

The Ethical Dilemma of Public Administration in the Public Service Process

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Abstract

Public services are all activities in order to fulfill basic needs in accordance with the basic rights of every citizen and resident of an item, service and / or administrative service provided by service providers related to the public interest. Communities as customers have needs and expectations in the performance of professional public service providers. The task of the Central Government and Regional Government is to provide public services that are able to satisfy the public. The implementation of decentralization and regional autonomy policies in Indonesia has resulted in regional governments having responsibility and authority in determining minimum service standards. The fundamental problems in the process of public service in Indonesia are about ethics. There is no universal standard on norms or ethics and sanctions that specifically regulate violations committed by the authorities in public services.

Keywords: Public Service, Ethic, Norm

INTRODUCTION

Practice maintenance service public in Indonesia at this time this still full with uncertainty cost, time and procedure service. This thing caused no existence procedure governing service obligation by sure and transparent from organizer services and rights what only got inhabitant as user service. Procedure service public tend only arrange obligation citizens (requirements administrative) as user when face to face with service units public. Uncertainty procedure service stimulate inhabitant for To do Thing illegal like pay illegallevies to officer or use brokerage services, for certainty service can quick obtained.

Moral violation or ethics in service public difficult investigated and proven, becausehabit Indonesian people who consider it taboo in" opening " disgrace ", including in problem service public. On the other hand, Indonesia faces increasingly challenging heavy because standard evaluation ethics service Keep going changed in accordance development era and paradigm. by substantive, no easy reach maturityand autonomy ethical, because that possibility big moral violation or ethics in service the public in Indonesia will Keep going happen.

The impact, performance government as waiter public Becomes spotlight, especially since post- reform because start arise more climate democracy in Indonesia. Society started question the value and quality they earn on service public done agency government. All problem the no need occur by drastic and dramatic, if government and apparatus government have credibility and authority that is respected by its people. The government that owns high ethics and morality in operate authority government, of course have accountability and high respect for demands aspirations and interests the community it serves. Such a government could realize climate openness, participation active and empowering society, as manifestation from mature idea this start developed, that is application ethics in service public.

See how the complex problem happened in practice maintenance service public, then effort application ethics service the public in Indonesia demands thorough understanding and socialization, and touching all dimensions problems faced by the bureaucracy service. The problem now is the extent of understanding and application ethics service public by bureaucracy Indonesian government ? Problem this need assessment by critical and deep, because various practice bad in maintenance service public like uncertainty services, extortion, and neglect rights and dignity inhabitant user service, which is still easy found in almost every unit service public.

Service ethics public must based on principle transparency (openness and convenience) access) and accountability (responsibility in accordance with formal legal) for the sake of society. Moral and ethical violations in service public could occur from the beginning of the policy process public who don't transparent, no responsive, no accountable, no fair and so on. Proposed programs, projects and activities no based reality, design organization service public (setting structure, formalization, discretion authority) which is biased towards interest certain, process management service full public engineering and camouflage (planning technical, management finance, resources power human, information. Already duly service general conducted by ethical so as not existence disappointment in something society. Proper etiquette already starts faded by action not enough commendable from party state apparatus. Problem service public enough complex, the variables are very wide, effort repair bureaucracy as waiter the public (public service) is included in it effort embed ethics as score main in service public, require long time and followed with will apparatus for change attitude and orientation his behavior to more direction attach importance to enhancement service to community, for that according to Mertins Jr (2003) there is four things to do made guidelines namely: First, equality, equal treatment on services provided. This thing based on type behavior bureaucracy rationally consistent give quality service to all party without looking at affiliation politics, social status, ethnicity, religion and so on. Give same treatment identical with apply honestly, a proper behavior appreciated. Second, equity, fair treatment. Condition pluralistic society sometimes needed fair treatment and equal treatment, sometimes needed fair treatment but not same to certain people. Third, loyalty, loyalty given to constitution, law, leadership, subordinates, and partner's work. Various types of faithfulness

the related one each other. No absolute loyalty is given to one type of faithfulness certain ignoring others. fourth, responsibility, every apparatus government must ready accept not quite enough answer with tasks assigned and the results achieved.

Morality still Becomes problem fundamental in-service public in Indonesia. Morality or ethics often considered as less factor important and not relevant with service public, even though in literature about service public, ethics is one influencing factors satisfaction public, at once success organization in doing function service public. fast development time and more the complex the problem faced bureaucracy, causing shift paradigm of rule government (emphasizes aspect regulation legislation) to good governance paradigm, which does not only focus on desire government, but also involves whole component nation (sector public, sector private, public). The logic is that all apparatus government is the party who always defend interest public or people no forever right. Many cases in the field prove that interest personal, family, group, party, even more structure high, dictate behavior a bureaucrat or apparatus government. bureaucrat in Thing this no have morality or good etiquette in operate his obligations.

RESEARCH METHODS

Study about public administrator dilemma in application ethics service public this use method studies literature. Researchers use a number of journals related dilemma ethics service public, and results from various study literature the will used as ingredient for identify application ethics service public in Indonesia

RESULTS AND DISCUSSION

1. Public Service Ethics Concept

Service public could interpret as something action gift good service in the form of goods nor services by the government to its people by destination as a sense of responsibility the answer to public, that's fine given by direct nor through partnership, based on type and intensity needs community, ability society and market. Service public this could see daily in the field administration, security, health, education, housing, clean water, telecommunications, transportation, banks, and so on. The government certainly wants to provide the best service to its people, namely by providing service that meets what have promised or what the community needs give satisfaction to public, if need exceed hope public, in a sense broad, concept service public (*public service*) is identical with public administration (*public administration*) that is sacrifice on someone else's name in reach public interest. In the world of administration public or service public, ethics interpreted as philosophy and professional standards (code ethics), or morals or right rules of conduct (rules)

behave properly) should be obeyed by the giver service public or public administrator.

2. The Importance of Providing Public Services

There is a number of reasons substantive why service public must give. First, there is *public interest* or interest the public must fulfilled by the government because the government has the "responsibility" answer" or responsibility. It means in give service, government expected by professional carry it out, and must take decision political by appropriate about who get what, how much a lot, how, where, when, and so on.

Second, more reasons _ regarding with environment in the bureaucracy that provides service that alone. According to Denhardt, service public must be more concerned with aspects humanity in organization (organizational humanism), meaning it is recommended that managers must behave ethical, that is treat man or member organization by humane. The reason is that attention to (concern for people) and its development is very relevant with effort enhancement productivity, satisfaction, and development of an institutional. Third, regarding characteristics public sometimes so variative that need treatment special. Hiring civil servant with use the principle of "fitness" between people with her job is necessary principles questionable by ethical, because principle that will produce injustice, where hired candidate only originated from area certain relative more forward. Affirmative action policy in Thing this is pitched breakthrough ethics because will give more space large for people minority, poor, no powerless, and so on, to Becomes employee or occupy position certain. This is something moral choice (moral choice) taken by a person bureaucrat government based on the principle of justice-as-fairness is appropriate John Rawls' opinion that is that distribution wealth, authority, and opportunity social will feel fair when result give compensation profit to everyone, and especially to members society at least lucky.

Fourth, the last important reason is opportunity for to do opposite action with applicable ethics in gift service the public is huge. Service public not as simple as imagined, or in other words so complexity nature good regarding with score gift service that alone nor about method best gift service that alone. Complexity and uncertainty this push giver service public take steps professionally based to "freedom" act" (discretion). And freedom this is often plunge giver service public or apparatus government for Act no in accordance with code ethics or demands existing behavior.

In giving service public especially in Indonesia, moral and ethical violations could observed start of the policy process public (proposed programs, projects, and activities that are not based on reality), design organization service public (setting structure, formalization, dispersion authority) who are highly biased towards interest certain, process management service full public engineering and camouflage (start from planning technical, management finance, Human Resources, information, and so on), all of which that appear from traits no transparent, no responsive, no accountable, no fair, and soon. And no could deny all moral and ethical violations this has disclosed as one reason weakening government us.

3. Dilemmas in Ethics

In nature practice life daily still there is dilemma or conflict paradigmatic who tends to bring discussion long. Dilemma this concerning view absolutist versus relativist and existence hierarchy ethics. In system service the public has known some norms that are absolute and relatively easy to accept by many people. Norms that are absolute tend to be accepted everywhere or could be considered as universal rules. Norms this exists and is maintained until moment this almost all societies in the world, which function as guide behavior and manufacturing standards a decision.

Temporary that, there is also something lacking can accept norms they could be classified as people relativist. Something norm could be said good if have consequence or good outcome, which means that must base on reality. In terms of this people relativists think that values that are universal new could receive as something ethical when tested with condition or situation certain.

Implication from existence dilemma on so difficult give evaluation is service actor's public has violated existing moral values or no, it depends to her faith is belonged to absolutist or relativist. Such thing perhaps has grown the atmosphere of KKN (Corruption, Collusion and Nepotism) in our country. Moral issues or ethics finally depends to a matter of "interpretation" alone.

Inside service public alone there is four level ethics. Tiers the first one is ethics or personal morals, that is giving warning about good and bad, which really depends on a number of factors including the influence of parents, religious beliefs, culture, customs, and past experiences. The second level is ethics profession, namely series norm or guiding rules behavior circles profession certain. Third is ethics organization that is series formal and informal rules and norms that guide behavior and actions member the organization concerned. And the fourth one is ethics social, that is guiding norms behavior and actions member society to be whole groups and members Public always awake and cared for.

There is a hierarchy ethics this tend confusing actor's decision service public because all score ethics from fourth level this each other compete. For example, putting people in a position or position certain is very dependent to the ethics adopted powerful official. When he is heavily influenced by ethics social, he will be ahead of the person who came from the area so that often causes impression the existence of KKN. When he dominated by ethics organization, he perhaps will see prevailing habits in organization like use "seniority" system that prioritizes they are the most senior first, or possibly dominated by a merit system which means he will Prioritize achievers.

Thus, moral issues or ethics inside context this finally depends to level the most domineering ethics decision a actor key service public. Conflict Among values from level different etiquette this often confuse the makers decision so that sometimes they deliver decision finally to the other party they believe or respected

likemore official's height, figures charismatic, "people smart ", and so on.

4. Evaluation of Public Service Ethics in Indonesia

A. A code of ethics is required.

Code of Conduct service public in Indonesia still limited to a few professions like expert law and medicine.

, temporary code ethics for other professions not yet look. Some say that our no need code ethics because in general our has have religious values, the moral ethics of Pancasila, even already there is oath spoken civil servant every Apple flag.

Opinion the not wrong, however, must recognizes that there is no code of ethics this give opportunity for givers service for put aside interest public. Presence code ethics that alone more working as tool control direct from behavior of employees or office in work.

In context this, more important is that code ethics that not only just exists, but also assessed level implementation in reality. Even based on evaluation implementation that, code ethics then developed or revised so that always in accordance with demands change era. we need study from other countries that have have maturity ethical like the United States, awareness their ethics in service public has so increase so that many profession service the public who have have code ethics. one relevant example with service public is

code own ethics by the United States is ASPA (American Society for Public Administration) which has revised over and over again get criticism as well as improvement of its members. The values used handle behavior of the members including integrity, truth, honesty, fortitude, respect, put attention, friendliness, fast responsive, prioritizing interest public on interest other, work professional, development professionalism, communication openness and transparency, creativity, dedication, love dear, use freedom for interest public, give protection to proper information confidential, support to merit system and affirmative action program.

B. The Need for Maturity and Autonomy Ethical.

perpetrators service public must learn norms universal ethics, because could used as guide Act behavior. However norms it is also bound situation so that accept norms the should no by stiff. Act like this show something maturity in ethical.

Weakness our actually lies in nothingness or limited code ethics. Likewise freedom in test and question norms prevailing morality not yet exists, even often rigid to norms morality that has been there is without see change era Sometimes, we are still let self our for put first interest certain without notice context or where our work or be. Prioritize the chosen one in service is action no commendable when that applied in context organization the public who wants same treatment to all people..because of that, must there is maturity for see where our are and level hierarchy ethics which one is the most appropriate for applied.

C. Protection and Incentives for Complainants.

Of course there are many out there very caring party with values ethics and morals, they do complaint about moral transgression. They is brave party disassemble secret and test actions moral and ethical violations. However effort for To do Thing this sometimes considered as effort no commendable, even often get response no good on his deeds and his fate can threatened.

Experience like that naturally make they fear and arise habit for no want to "trouble " or no want to " deal " with law or court, whose incentives no clear. As a result, the opportunity from influential parties in service public Keep going open for To do actions moral and ethical violations. Therefore, in skeleton increase morality in service public, required protection against the complainants, if need incentive special.

CONCLUSIONS AND RECOMMENDATIONS

Practice maintenance service public in Indonesia at this time this still full with not sure cost, time and procedure service. This thing caused no existence procedure governing service obligation by sure and transparent from organizer services and rights what only got inhabitant as user service. Procedure service public tend only arrange obligation inhabitant as user when face to face with service units public. not sure procedure service stimulate inhabitant for To do Thing illegal like pay illegal levies to officer or use brokerage services, for certainty service can quick obtained. Such a government could realize climate openness, participation active and empowering society, as manifestation from mature idea this start developed, that is application ethics in service public. See how the complex problem happened in practice maintenance service public, then effort application ethics service the public in Indonesia demands thorough understanding and socialization, and touching all dimensions problems faced by the bureaucracy service. The problem now is the extent of understanding and application ethics service public by bureaucracy Indonesian government ? Problem this need assessment by critical and deep, because various practice bad in maintenance service public like uncertainty services, extortion, and neglect rights and dignity inhabitant user service, which is still easy found in almost every unit service public. Second, equity, fair treatment. Condition pluralistic society sometimes needed fair treatment and equal treatment, sometimes needed fair treatment but no same to certain people. Third, loyalty, loyalty given to constitution, law, leadership, subordinates and partners work. Various type faithfulness the related one each other. None absolute loyalty given to one type faithfulness certain ignoring others.

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