be carried out with careful consideration so that it is believed to create a good perspective from the region and the apparatus that offers the type of assistance. The Pasuruan Regency Government supports Bureaucratic Reform, namely towards a Clean, Accountable and Serving bureaucracy which is a value that is reflected in the implementation of public service administration by devices at the Gempol District Office with proper behavior so that work can be done easily until it is finished.

**Keywords:** Principles, Ethics and Public Service

### **INTRODUCTION**

According to Hayat (2017: 25) explains the basic understanding of public services in administering government. Public authorities are currently making reasonable efforts to promote reliable, trustworthy, healthy, clean and authoritative government. The implementation of government arrangements must be acceptable, productive and successful. As a government apparatus, it must be a channel of administration and administration for the public interest, not a channel for abuse of power or for violent persecution of certain groups. As a government apparatus, it is obligatory to ensure and teach individuals. Teaching others also means teaching yourself.

Living in society and the state to a global level of activity requires a framework that directs how people should get along. This social framework allows people to respect one another and is known as kindness and courtesy. This social motivation is to maintain the interests of each which includes so that it becomes calm, peaceful and safe without hurting the community and ensuring that what is being done is in accordance with collective freedom or all in its entirety. Because it is a thing that fulfills morals and etiquette to society.

According to Mashur Hasan Bisri (2019:62) Ethics is one of the factors that affect public satisfaction. Ethics in this progress greatly affects the existence of individuals. The use of moral standards in public services, including speech and behavior of public service providers. In the application of ethical principles in open government, there are also values that are considered important for the success of the

implementation of public administration which are sometimes continuously evaluated, developed so that the public in general can put their trust in specialist organizations that are truly responsible and complete public assistance exercises. this.

Efforts to realize a strong, effective and continuously improved public administration to foster creativity and development in the administration of public services. Moreover, from several assessments that emphasize the importance of ethics above, it is clear to us that ethics is identified with deep quality and is highly dependent on local environmental assessments, so it tends to be said that ethical quality is a normative foundation that contains virtues stated as Bureaucratic Organizational Ethics. The Gempol District Office employees are believed to have the option to fulfill their obligations to serve the community sincerely and systematically. So, the title of this research plan is "Application of the Principles of Public Service Ethics at the Gempol District Office".

## **RESEARCH METHOD**

This research is located at the Gempol District Office in the Government and Services Subdivision which has the main task of carrying out government affairs which are the authority of Pasuruan Regency in the field of public services. Which is located at Jalan Raya Gempol No. 01 Gempol Pasuruan Regency.

Research This research is qualitative with descriptive type. The type of research used is contextual analysis with an almost broad-minded model. Information analysis used is an analytical model research that displays and information in accordance with the diversity of information used in conjunction with recording information. In addition, using a triangulation strategy to check / check the validity of an information.

### **Research Information Sources**

#### **Primary**

Information Primary information is information that is obtained directly from the source, is noticed or recorded in an interesting way. In this situation, the information obtained is about how the increase in the number of workers in the Gempol Sub-District Office after the change in regulations, especially public services in the Government and Service Subdivision. Information obtained through data requests to related parties, especially the Head of the Government and Service Section of the Gempol District Office and their employees.

#### **Secondary**

Information Secondary Information is information obtained through subsequent sources. In this situation, the information gathered from the Gempol District Office comes from the Pasuruan Regency Government which supports Bureaucratic Reform.

## Data Collection Techniques

### Perception

Method The Perception Method is an instrument of sorting information that is equipped with paying attention and methodically recording the observed manifestations.

### Interview

Method Interview method is a question and answer strategy with someone for a discussion.

### Documentation

Design Documentation Design is to obtain information related to matters such as book notes.

## **RESULTS AND DISCUSSION**

Pasuruan Regency Guidelines based on Law Number 15 of 2008 concerning Associations and Subdistrict Office Organizations and inaugurated by the Regent of Pasuruan on October 4, 2016. The Pasuruan Regency Government supports Bureaucratic Reform towards a Clean, Accountable and Serving Bureaucracy.

### CLEAN

The qualities of earnestness, dedication, responsibility, and hope for improvement must be met in all respects so that the individual's privilege of being properly served can be fulfilled. The more organizations that shape the honesty of their workers through the announcement of trust zones, the better the support from our region.

### ACCOUNTABLE

Administrative implementation responsibilities can be seen from fairness and accuracy, demonstrated official skills, fulfillment of positions and public frameworks, including calculation strategy rules or laws and guidelines.

### SERVE

Government regulatory associations are the primary associations identified with public administration. The local government requires every component in the government to provide extraordinary support to the local area. The extraordinary assistance shows that it is one way for public authorities to truly serve the region, so that it can prioritize fulfillment for the region and answer regional problems.

## **Public service**

The public authorities, for this situation, the Gempol Regional Office, feel that it is increasingly necessary to maintain or improve, especially at a time like this. Efforts to improve the nature of public administration are an absolute necessity that must be carried out quickly to make better, perfect and appropriate benefits to the needs and desires of the region. The original value determines the behavior of the apparatus in working and through this original value, an apparatus can know the quality of himself from the assessment of his superiors and collaborators in public administration so that it can be carried out in a clean, accountable and serving manner.

Local governments need convenience in assisting and residents also have to decide what candor they need, implying that assistance will proceed basically from a request from the apparatus, for example, a cover letter from the village/kelurahan or other relevant agency applicable to work with them, namely at the Gempol Sub-District Office.

Based on the results of the research and interviews above, it can be concluded that the use of moral standards is an important part in the completion of public administration at the Gempol District Office. Public service can be interpreted as offering the type of assistance (serving) the needs of individuals or networks that have an interest in the association in accordance with important standards and established methodologies. As far as government, the general word or the general word method as the whole population as a wider regional interest which characterizes the public interest as a type of interest that worries many individuals or regions that are not related to standards and regulations whose interests depend on the needs (wants / lives) of individuals or Public.

## **CONCLUSION**

The Pasuruan Regency Government upholds the Change of Order towards a Perfect, Responsible and Serving Organization which is reflected in the implementation of public service administration by the apparatus at the Gempol Regional Office with proper behavior so that work can be carried out easily until it is completed. This social motivation is to maintain the interests of each which includes so that it becomes calm, peaceful and safe without hurting the community and ensuring that what is being done is in accordance with collective freedom or all in its entirety. The Pasuruan Regency Government supports Bureaucratic Reform, namely towards a Clean, Accountable and Serving bureaucracy which is a value that is reflected in the implementation of public service administration by devices at the Gempol District Office with proper behavior so that work can be done easily until it is finished.

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