



The influence of bureaucracy ethics and competency on public service performance in education service employees

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Abstract

The State Civil Apparatus (ASN) is the main resource asset that determines the success of achieving and achieving the goals set by the Organization. The State Civil Apparatus is one of the pillars in realizing good governance. The realization of good governance depends on the good and bad performance of the State Civil Apparatus as government administrators. The performance of the State Civil Apparatus is a very strategic issue because it has an impact on public bureaucratic services. The performance of the State Civil Apparatus describes how far government organizations can achieve results when compared with the achievement of the goals and targets that have been set. The aims of this research are: (1) To analyze the influence of democratic ethics on the public service performance of the State Civil Apparatus at the Asmat Regency Education Service. (2) To analyze the influence of competence on the performance of public services of the State Civil Apparatus at the Asmat Regency Education Service. (3) To analyze the influence of bureaucratic ethics and competence on the public service performance of the State Civil Apparatus at the Asmat Regency Education Service in a simulated manner on the public service performance of the State Civil Apparatus at the Asmat Regency Education Service. The sample used was 55 employees. The data collection technique uses a questionnaire submitted to employees. This research uses multiple regression analysis. The research results show that: (1) partially bureaucratic ethics and competence have a significant influence on the performance of the State Civil Apparatus in the Asmat Regency Education Service. (2) Simultaneously, bureaucratic ethics and competence have a significant effect on the performance of the State Civil Apparatus at the Asmat Regency Education Service.

Keywords: Bureaucracy ethics, competency, the state civil apparatus

Introduction

Public services are subjected to extensive research during their creation. In order to easily accomplish what we refer to as satisfying the need for a service offered by government organizations to the community, whether services that are public good or public regulation, it is necessary to carefully and continuously assess the service providing landscape. Public services are essentially a mandate stated in Law Number 25 of 2009 concerning public services, where the definition of public services is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services, and administrative services provided by public service providers.

Public service delivery is still beset by a number of significant issues, such as discrimination in the provision of services, uncertainty over the duration and cost of delivery, and low public satisfaction with public services (Arnita *et al.* 2020). Indonesia was placed 73rd out of 190 nations in 2020 in the Ease of Doing Business (EoDB) indicator, which measures service standards like timeliness, pricing, and procedures. This score is still far short of the government's goal of placing 40th in 2022 for exceptional service. Service is a form of service activity carried out by government agencies both at the center, in the regions, BUMN and BUMD in the form of goods and services to fulfill community needs in accordance with applicable laws and regulations (KEPMENPAN No. 81 of 1993). The public services mentioned above have a strong relationship to the employees' competencies.

Competence, in the words of Mitrani (2005) ^[34], is a fundamental and innate aspect of a person's personality and behavior that can be anticipated in a variety of settings and

professional duties. According to Sedarmayanti (2008) ^[43], competence is a basic quality that a person possesses that either directly influences or can be a predictor of exceptional performance. Stated differently, competency is the ability of exceptional performers to perform better than policy evaluators more frequently and in a wider range of circumstances. Behavior is another aspect to consider.

In Indonesia, especially in the Asmat District of Papua, the Education Office's public services, which are still plagued by several issues, suffer from the same situation. Based on initial observations, it is known that issues or grievances from the public pertain to the Asmat District Education Office's performance of public services, including teacher transfers, the distribution of BOS funds, the management of student achievement, acceptance of new students (PPDB), and Unique Numbers for Educators and Education Employees (NUPTK). The majority of the 50 complaints that the Asmat District Education Office received by the end of 2022 had to do with teacher management.

As the Asmat Regency Education Service's performance in providing public services can be considered subpar, an analysis of the factors that contribute is required. According to the given description, the researcher aims to address three key questions as follows

1. Does Bureaucratic Ethics affect the Public Service Performance of the Asmat Regency Education Service?
2. Does Competency affect the Public Service Performance of the Asmat Regency Education Service?
3. Do Bureaucratic Ethics and Competence simultaneously influence the Public Service Performance of the Asmat Regency Education Service?

Research Method

Research Type

The present research is included in the category of quantitative research according to the features of the problem under investigation (data processing and analysis). Probability sampling, or simple random sampling, was used for the sample process. by utilizing a closed questionnaire to elicit answers from respondents.

Research Population and Sample

Population is the entire group of people, events, or things that researchers want to investigate (Sekaran & Bougie, 2013). The population in this study were Asmat Regency Education Service Service Users. For this reason, the number of samples will be determined based on the results of the minimum sample calculation. According to Hair *et al* (2012) to determine the minimum sample size for SEM is: (Number of indicators + number of latent variables) x (5 to 10 times).

Research Variables

The three variables in this study were bureaucratic ethics and competence as the independent variables, and public service as the dependent variable.

Public Services

Public Services are efforts to serve the needs of the community carried out by government agencies.

Bureaucratic Ethics

Bureaucratic Ethics is a guideline or guideline that must be adhered to by public servants or bureaucrats to provide good services to the public.

Competencies

Competence is how well one can perform successfully in the workplace, including the ability to adapt and apply acquired knowledge and abilities to new circumstances and maximized agreed-upon advantages.

Data Sources

Data is the raw material that must be processed in order to create information that presents facts and can be both qualitative and quantitative. A collection of reliable facts, numbers, or other information that can serve as a foundation for inferences can also be referred to as a data source. Accurate, pertinent, and current data are prerequisites for quality data (Siregar, 2014).

Primary Data Source

Primary data is data collected by the researcher himself directly from the first source or place where the research object was carried out (Siregar, 2014).

The primary data needed in this research is respondent response data regarding the relationship between the influence of work ethic and work discipline on employee performance, through filling out closed questionnaires filled in by respondents.

Secondary Data Source

Secondary data refers to data produced or used by organizations other than the processors (Siregar, 2014).

Data Collection Techniques and Instruments

The data collecting procedure was carried out using a Likert scale questionnaire, which was enriched with extra information on the research site's conditions. A questionnaire is a tool or method of data collection that consists of a list of statements for respondents to complete (Hadi, 2010).

The Likert scale measures a person's or group's attitudes, opinions, and perceptions of social phenomena. A Likert scale transforms the variables to be measured into variable indicators. The indications are then utilized as a starting point for creating instrument items, which might be statements or questions (Sugiyono 2010). The answers to questions utilizing a Likert scale range from very positive to very negative. To allow for quantitative analysis, the answer is scored as 5 for agree, 4 for quite agree, 3 for disagree, 2 for disagree, and 1 for strongly disagree.

Findings and Discussion

Findings

The Results of the Linear Regression Analyses

Multiple linear regression analysis was used to test the independent variables, namely Bureaucratic Ethics, Administrative Responsibility and Competency, which simultaneously or individually have a significant effect on public services. The results of the multiple regression test analysis are as follows:

Table 1: Result of the Regression Analysis

Model	Unstandardized Coefficients	Standardized Coefficients		t	Sig.
	B	Std. Error		Beta	
1	(Constant)	4,018	1,964	2,046	,043
Bureaucratic Ethics	,183	,084	,201	2,178	,031
Competency	,646	,118	,506	5,494	,000

Based on the regression estimation, the results of the regression coefficient can be explained as follows:

- Public Services has a constant value (a), which means that if the influence of bureaucratic ethics, administrative responsibility, and competence is zero, the value equals 4.018.
- The regression coefficient for bureaucratic ethics (b1) is 0.183, indicating that a 1% increase in bureaucratic ethics will result in an 18.3% increase in public services. Furthermore, the bureaucratic ethics variable has a favorable impact on public services.
- The competency regression coefficient (b2) is 0.646, which means that for every 1% rise in competency, public services increase by 64.6%. So, the competency variable has a favorable impact on public services.

Based on the magnitude of the beta coefficient, the Competency variable has the most prominent influence on the dependent variable because its beta coefficient (Standardized Coefficients) is the highest among the others, at 0.506.

The Results of the T-Test

The following test was performed to partially examine the hypothesis using the t test. Partial hypothesis testing is utilized to determine the individual influence of each independent variable on the dependent variable, which is bureaucratic ethics (X1), administrative responsibility (X2),

and competence (X3) in public services. The t-test results demonstrate this partial testing. Based on these variables, the present research will evaluate two hypotheses, including:

H.1: Bureaucratic ethics affect the public service of employees at the Asmat Regency Education Office.

H.2: Competency affect the public service of employees at the Asmat Regency Education Office.

Table 2: Result of the T-Test

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	Std. Error		Beta			
B	(Constant)	4,018	1,964	2,046	,043	
Bureaucratic Ethics	,183	,084	,201	2,178	,031	
Competency	,646	,118	,506	5,494	,000	

From the calculation results, the following results were obtained:

H.1: The t statistical test for the bureaucratic ethics variable explained in the significance column (source table 4.12) has a significant value of (0.031) where the value is smaller than 0.05 so Ho is accepted, which means the bureaucratic ethics factor has a positive effect on public services at the District Education Office of Asmat Regency.

H.2: The t statistical test for the competency variable explained in the significance column (source table 4.12) has a significant value of (0.000) where the value is smaller than 0.05 so Ho is accepted, which means the competency factor has a positive effect on public services at the Asmat Regency Education Office.

Discussion

The Influence of Bureaucratic Ethics on Public Services

Bureaucratic ethics is defined as a guiding standard for bureaucratic ethics when carrying out community service tasks. Bureaucratic ethics requires prioritizing public objectives over personal, group, and organizational interests. Ethics must guide policy decisions that properly prioritize the interests of the larger community (Dwiyanto, 2002). As a result, public service ethics must demonstrate how to serve the public through the use of four habits that include life values and rules or norms that govern good human behavior (Kumorotomo, 2006).

The results of the research indicated that bureaucratic ethics influence public services for Asmat Regency Education Office workers. The computed sig t value is 0.031, which is less than 0.05. As a result, the research hypothesis, stating that bureaucratic ethical considerations have a favorable and significant influence on public services for Asmat Regency Education Office staff, is accepted.

In this situation, it signifies that the correspondent, who works for the Asmat Regency Education Service, recognizes the necessity of implementing bureaucratic ethics to promote public services in libraries. The Asmat Regency Education Service's organizational culture requires staff to follow bureaucratic ethics.

The Influence of Competencies on Public Services

Competency is a set of information, abilities, and behaviors that must be acquired, internalized, and implemented. Employees must also be competent to do their tasks. In

other words, the higher an employee's competency, the more productive and efficient they are in their job (Muslich, 2007).

The study's findings reveal that competence affects the public services provided by employees at the Asmat Regency Education Office. This is demonstrated by the estimated sig t value (0.000) < 0.05. As a result, the research hypothesis, which asserts that competency characteristics have a favorable and significant impact on public services for Asmat Regency Education Office staff, is accepted.

This demonstrates that the correspondent, employees of the Asmat District Education Office, recognizes the value of competency in increasing staff knowledge and abilities to support public services. The Asmat Regency Education Office uses education and training to promote employee competency. It is intended that by participating in Asmat Regency Education Office employee training, employees' performance will improve, and they will have the opportunity to develop their character, allowing Asmat Regency Education Office employees to provide public services, which will benefit society.

These findings align with Faiza Nurmasitha's (2013) research titled The Influence of Employee Competency and Work Environment on Service Quality (Study at the Population and Civil Registration Service of Sidoarjo Regency). At the Population and Civil Registration Service of Sidoarjo Regency, employee competency has a 25.1% greater influence on service quality than the work environment, which has 12%. Thus, expertise is a critical aspect in organizations providing quality services to the society.

Conclusion

Based on the data analysis, the conclusions of this research can be formulated as follows

1. Employees of the Asmat Regency Education Office provide public services under the influence of bureaucratic ethics. The computed sig t value is 0.031, which is less than 0.05. As a result, the research hypothesis, stating that bureaucratic ethical considerations have a favorable and significant influence on public services for Asmat Regency Education Office staff, is accepted.
2. Competency has an impact on the public services provided by employees of the Asmat Regency Education Service. This is demonstrated by the estimated sig t value (0.000) < 0.05. As a result, the research hypothesis, which asserts that competency characteristics have a favorable and significant impact on public services for Asmat Regency Education Office staff, is accepted.
3. Bureaucratic ethics and competency influence the public services provided by Asmat Regency Education Office staff. The computed F-sig value (0.000) is less than 0.05. As a result, the research hypothesis that bureaucratic ethics and competence have a large simultaneous impact on public services for Asmat Regency Education Service employees is accepted.

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