

Good Government in Public Service Can Be Achieved Through the Application of Public Administration Ethics

Nandar Hermawan¹, Sella Saharani², Kirey Sya'bani Salam³, Siti Wakhidah
Fikriyati⁴

hermawanandar21@gmail.com, sellasaharani28@gmail.com,
kireysyabanisalam@gmail.com, sitiwakhidah29@gmail.com

Universitas Islam Negeri Siber Syekh Nurjati Cirebon

Abstract: *Public administration ethics play an important role in realizing good governance, especially in the context of public services. This research emphasizes the importance of applying ethical principles, such as transparency, accountability, participation, and fairness, as a foundation for state apparatus in carrying out their duties. By following clear ethical guidelines, it is expected that the quality of public services can improve, as well as encourage the creation of a more effective government that is responsive to the needs of the community. However, the implementation of good governance in Indonesia still faces many challenges, including corrupt practices, inefficient bureaucracy, unequal access to services, and low accountability. One highlighted example is the corruption case in the E-KTP project, where ethical violations have undermined the principles of good governance that should be the basis of government management. This research uses the reference method by reviewing relevant literature to identify key ethical principles in public administration and how they contribute to good governance. The results of this study show that the application of good public administration ethics can strengthen the quality of governance and increase public trust in government.*

Keywords: *Public administration ethics, good governance, public services*

Abstrak: Etika administrasi publik memainkan peran penting dalam mewujudkan *good governance* atau tata kelola pemerintahan yang baik, terutama dalam konteks pelayanan publik. Penelitian ini menekankan pentingnya penerapan prinsip-prinsip etika, seperti transparansi, akuntabilitas, partisipasi, dan keadilan, sebagai landasan bagi aparatur negara dalam melaksanakan tugas mereka. Dengan mengikuti pedoman etika yang jelas, diharapkan kualitas pelayanan publik dapat meningkat, serta mendorong terciptanya pemerintahan yang lebih efektif dan responsif terhadap kebutuhan masyarakat. Namun, penerapan *good governance* di Indonesia masih menghadapi banyak tantangan, termasuk praktik korupsi, birokrasi yang tidak efisien, ketidaksetaraan akses layanan, dan rendahnya akuntabilitas. Salah satu contoh yang disoroti adalah kasus korupsi dalam proyek E-KTP, di mana pelanggaran etika telah merusak prinsip-prinsip *good governance* yang seharusnya menjadi dasar pengelolaan pemerintahan. Penelitian ini menggunakan metode referensi dengan mengkaji literatur terkait untuk mengidentifikasi prinsip-prinsip etika kunci dalam administrasi publik dan bagaimana etika tersebut berkontribusi terhadap *good governance*. Hasil dari kajian ini menunjukkan bahwa penerapan etika administrasi publik yang baik dapat memperkuat kualitas tata kelola pemerintahan dan meningkatkan kepercayaan masyarakat terhadap pemerintah.

Kata kunci : Etika administrasi publik, *good governance*, pelayanan publik

Introduction

In today's modern era, the expectations of the public regarding the quality of services provided by the government are continuously rising. This trend highlights the growing importance of ethical practices within the realm of public administration. Ethics in public administration plays a pivotal role in achieving good governance, particularly in the domain of public service delivery.

Ethical principles serve as the foundation for building trust and accountability between public institutions and the citizens they serve. By adhering to ethical standards, public administrators ensure fairness, transparency, and integrity in their decision-making processes, which are vital for fostering public confidence. Moreover, ethical conduct is essential in addressing the complex challenges faced by modern governance, such as ensuring equitable access to resources, preventing corruption, and maintaining the credibility of public institutions.

As the demand for improved public services continues to grow, the need for ethical frameworks becomes even more urgent. A commitment to ethical administration not only enhances service quality but also contributes to sustainable development and societal well-being. Thus, the integration of ethics into public administration is indispensable for achieving a more equitable and efficient governance system that meets the evolving needs of the public. As emphasized by Cooper (2001), ethics in public administration is not merely a transient concept. Instead, it represents a foundational approach that has demonstrated enduring relevance and sustainability within the field of public administration. Since the 1970s, numerous transformations have taken place concerning the administration of ethics.

These shifts have been influenced and inspired by the evolving concept of public administration in the modern era (Adarsh, 2012). Empirically, ethics are indispensable in the realm of public administration. Because ethics can be used as guidelines, references, and instructions on what state administrators should do in carrying out their duties (Oktari, et al., 2023). As a set of values, ethics plays an important role in a critical reflection that directs a person to good values such as honesty, justice, and equality which are then realized in the form of concern for the public interest (Oktari, et al., 2023). Law Number 5 of 2014 concerning State Civil Apparatus (ASN) emphasizes the importance of ethical conduct within public service. Article 4 of this law stipulates that State Civil Apparatus are required to uphold high ethical standards. Furthermore, Articles 4 and 5 outline the obligation of public officials to implement and enforce both the code of ethics and the code of conduct, ensuring accountability and integrity in their professional duties. This includes the obligation to act carefully, be disciplined, and politeness in carrying out duties, as well as maintaining the confidentiality of information relating to state policy.

In Indonesia, there are still many serious challenges to be faced such as cases of corruption, unequal accessibility, inequality in services, administrative

transparency, complexity, and lack of accountability that hurt public trust in government. Good governance has been an aspiration for many in Indonesia, yet interpretations of the concept often differ. Widanti (2022) highlights that the vision of good governance involves the hope for improved government quality, characterized by a reduction in corrupt practices and a stronger focus on addressing the interests and needs of citizens. This concept reflects the desire for a more transparent, accountable, and citizen-centric administration. Good Governance is commonly interpreted as effective and ethical governance, often associated with the concept of civil society. It can also be defined as a system of managing development, empowering communities, and delivering services in a manner consistent with democratic principles governance that is truly by, for, and of the people.

Sedarmayanti (2004) asserts that the fundamental distinction between the concept of governance and traditional government lies in the pressing demand for a reduced role of the government. In contrast, there is a call for greater involvement from the community, including the business sector and non-governmental organizations, coupled with expanded access and transparency. Good governance is closely related to public services. According to Law Number 25 of 2009 on Public Services, Article 1 defines public services as activities or a series of activities carried out to meet the service needs of citizens and residents. These services are provided in accordance with statutory regulations and encompass the delivery of goods, services, and/or administrative services by public service providers. Public service providers are required to deliver high quality services in accordance with the standards of conduct outlined in the law (Nurchotimah, 2018).

Research Metode

The method used in this research is the reference method. This method aims to examine public administration ethics in realizing good governance in public services. This method involves a comprehensive review of relevant literature, including textbooks, journal articles, and related case studies. The sources were critically analyzed to identify key ethical principles, best practices in public administration, and factors that contribute to good governance in the context of public services. This referencing method allowed the researcher to build a deep understanding of the topic based on existing knowledge and findings, as well as identify gaps in the literature that could form the basis for further research.

Results And Discussion

The Importance of Ethics in Public Administration

In the realm of public services, public administration ethics can be understood as a philosophy and a set of professional standards or codes of ethics that serve as guidelines for behavior. These guidelines must be adhered to by service

providers and public administrators to ensure ethical and accountable service delivery. Thus, public administration ethics can be concluded as management rules or standards that serve as moral guidelines for organizational members or managers in carrying out their duties. This standard is a moral guide for state officials in carrying out their responsibilities in serving the community. State administration ethics include rules related to personnel, supplies, finance, administration, and public relations (Widiaswari, 2022).

The implementation of good government and efforts to improve public services and law enforcement requires the existence of external supervisory institutions that are externally able to control the duties of state and government administration (Izzati in Nurchotimah, 2018: 17-18). Without these ethical principles, the bureaucratic apparatus is unlikely to be able to guarantee the life of the nation and create a peaceful and prosperous society. On the other hand, if ethical principles are neglected, the lives of citizens may be filled with anxiety and hardship. Therefore, it is essential for every bureaucratic official to comprehend ethics, which are derived from various moral policies, and to cultivate these principles within themselves. This ensures that they not only internalize these ethical standards but also actively apply them in their actions to serve the public effectively (Widiaswari, 2022).

Concept of Good Governance

In the context of public services, public administration ethics can be interpreted as a philosophy and professional standards (code of ethics) or guidelines for behavior that must be obeyed by service providers or public administration. Thus, public administration ethics can be concluded as management rules or standards that serve as moral guidelines for organizational members or managers in carrying out their duties. This standard is a moral guide for state officials in carrying out their responsibilities in serving the community. State administration ethics include rules related to personnel, supplies, finance, administration, and public relations (Widiaswari, 2022). The implementation of good government and efforts to improve public services and law enforcement According to Yusuf Wanandi, *good governance* is power that is based on the prevailing laws and regulations, all policies are taken transparently and can be accounted to the public.

Power must also be based on institutional aspects and not on the will of a particular person or group. Power must also adhere to the principle that all citizens have the same rights and obligations in the eyes of the law. So basically, the form of *good governance* is the implementation of a solid and responsible state government, as well as efficient and effective by maintaining the synergy of constructive interactions between the domains of the state, the private sector, and society. The elements of *good governance* at least include transparency, accountability, and participation. Transparency means providing guarantees for the availability of public access in the entire policy-making process of government

management. The point of accountability is a manifestation of the obligation of a government agency to account for the success and failure of the implementation of its mission. Accountability in government is a principle that demands that government agencies be accountable for their actions and decisions to the government. While participatory government can be interpreted as a government role that seeks to accommodate various aspirations that arise in society and involve the community in the decision-making process, the point of good state and government administration can only be achieved by improving the quality of the state civil apparatus and upholding the principles of good public governance.

Concept Of Public Service

The concept of public service has been known since Indonesia was in the colonial era or since Indonesia was not yet independent. The development of a hierarchical system was already present in the colonial bureaucracy. This has an impact on public service providers. Accountability in the bureaucracy is often only shown to superiors, not to the public. Then, the loyalty and accountability of public service providers are also often only given to superiors. This is a consequence because the performance of a bureaucrat is only seen as limited to how much loyalty the person has in the eyes of the leadership. According to Law No. 25 of 2009, public service is defined as a series of activities conducted to meet the service needs of every citizen and resident. These activities must adhere to applicable laws and regulations and involve the provision of goods, services, and/or administrative services by public service providers. The purpose of public service is to provide satisfaction and services under the expectations of the community or service in general.

To achieve these goals, the quality of service to the needs and desires of the community must be the target of the government. Based on the decision of the Minister of Administrative Reform No. 62 of 2003 concerning the implementation of public services, it is stated that public services should at least include the following principles: simplicity, clarity, time certainty, accuracy, security, accountability, availability of facilities and infrastructure, ease of access, discipline, politeness, friendliness, and comfort. These principles are essential for ensuring efficient and effective public service delivery. Simplicity in public services refers to procedures that are straightforward, easy to understand, and simple to implement. This ensures that citizens can access services without unnecessary complexity, making the process more efficient and user friendly. Clarity in the form of clarity of requirements, responsible work units/officials, and clarity of details of public service fees.

Certainty of time in public services means that the implementation of services must be completed within a clearly specified time frame. This ensures that citizens can expect timely and predictable delivery of services, promoting efficiency and trust in public administration. Accuracy can be in the form of public

service products received correctly, precisely, and legally. The head of the public organizer must be responsible for the implementation of public services. Facilities and infrastructure must be available in full. Ease of access in the form of a place or location easily accessible to the public. Service providers must exhibit discipline, politeness, and courtesy while ensuring a comfortable environment for public service users. These qualities are essential for creating a positive experience and fostering trust and satisfaction among citizens who rely on public services.

The Relationship between Public Administration Ethics and *Good Governance*

Public administration ethics has a crucial function in supporting the principles of *good governance*. First, public administration ethics requires public officials to act transparently in every decision-making process and task execution. Transparency can ensure that information about government policies and decisions is openly available to the public. Transparency can encourage public trust in government and can reduce acts of corruption or abuse of power. Second, public administration ethics should emphasize the importance of accountability, which is the need for officials to be responsible for their actions and decisions. Ethical officials will always be accountable for the success and failure of their duties to the public so that every government policy can be morally and legally accounted for. Third, public administration ethics invites community participation in the decision-making process. Ethical officials will open opportunities for the public to be involved in formulating policies, taking into account the aspirations and needs of the community.

This participation makes policies more inclusive and represents the interests of the community as a whole. Fourth, public administration ethics guarantees justice and equality in services. Public officials must provide services without discrimination so that every citizen gets the same service according to their needs. Finally, public administration ethics also relates to fair law enforcement and order. Public officials must be a guide for the community in obeying the law, ensuring that the law is enforced fairly or impartially. This is important for maintaining public trust and ensuring an orderly and stable government. Thus, the implementation of good public administration ethics can create a transparent, accountable, participatory, fair, and orderly government, which is the main foundation for *good governance*.

However, the implementation of ethics in realizing *good governance* in Indonesia still has some obstacles such as the corruption case in the Electronic ID card (E-KTP) procurement program which is a clear example of ethical violations in public administration that undermine the principles of *good governance*. The project was realized in 2011 to improve the civil registration system using electronic technology. However, the project, which was originally designed to enhance public services, became overshadowed by a significant corruption scandal involving numerous political officials.. In this case, several government officials

and members of the House of Representatives (DPR) were found to have participated in bribery and budget inflation. Out of the total budget of 5.9 trillion rupiah, approximately 2.9 trillion rupiah was allegedly misappropriated by the involved officials. These ethical violations involved misuse of their power and obligations in managing public funds, which should be done with transparency, accountability, and concern for the people

Conclusion

Public administration ethics provide moral guidelines and standards of behavior for state officials in carrying out their duties and responsibilities to society. By upholding ethical principles, such as transparency, accountability, participation, fairness, and law enforcement, the government can improve the quality of public services and build public trust. Transparency is key in eliminating public distrust of government, as information about government policies and actions must be open and accessible. Accountability ensures that state officials are responsible for their decisions and actions, both in terms of success and failure. In addition, public participation in decision-making reflects democracy and inclusive policies, which involve citizens in determining the direction of policies that impact their lives. However, the implementation of good governance in Indonesia is still faced with various challenges, such as corruption, complicated bureaucracy, unequal access to services, and low levels of accountability. The E-KTP corruption case is a concrete example where ethical violations in public administration have undermined the principles of good governance. The case shows how a lack of transparency and accountability can lead to misuse of public funds and hinder the government's noble goal of providing better services to the people. Therefore, this journal emphasizes the importance of strong and consistent application of ethics in every aspect of public administration. The government needs to improve its oversight system and ensure that public officials act based on clear and firm ethical principles. Thus, good governance can be achieved, and the government can realize fair, effective, and efficient public services, by the expectations and needs of the community.

References

- Aji, N. W. A., Supriyono, B., & Shobaruddin, M. (2023). Jurnal Ilmiah Administrasi Publik (JIAP).
- Keputusan Menteri Pendayagunaan Aparatur Negara No.62 Tahun 2003, tentang penyelenggaraan pelayanan publik.
- Nuraini, S. (2020). Penerapan etika administrasi publik sebagai upaya dalam mewujudkan good governance. *Jurnal ilmiah magister ilmu administrasi*, 14(1).
- Nurchotimah, A. S. I. (2021). Pengawasan Pelayanan Publik. Yogyakarta : Jejak Pustaka.

- Radhika, D. (2012). Ethics in public administration. *Journal of Public Administration and Policy Research*, 4(2), 23-31.
- Rahmadana, M. F., Mawati, A. T., Siagian, N., Perangin-Angin, M. A., Refelino, J., Tojiri, M., ... & Bahri, S. (2020). Pelayanan Publik.
- Undang-Undang Nomor 5 Tahun 2014, tentang Aparatur Sipil Negara (ASN).
- Undang-Undang Nomor 25 Tahun 2009, tentang pelayanan publik.
- Widanti, N. P. T. (2022). Konsep Good Governance dalam Perspektif Pelayanan Publik: Sebuah Tinjauan Literatur. *Jurnal Abdimas Peradaban*, 3(1), 73-85.