

Apparatus Behavior in Public Services in Yosonegoro Village, Limboto District, West Gorontalo Regency

Rusli Abdurrahman Idji¹

¹Public Administration Study Program, Muhammadiyah University of Gorontalo, Indonesia

Abstract. *This study aims to determine Apparatus Behavior in Public Services in Yosonegoro Village, Limboto District, West Gorontalo Regency. This research is to use a descriptive research method with a qualitative approach. Based on the description above on the research on the behavior of officials that has been carried out in Yosonegoro Village, Limboto Barat District, Gorontalo Regency, it can be concluded as follows; (1) Concern in serving the community is maximized, responds quickly to what the community needs and provides HP numbers to the community so they can be easily contacted and serve quickly; (2) Discipline of officials in serving the community is maximized, with reference to Standard Operations (SOP) for working on time and completing work on time; (3) The responsibility of the apparatus in serving the community is optimal by carrying out the work on time, being responsible for the leadership and their duties and functions.*

Keywords: *Apparatus Behavior, Public Services, Yosonegoro Village*

Received: June 10, 2023

Revised: June 20, 2023

Accepted: July 18, 2023

INTRODUCTION

The concept of public administration in Indonesia is basically not a new concept, because the concept of public administration has been around for a long time, only experts have changed the term state administration to public administration. The role of public administration in a country is very vital. Public administration is a service that was originally held to serve the general public (Shafritz et al., 2022; Rosenbloom et al., 2022). But then it turned into service to the state, even though the state was actually held for the benefit of the people. Indeed, the public can be interpreted as the interests of the state on one side, but on the other hand it must be interpreted as the interests of the general public served by the government, as long as it is in accordance with moral and religious principles (Mansbridge, 2018; Self, 2021; Macaulay, 2020)

Public Administration is a process concerned with implementing government policies, directing skills, and countless techniques, giving direction and purpose to the efforts of a number of people (Koppett, 2023; Azizah & Marom, 2016). Public administration is intended to better understand the government's relationship with the public and increase policy responsibility to various public needs and also institutionalize managerial practices so that they are used to carrying out an activity effectively, efficiently and rationally.

The process of administering public services today is still filled with uncertainties about time, cost and method of service. Unclear costs and service times for service users (Pangbourne et al., 2021). This often happens because service procedures do not regulate the obligations of service providers and also the rights of community members as users of the service itself. Besides that, they also often see and hear the actions and behavior of employees in providing services that

are not polite, not friendly and sometimes there are also discriminatory actions. As a logical consequence, this is the duty of the government in reviewing the service system, especially services in the regions in accordance with existing laws and regulations, in research from Majone (2019) and Furqan et al. (2020).

According to Stivers (2019) and Stefkovich & Frick (2021), State Administration Ethics explains that moral and ethical issues in the state administration process have a very important position in the state administration process. ethical considerations are not a step backwards, but rather an attempt to find development institutions that have moral and character as well as efforts to obtain an ideal form of interaction between officials and every citizen (Igalla et al., 2019; Peterson, 2020).

According to the Minister of Administrative Decree No. 63/KEP/M.PAN/7/2003 in (Masuku & Jili, 2019; Freeman, 2018) public service is a service activity carried out by public administrators as an effort to fulfill the need for receiving services and implementing statutory provisions. Therefore, public service is a process of fulfilling the needs of society by state administrators, this is related to the function of government. The service standards contained in the Decree of the Minister of Administrative and Bureaucratic Reform Number 63/KEP/M.PAN/7/2003 concerning service standards for each government agency in providing services to the public are as follows: (1) standardized service procedures; (2) there is a certain time for completion from submission to completion; (3) Detailed and determined service fees; (4) Service products are received according to the stipulated conditions; (5) Facilities and infrastructure are provided; (6) The competence of the service provider must be determined precisely based on the knowledge, skills, attitudes, expertise and behavior required according to the service standard.

In the provision of services in Yosobegoro Village, researchers conducted initial observations and found several service activities that were not in accordance with the Service Operational Standards (SOP) related to Caring, Discipline, and Employee Responsibilities. Good service (good governance) greatly influences the behavior of bureaucrats, officials who care means having responsiveness or a good response to the needs of the community, regardless of one side of the citizens (Mishra, 2021; Yan & Ting, 2018). In addition, discipline also plays an important role in good service because even though the service in the kelurahan is not very active, officials must be aware that the responsibilities given are only carried out for the community (Nurdiyanti et al., 2023; Za et al., 2020).

This is what makes researchers interested in seeing the extent to which the behavior of bureaucrats in providing services to the community at the Yosonegoro Village office, Gorontalo Regency, because we know that until now services, both at the central and regional levels, are still convoluted without certainty, and how bureaucrats behave in serving the community.

METHODS

This research is to use a descriptive research method with a qualitative approach. As it is said that the descriptive method focuses attention on the problems or phenomena that existed at the time the research was carried out or actual problems, then describes the facts about the problem being investigated as they are accompanied by accurate rational interpretations. This research takes place at the Yosonegoro Village Office, Gorontalo Regency, which will be carried out for eight (8) months, namely December 2022. The data collection procedure uses observation and interviews.

RESULTS AND DISCUSSION

In the provision of services in Yosonegoro Village, researchers conducted initial observations and found several service activities that were not in accordance with service SOPs related to Caring, Discipline, and employee responsibilities. good service (good governance) greatly influences the behavior of bureaucrats, officials who care means having responsiveness or a good response to the needs of the community, regardless of one side of the citizens. In

addition, discipline also plays an important role in good service because even though the service in the kelurahan is not very active, officials must be aware that the responsibilities given are only carried out for the community, as theory (Pasinringi et al., 2020; Rosa, 2019; Mukhrojini et al., 2023) is an indicator in this research namely Caring, discipline and responsibility which will be described from the results of the following interviews:

Concern

Concern is related to responsiveness about what is a complaint and the needs of the community to be served. Apparatuses who care are bureaucratic behaviors that have high responsiveness and quickly respond to complaints and community needs.

Based on the results of an interview with the Village Head, IAH stated that:

"In order to serve the community, we have provided a suggestion box, we have also provided a cellphone number so that the community can easily contact it and all this is done to serve the community" (interview on 02 December 2022)

The same thing was expressed by HI as the village secretary that,

"The services in Yosonegoro village are maximal, do not discriminate between residents and respond quickly to what the community needs" (Interview on 02 December 2022)

The same thing was expressed by SG as a community figure that,

"According to my experience while I was taking care of administrative papers in the village, village officials were very responsive and quick to respond to what I needed, as evidenced by the speedy completion of administrative matters" (interview December 3, 2022)

Based on the results of the interview above, it can be concluded that the care of the apparatus in serving the community is maximized, quickly responds to what the community needs and provides HP numbers to the public so that they are easily contacted and quickly serve.

Discipline

Behavior in public services carried out by Yosonegoro Village officials related to employee discipline in providing public services to the community will be described from the following interview results:

Based on the results of the interview with the Village Head, IAH stated that:

"The discipline of the Yosonegoro village apparatus is implemented in the form of Standard Operational Operations (SOP) to carry out their duties and functions. Every employee must comply with work rules, must work according to SOP, besides that employees must have discipline in terms of attendance, punctuality and work diligently in the office. However, due to the current Covid conditions, the employees who come must take turns" (Interview on 03 December 2022).

The same thing was expressed by HG as a community figure that:

"According to my experience when managing village administration, officials have worked on time and attended on time, went home on time, diligently entered the office so that the community also felt comfortable with the services provided. (Interview 03 December 2022).

In line with what was conveyed by RM as a community figure that:

"According to my experience when taking care of administration in Yosonegoro Village, the officers were fully obedient to their work, arrived on time and went home on time so I didn't have to wait long and finished my business quickly" (Interview 04 December 2022).

Based on the results of the interview above, it can be concluded that the discipline of the apparatus in serving the community is maximized, with reference to Standard Operations (SOP) for working on time and completing work on time.

Responsibility

One manifestation of the responsibilities of an apparatus at work is to use and maintain the best equipment so that it can support office activities to run smoothly. As well as the ability to deal with work that is the responsibility of an officer, which will be described in the following interview,

Based on the results of the interview with the Village Head, IAH stated that

"Yosonegoro Village officials in their work have shown responsibility towards their duties and functions, responsibility towards the leadership and to the public, but because at this time it is still a pandemic period, some of the apparatus have shifted" (Interview on 04 December 2022)"

This is in line with what was conveyed by WP as a community leader that, "My experience is managing Village administrative papers, the officials have worked according to their responsibilities, every administration they do is on time.

"Likewise, the results of SI's expression as a community leader said that, every latest information regarding Village government policies is always disseminated to us the community "(interview December 5, 2022)

Based on the results of the interview above, it can be concluded that the responsibility of the apparatus in serving the community is optimal by carrying out work on time, being responsible for the leadership and their duties and functions.

Behavior is essentially based on the science of behavior itself which is developed with its main focus on human behavior itself in an organization. Each individual brings himself into a group or organization with various abilities, beliefs, expectations, personal needs, and past experiences (Bird, 2019; Canning et al., 2020). And each organization also has its own characteristics that must be followed by each individual, namely duties, authority and responsibility, care, discipline, regularity embodied in a hierarchy, reward system, control system etc. If individual characteristics interact with organizational characteristics, behavior will manifest in public and private organizations. Based on the results of research in Yosonegoro Village regarding public services which include Caring, Discipline, and Work responsibility. These three dimensions will determine the success of a job carried out by Yosonegoro Village officials in carrying out tasks related to public services.

According to Field et al. (2021) and Brown & Di Lallo (2020), responsiveness or responsiveness is the ability of organizations to identify community needs, prioritize needs, and develop them in various service programs. Responsiveness measures the responsiveness of the organization to the hopes, desires and aspirations, as well as the demands of service users (Djafar & Sune, 2022). Responsiveness is the ability of the bureaucracy to recognize community needs, set service agendas and priorities, and develop service programs according to community needs and aspirations. In short, responsiveness here refers to the alignment between programs and service activities with the needs and aspirations of the community (Khan et al., 2021; Jain et al., 2019). Meanwhile, according to Zeithmal, Parasuruman & Berry, responsiveness is a willingness to help service users and provide services sincerely (in Dwiyanto, 2006). From several opinions regarding responsiveness, it can be concluded that responsiveness is a form of response and willingness of service providers to help provide assistance to the community in the form of services. The bureaucracy in bringing services closer to the community needs efforts to identify what the community needs. Then the identification of community needs becomes an important agenda for the government to develop service providers, so that people can feel satisfied.

Concern

Concern is related to responsiveness about what is a complaint and the needs of the community to be served. Apparatuses who care are officials who have high responsiveness and quickly respond to complaints and community needs. To see the concern (responsiveness) carried out by government officials such as; (1) Responsiveness of apparatus in providing services; (2) The attention of the apparatus in providing services; (3) apparatus initiative in work.

Officials are required to show caring behavior to provide comfort, friendliness, fast response and provide satisfaction to the community and facilities that make them comfortable when the service is in progress as a manifestation of the apparatus' concern for the community.

Attention in a service is the attention, understanding, sympathy, seriousness, and involvement of interested parties in developing and carrying out service activities in accordance with the understanding of each individual. Those who provide services certainly have empathy for the customers served. This means that in a work organization it is very important to provide services in accordance with the work performance shown by an employee on duty.

Give individual (personal) and sincere attention to customers to know and understand consumer desires. Every activity of service activity really needs understanding in togetherness or interest in something. Services will run smoothly if every officer on duty has a sense of empathy or concern for their customers.

Discipline

The behavior of bureaucrats in public services carried out by Yosonegoro village officials. West Limboto District is related to employee discipline in providing public services to the community. According to Robbins there are 3 aspects of work discipline that must be owned by an employee namely; (1) time discipline; (2) regulatory discipline; (3) discipline responsibility. These three things are very important to determine how disciplined an employee is.

Time discipline is an attitude or behavior that shows adherence to working hours which includes: attendance, compliance with working hours, employees carrying out tasks in a timely and good manner. Obeying the rules that apply is very important and must be known, understood and implemented by every apparatus. Officials who comply with the rules of time means that they have an awareness of the tasks assigned as individuals who serve their customers in the best way possible. Attendance on time for every service activity will affect the speed of the arrangement whether it's from being on time, going home on time, diligently entering the office so that people also feel comfortable with the services provided.

In a government organization, discipline is one of the initial capital in providing satisfaction to the community because this is a very important factor in being able to complete tasks without having to make residents who come to take care of them in the village do not have to wait long. Besides that, discipline has been previously instilled in every employee who will work and as an apparatus, of course, every apparatus in an organization must obey it.

Responsibility

The behavior of bureaucrats in public services carried out by Yosonegoro Village officials, Limboto Barat District, is related to the responsibilities of employees in providing public services to the community. There are four forms of work responsibilities that must be owned by government officials such as; (1) responsibility for tupoksi; (2) responsibility to the leadership; (3) responsibility to the public. This responsibility must be owned by government officials to be able to find out the behavior of bureaucrats who work in an organization related to the responsibilities they carry.

The application of bureaucratic behavior in the form of responsibility for tupoksi is that every apparatus must be able to be responsible for the work entrusted and carry out its functions properly in providing services to the community. The responsible behavior itself will reflect that

the apparatus is able to carry out its duties and functions properly in providing services to the community.

The most important and considered responsibility for every government official is responsibility to the community. Officials who carry out their duties must be able to provide excellent service to the community, satisfying and in accordance with community expectations. All forms of service activity must be in favor of the public, in other words, prioritizing the public interest and not prioritizing personal interests.

CONCLUSION

Based on the description above on the research on the behavior of officials that has been carried out in Yosonegoro Village, Limboto Barat District, Gorontalo Regency, it can be concluded as follows; (1) Concern in serving the community is maximized, responds quickly to what the community needs and provides HP numbers to the community so they can be easily contacted and serve quickly; (2) Discipline of officials in serving the community is maximized, with reference to Standard Operations (SOP) for working on time and completing work on time; (3) The responsibility of the apparatus in serving the community is optimal by carrying out the work on time, being responsible for the leadership and their duties and functions.

REFERENCES

- Azizah, U., & Marom, A. (2016). Implementasi program pengelolaan sampah berbasis komunitas di kelurahan sambiroto kecamatan tembalang kota semarang. *Journal of Public Policy and Management Review*, 5(3), 28-40. <https://doi.org/10.14710/jppmr.v5i3.11944>
- Bird, B. (2019). Toward a theory of entrepreneurial competency. In *Seminal ideas for the next twenty-five years of advances* (Vol. 21, pp. 115-131). Emerald Publishing Limited. <https://doi.org/10.1108/S1074-754020190000021011>
- Brown, M. A., & Di Lallo, S. (2020). Talking circles: A culturally responsive evaluation practice. *American Journal of Evaluation*, 41(3), 367-383. <https://doi.org/10.1177/1098214019899164>
- Canning, E. A., Murphy, M. C., Emerson, K. T., Chatman, J. A., Dweck, C. S., & Kray, L. J. (2020). Cultures of genius at work: Organizational mindsets predict cultural norms, trust, and commitment. *Personality and Social Psychology Bulletin*, 46(4), 626-642. <https://doi.org/10.1177/0146167219872473>
- Djafar, R., & Sune, U. (2022). Responsivitas Pelayanan Publik (Studi Kasus Pelayanan Pasien BPJS Rumah Sakit Umum Daerah Kabupaten Pohuwato). *Madani Jurnal Politik dan Sosial Kemasyarakatan*, 14(1), 99-112. <https://doi.org/10.52166/madani.v14i1.3005>
- Field, J. M., Fotheringham, D., Subramony, M., Gustafsson, A., Ostrom, A. L., Lemon, K. N., ... & McColl-Kennedy, J. R. (2021). Service research priorities: designing sustainable service ecosystems. *Journal of Service Research*, 24(4), 462-479. <https://doi.org/10.1177/10946705211031302>
- Freeman, J. (2018). Private parties, public functions and the new administrative law. In *Administrative Law* (pp. 421-466). Routledge. <https://doi.org/10.4324/9781315183770>
- Furqan, A. C., Wardhani, R., Martani, D., & Setyaningrum, D. (2020). The effect of audit findings and audit recommendation follow-up on the financial report and public service quality in Indonesia. *International Journal of Public Sector Management*, 33(5), 535-559. <https://doi.org/10.1108/IJPSM-06-2019-0173>
- Igalla, M., Edelenbos, J., & van Meerkerk, I. (2019). Citizens in action, what do they accomplish? A systematic literature review of citizen initiatives, their main characteristics, outcomes,

- and factors. *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*, 30(5), 1176-1194. <https://doi.org/10.1007/s11266-019-00129-0>
- Jain, S., Reno, R., Cohen, A. K., Bassey, H., & Master, M. (2019). Building a culturally-responsive, family-driven early childhood system of care: Understanding the needs and strengths of ethnically diverse families of children with social-emotional and behavioral concerns. *Children and Youth Services Review*, 100, 31-38. <https://doi.org/10.1016/j.childyouth.2019.02.034>
- Khan, G., Kagwanja, N., Whyte, E., Gilson, L., Molyneux, S., Schaay, N., ... & Olivier, J. (2021). Health system responsiveness: a systematic evidence mapping review of the global literature. *International Journal for Equity in Health*, 20(1), 112. <https://doi.org/10.1186/s12939-021-01447-w>
- Koppett, K. (2023). *Training to imagine: practical improvisational theatre techniques for trainers and managers to enhance creativity, teamwork, leadership, and learning*. Routledge. <https://doi.org/10.4324/9781003448235>
- Macaulay, S. (2020). *Private government* (pp. 153-227). Springer International Publishing. https://doi.org/10.1007/978-3-030-33930-2_8
- Mahsyar, A. (2011). Masalah pelayanan publik di Indonesia dalam perspektif administrasi publik. *Jurnal Ilmu Pemerintahan*. <https://doi.org/10.26618/ojip.v1i2.22>
- Majone, G. (2019). The rise of the regulatory state in Europe. In *The State in Western Europe* (pp. 77-101). Routledge. <https://doi.org/10.4324/9781315037479>
- Mansbridge, J. J. (2018). A deliberative theory of interest representation. In *The politics of interests* (pp. 32-57). Routledge. <https://doi.org/10.4324/9780429495984>
- Masuku, M. M., & Jili, N. N. (2019). Public service delivery in South Africa: The political influence at local government level. *Journal of Public Affairs*, 19(4), e1935. <https://doi.org/10.1002/pa.1935>
- Mishra, S. S. (2021). Do street-level bureaucrats exhibit transformational leadership for influencing sound governance and citizens' satisfaction?. *International Journal of Public Administration*, 44(15), 1366-1377. <https://doi.org/10.1080/01900692.2020.1765798>
- Mukhrojin, M., Hidyantari, E., & Hardiono, H. (2023). Improving Service Quality in the Banyuwangi Regency Government through Community Satisfaction Index. *THE SPIRIT OF SOCIETY JOURNAL: International Journal of Society Development and Engagement*, 7(1), 76-87. <https://doi.org/10.29138/scj.v7i1.2571>
- Nurdiyanti, N., Mulyati, D., & Sinurat, M. (2023). The Effectiveness of Market Management In Increasing Customer Satisfaction at Pondok Labu Market In Pondok Labu Kelahan Cilandak Sub-District Jakarta Selatan. *INVEST: Jurnal Inovasi Bisnis dan Akuntansi*, 4(2), 307-316. <https://doi.org/10.55583/invest.v4i2.535>
- Pangbourne, K., Mladenović, M. N., Stead, D., & Milakis, D. (2020). Questioning mobility as a service: Unanticipated implications for society and governance. *Transportation research part A: policy and practice*, 131, 35-49. <https://doi.org/10.1016/j.tra.2019.09.033>
- Pasinringi, A., Alamsyah, M. N., & Samad, M. A. (2020). Measuring the Level of Discipline of Bureaucrats in Palu City. *International Journal of Multicultural and Multireligious Understanding*, 7(10), 79-86. <http://dx.doi.org/10.18415/ijmmu.v7i10.2011>

- Peterson, A. (2020). Character education, the individual and the political. *Journal of Moral Education*, 49(2), 143-157. <https://doi.org/10.1080/03057240.2019.1653270>
- Rosa, A. T. R. (2019). THE ROLE OF GOVERNMENT APPARATUS (DEVOTION) ON DEVELOPMENT OF BUREAUCRACY IN PUBLIC POLICY PERSPECTIVES IN THE INDUSTRIAL REVOLUTION 4.0 ERA (R & D Study In Rancasari Riung Bandung District, Bandung City, West Java). *Jurnal Ilmiah Wahana Bhakti Praja*, 9(1), 17-30. <https://doi.org/10.33701/jiwbp.v9i1.324>
- Rosenbloom, D. H., Kravchuk, R. S., & Clerkin, R. M. (2022). *Public administration: Understanding management, politics, and law in the public sector*. Routledge. <https://doi.org/10.4324/9781003198116>
- Self, P. (2021). *Government by the market?: the politics of public choice*. Routledge. <https://doi.org/10.4324/9780429039393>
- Shafritz, J. M., Russell, E. W., Borick, C. P., & Hyde, A. C. (2022). *Introducing public administration*. Routledge. <https://doi.org/10.4324/9781003191322>
- Stefkovich, J. A., & Frick, W. C. (2021). *Best interests of the student: Applying ethical constructs to legal cases in education*. Routledge. <https://doi.org/10.4324/9780367816032>
- Stivers, C. (2019). Citizenship ethics in public administration. In *Handbook of administrative ethics* (pp. 583-600). Routledge. <https://doi.org/10.4324/9781482270457>
- Yan, H., & Ting, Y. (2018). The effectiveness of online citizen evaluation of government performance: A study of the perceptions of local bureaucrats in China. *Public Personnel Management*, 47(4), 419-444. <https://doi.org/10.1177/0091026018767475>
- Za, S. Z., Darma, D. C., Kasuma, J., Ratnasari, S. L., & Tasenęe, T. (2020). Apparatus performance as mediation of creativity and innovation towards the successful application of e-keleurahan. *European Journal of Human Resource Management Studies*, 4(2). <http://dx.doi.org/10.46827/ejhrms.v4i2.827>