

## Efforts to Improve Employee Ethics in Konda District, South Konawe Regency

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### Abstract

The purpose of this research is to find out the efforts to improve employee ethics in Konda District, South Konawe Regency. This research uses kualitatif method. Informants in this study were regional secretaries, heads of BKD, heads of sub-districts of Konda, secretaries of heads of sub-districts of Konda, heads of sections in sub-districts of Konda, service staff and the community. To obtain data in this study using four kinds of data collection techniques, namely interviews, questionnaires, observation and documentation. The results of the study show that efforts to improve employee ethics and work paradigms in improving the performance of employees at the Konda District Office are very influential in improving the quality of organizational performance. The foregoing illustrates that the working paradigm in the Konda District is less than optimal.

**Keywords:** Employee, Ethics, South Konawe Regency

Received: July 9, 2023

Revised: August 5, 2023

Accepted: August 27, 2023

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### Introduction

It is impossible to carry out development activities and services that are so broad and very complex that they can be carried out centrally by the central government, this requires support from the regions, both provinces, districts/districts throughout Indonesia as an extension of authority to achieve this goal. In line with the spirit of autonomy to implement the principles of good governance, the service paradigm has also experienced a shift from a centralized paradigm to a decentralized paradigm (Simanjuntak, 2015; Sulistiowati, 2014). So the government issued Law Number 25 of 2009 concerning Public Services, which is used as the basis for administering public services in Indonesia.

The mission of government officials is to provide the best possible service to the community, by improving the quality of human resources so that they can provide welfare to the wider community and increase community satisfaction (Amin, 2020; Strenitzerová & Achimský, 2019; Weisberg & Dent, 2016). For this reason, the quality of service needs to be improved with equal distribution of infrastructure and a sense of justice to obtain thorough services. The issue of bureaucratic culture that wants remuneration will give rise to the desire that problems like this need to be scrutinized and studied in depth and it is felt necessary to conduct a study to find out the truth and the factors that cause it.

Organizations or government agencies that are the object of this research are Konda District, South Konawe Regency, Southeast Sulawesi Province. This object was chosen because it is an agency that has a strategic role in the administration of regional government which is also a place for the author's research internship, so that it is sufficient to understand the existing problems, especially those relating to employee ethics in public service.

Based on the initial observations made by the author at the Konda District Office, South Konawe Regency, it appears that there are differences in normative service attitudes and factual

service attitudes. Normatively, civil servants in carrying out their duties refer to the Civil Servant Code of Ethics contained in Government Regulation Number 42 of 2004 concerning Corps Spirit Development and the Code of Ethics for Civil Servants. This government regulation regulates the ethics of employees in providing services to the community, with empathy, respect, courtesy, selflessness, non-discrimination and responsiveness to improving the welfare of the community and can also foster character/character, maintain family unity and unity in order to create cooperation and enthusiasm. community service as well as increasing capacity and exemplary as a State Civil Apparatus. By paying attention to the provisions that have been regulated based on Government Regulation Number 53 of 2010 concerning the discipline of Civil Servants.

Of course, a bureaucratic organization aims to provide excellent public services according to the demands of society; regulatory, which contains orders for members of the organization to carry out the established practices; and normative, containing firm recommendations by saying that the desired practices should indeed be carried out by bureaucratic officials to avoid public service problems such as slow service delivery, convoluted procedures, not transparent, not accountable, not participatory, which are colored by practice. corruption and extortion and so on which shows the bad ethics of employees in providing public services (Sørensen & Torfing, 2011; Box, 2014).

The reality on the ground shows that employees really differentiate greetings to service user communities. Employees are more friendly to the user community who have been known before or because of the socio-economic status of service users which shows they are rich people, while service users who look simple don't seem to get as good of treatment as the first community group. In addition, differences in friendliness in service are determined by the position held by service users, because employees expect money in return for what they have done, namely by providing better service to the first group of people, as seen from the following table.

**Table 1. Equitable Service**

No	Alternative Answers	Informant's Answer	Percentage (%)
1	Good	3	25
2	Good enough	3	25
3	Less	11	50
<b>Sum</b>		<b>17</b>	<b>100,00</b>

*Source: Community complaints on service equity indicators, 2019*

Discrimination in services that occurs in the District Office of Konda is striking, differences in services based on close relations with employees can be detrimental to the interests of many parties. However, according to the confession of the head of the service section, Mr. AB said that "sometimes the attitude, mentality and behavior of community members who want to get service from employees quickly without paying attention to existing regulations.

In addition, the attitude of Konda District employees in providing services to service users tends to be arrogant. Because they feel they are the party most needed by many people because they are related to the services provided and they can act as they please the community. This is also often complained about by service users.

As expressed by a community member who received services, Mr. S said that "employees feel they are needed by the community, but actually employees need the community, in order to realize government goals, such as orderly administration, regional election interests and others.

This can also be seen from the existence of people who give complaints, disappointment and criticism of the inappropriate attitudes and behavior of some employees in dealing with the community, namely in the form of letters that are included in the suggestion box, as seen from this table:

Table 2. Community Satisfaction with Service

No	Indicator	Result	
		Percentage (%)	Categories
1	2	3	4
1	Commitment	45	Good enough
2	Behaviour	45	Less
3	Equitable distribution of services	55	Less
4	Sincerity in service	65	Good enough
5	Prioritizing the public interest in service	40	Less

Source: community satisfaction employee ethics indicator, 2018

Based on the table above, it can be seen that employee ethics in providing services to the community can be said to be still lacking, so it is necessary to improve employee ethics on indicators that are lacking, in order to provide the best service to the community.

Seeing these conditions, the Konda District should evaluate the performance of the services provided to the community. Observations show that officials (employees) differentiate services for service user communities, which are based on the factors of high and low social status with employees, close social relations with officials, the intellectual level of the community and even ethnicity. Because in Konda District, South Konawe Regency, the population is heterogeneous, originating from indigenous peoples and immigrants. So that it can bring up differences in the services provided by employees to service user communities.

It can also be seen that the discipline of Konda District employees is felt to be lacking by the community. When the community needs service in the morning, the employee on duty to serve has not yet arrived, even though the community needs service as soon as possible (Akay et al., 2021). Likewise during the day when people come to ask for services, the employee in charge of serving has gone home, with the excuse of taking a break or permission for various reasons. So that it can be said that Konda District employees enter and leave work not on time. Based on the description above, it can be said that the development of ethics in public service really needs to be used as a basis for acting by every apparatus in carrying out its function as a public servant. This is no exception for public service personnel at the Konda District office, Konawe Selatan Regency.

## Methods

This research was conducted in Konda District, South Konawe Regency, Southeast Sulawesi Province. This research uses kulalittaif method. In this observation, the author uses data sources with natural backgrounds where the observed phenomena do occur normally in the field, not because they are set. Informants in this study were regional secretaries, heads of BKD, heads of sub-districts of Konda, secretaries of heads of sub-districts of Konda, heads of sections in sub-districts of Konda, service staff and the community. To obtain data in this study using four

kinds of data collection techniques, namely interviews, questionnaires, observation and documentation.

## Results and Discussion

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#### *Performance evaluation*

According to Mangkunegara (2005) performance evaluation or work assessment is a means to improve those who do not perform their duties properly within their organization. Many organizations try to achieve the goal of a position that is the best and trusted in their field.

In connection with the opinion above, (Buya, 2019), argues that the main requirements needed to carry out an effective performance evaluation are (1) the existence of performance criteria that can be measured objectively; and (2) there is objectivity in the evaluation process. Based on these uses, a good assessment must be carried out formally based on a series of criteria that are determined rationally and applied objectively and documented systematically. For the author, the implementation of the performance evaluation of the district apparatus in public service if it is associated with the theoretical formulation above, according to the author, the Performance Evaluation is intended to find out how much the achievement of results or work performance of employees and the increase in the ethics of each employee in providing services to the community.

#### *Working Paradigm*

The impression arises among employees that working or not, what is important at the beginning of the month, receiving a full salary will not support the achievement of performance in the organization (Widiastuti, 2023). Morning call and low level of discipline are also other factors that do not support the achievement of organizational performance. Government organizations should be competing to increase their level of discipline and be service oriented. This new view/paradigm of work must really be implemented by the organization, especially each individual within the organization as stipulated in Law 5 of 2014 concerning State Civil Apparatuses and government regulation number 53 of 2010 concerning the discipline of Civil Servants.

From the results of the author's interview with Mr. A as the District Head of Konda, said that:

*"I as the Konda sub-district government have tried my best in realizing or improving the welfare of the special community. Various things have been done with the flow of village funds from the central government to rural communities, for example in terms of village road construction, village boundaries, house renovations, drainage improvements etc. The Konda sub-district government always tries to provide guidance and monitoring to the Konda sub-district village office office. but in carrying out these duties sometimes the commitment that has been built is eroded, both from the sub-district apparatus that is given the task of monitoring and also other administrative service tasks, such as KK Establishment, Certificate etc. This has an impact on discipline in service, time discipline, work discipline in society and the device decreases."*

Another answer the author also got from the results of an interview conducted to SA as Head of Public Service said that:

*"For morning apples, there is still no commitment from the sub-district officials or sub-district fathers to require the officials to carry out morning apples, but sometimes there are certain times, for example Monday usually comes earlier at 08.00 or there are activities / events on big days for example. In my opinion, the supervision and strictness of the rules that should be applied first or each other's personal commitments. And also there is special attention given to those of us who do work well with those who do not, at least is a bonus for employees who are diligent, or perform well. Vice versa for employees who are lazy or perform poorly, at least sanctions / reprimands / warnings are given. So that will build our morale because there are rewards and punishments obtained. But until now there has been no realization".*

Based on the results of the author's interview above, the writer can draw the conclusion that efforts to improve employee ethics and work paradigms in improving the performance of Konda District Office employees have a major influence in improving the quality of organizational performance. The foregoing illustrates that the working paradigm in the Konda District is less than optimal. This can be seen from the low time discipline, work discipline, and the intention and willingness to work hard (commitment) of the District apparatus. Lack of supervision and awareness of each apparatus in carrying out daily tasks, as well as lack of attention and strict rules from the government regarding monitoring the performance of sub-district officials and the absence of rewards and punishments given to sub-district officials who excel or commit violations.

As well as the authors also conclude that the application of an employee performance system related to employee ethics must be able to guide more deeply into the provisions of the applicable laws and regulations to direct employees to work in accordance with the mandate of law 5 Concerning State Civil Apparatus and pay attention to government regulations 53 of 2010 concerning Employee Discipline Civil.

### **Conclusion**

Efforts to improve employee ethics and work paradigms in improving the performance of Konda District Office staff have had a major impact on improving the quality of organizational performance. The foregoing illustrates that the working paradigm in the Konda District is less than optimal. This can be seen from the low time discipline, work discipline, and the intention and willingness to work hard (commitment) of the District apparatus. Lack of supervision and awareness of each apparatus in carrying out daily tasks, as well as lack of attention and strict rules from the government regarding monitoring the performance of sub-district officials and the absence of rewards and punishments given to sub-district officials who excel or commit violations.

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