



Bureaucratic Pathology in Public Services at The Office of the Department of Population and Civil Registration of Supiori District

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ABSTRACT

Bureaucratic pathology is the problem that arises in the service at each government agency that has an impact on public services that are less effective and efficient. The purpose of this study was to determine the pathology of bureaucracy in public services at the Supiori Regency Population and Civil Registration Office and the efforts made to minimize pathology bureaucracy so that there are alternatives and solutions in completing services. The method in this research uses a qualitative descriptive approach in analyzing problems that occur in the field that are used by researchers in natural object conditions, where researchers act as key instruments. The results of the study show that the form of bureaucratic pathology found in the Office of the Population and Civil Registration Service in Supiori Regency is still found that service-convoluted convoluted, the delay in completing the printing of the E KTP is due to the unavailability of blanks ; lack of employee discipline when coming to work, negligence of officers in service time management so that there is uncertainty when it will be finished, there are differences in service to the community, especially persons who prioritize relatives or family then efforts are made to minimize bureaucratic pathology with regulations that are appropriate and strict with officers, simplification of procedure services and logical explanations so that people understand the conditions that occur.

Keywords: Pathology, Bureaucracy, Service, Population Service and Civil Registry

INTRODUCTION

The bureaucracy that should be more efficient in the process of public service is even more convoluted because the bureaucrats in carrying out their duties as public servants seem half-hearted. Bureaucratic behavior is the main benchmark for achieving effective public services, and is the most visible assessment of government performance (Mirillaraty et al., 2019). From this nature, various bureaucratic pathologies such as nepotism, abuse of authority, corruption and various bureaucratic diseases are born which cause bureaucratic apparatus in developing countries in general to have low credibility. This is what gave rise to various complaints and criticisms about the performance of the bureaucracy, which is nothing new anymore because it has been around for a long time. Bureaucracy shows a very bad, negative empirical condition or as a disease that is very difficult to cure. The bureaucracy in such circumstances only functions as a controller, enforces discipline, and administers government with enormous powers but ignores the function of public service. According to Siagian inside (Kiki et al., 2023) so that the entire national government bureaucracy is able to face various challenges that may arise, whether political, economic, socio-cultural, and technological in nature, as well as various diseases that may already exist or threaten to attack them, it is necessary to identify the most effective treatment therapy. Therefore, good service is a service that is able to provide satisfaction to the community. Saputra, T., & Astuti, W. Dalam (Farid, 2022) Public services in the era of globalization, which in this case are focused on government

officials, should provide the best possible service, oriented towards the needs and satisfaction of service recipients, so as to increase competitiveness in providing goods and services.

The Department of Population and Civil Registration is one of the regional instruments that has a very vital function, whose main task is to carry out regional government affairs based on the principle of autonomy and co-administration in the field of population and civil registration. As one of the bureaucratic instruments that has a lot of direct contact with the community, it should be able to provide efficient services as well as effective and efficient services. Therefore, professional quality human resources are needed in providing good service to the community so that management in service is binding to increase community satisfaction. Usman inside(Hamirul, 2017)explained that the importance of presenting new professional management in solving bureaucratic problems, effective and efficient bureaucratic services must be a feature of contemporary government institutions. However, in reality the dynamics of social and development have not been followed by the dynamics of the life of the government bureaucratic apparatus, especially within the scope of the Population and Civil Registration Office of Supiori Regency. According to Suradinata in(Akmal et al., 2023)that running the wheels of government, as a leader needs to emphasize the ethics of government. Government leadership is the ability of a person as a leader in addition to having the ability to govern, also having the ability to make decisions in an appropriate, fast, measurable manner, and to lead in obedience to good governance, namely managing resources into high-quality resources based on government ethics.

Various pathologies of problems that we often encounter in reality, for example in the implementation of the main tasks of government officials in terms of public services have not provided optimal service, besides that the quality of apparatus services in general is in the spotlight and is often complained about by the community. According to Tristiano in(Nabila & Evi, 2022)said that the pathology of maladministration is one type of disease or disease in public services because it involves practices that deviate from administrative ethics or that distance administration from its goals. While Risman Umar in(Zia & Arif, 2017)defines that bureaucratic pathology is a disease or form of bureaucratic behavior that deviates from ethical values, rules and statutory provisions and norms that apply in the bureaucracy. In terms of public services, such as the processing of identity cards (E-KTP), family cards (KK), and birth certificates, it is commonplace that we often encounter various bureaucratic pathologies that have implications for ineffectiveness and efficiency in providing services to the public. A series of examples of bureaucratic pathologies that are commonly found and complained about by the public in terms of public services at the Population and Civil Registration Office of Supiori Regency are relatively the same. Dwiyanto Dalam(Silalahi, 2020)In the current era, people are demanding an increase in public services, something that is very reasonable and not excessive considering that public services are still low and their performance is still far from what is expected, especially local governments. That is a challenge for the bureaucracy how they are able to carry out and realize these goals, because so far the public feels that bureaucracy is still synonymous with convoluted performance, too large a structure, full of collusion, corruption and nepotism, and no definite standards, a number of these pathologies become an obstacle in carrying out public services that satisfy the community, on that basis the Indonesian bureaucracy can be said to be far from the word good governance.

Therefore Supiori district is an area located in Papua which can be said to cover a large number of people so that under such conditions services will be carried out every day. One point of public service that is often seen when observing the various problems that arise with the outbreak of bureaucratic pathology is the population administration process, especially in the service of Family Cards (KK) and National Identity Cards (E-KTP). Hamirul, H in(Bambang et al., 2022)stated that the pathology manifested in dysfunctional behavior included lack of discipline, pretending to be busy, conspiring with brokers, and bureaucratic arrogance. Because of this, bad or non-transparent bureaucratic work makes people look for shortcuts by bribing and colluding with officials to get fast service. Situations like this in turn often encourage officials to look for "opportunities" in "narrowness" in order to create a chain of the next service.

METHODS

In this study, the researcher used a qualitative research method with a descriptive approach with a qualitative approach, namely a method with problem solving procedures studied by systematically describing or describing the state of the object or research subject, based on visible facts or as they were. The research data was obtained through primary sources, namely field research by interviewing SKPD and the community regarding bureaucratic pathology in public services, in addition to interviews from several informants and secondary data obtained from documents. The data collection technique uses a data triangulation model which is a combination of interviews, observation, and documentation.

RESULTS

Subheadings - Level 2

1. Forms of Bureaucratic Pathology

In a service to get a positive value, the aspect that is reviewed is the level of satisfaction experienced by the community, but in achieving this, a good analysis with leadership is needed to control this in accordance with the mandate of the law in providing good and excellent service to existing society. As according to Anggraini in (Bambang et al., 2022) said that the Government has a very large role to fulfill the needs and welfare of the community where one of its manifestations is public service. Besides that, the reality in the life of every organization makes interpretations in such a way, so that problems that are actually simple are made very complicated. Sometimes it happens that senior officials obscure the form and nature of the problem, because with this blurring, the solution can be engineered in such a way as to benefit the official in question in terms of his position. As a result, the settlement action becomes convoluted and consumes energy, time, thoughts and feelings in terms of service.

a. Managerial Style of Employees in E-KTP Services

The style of the employee in carrying out the service is a service whose completion requires good management so that it can benefit the community in terms of its position to get good service. However, what is seen is the opposite of what is expected. Differences in population administration services are inseparable from the psychological aspects that exist in public servants. Humanly, of course, a sense of kinship and emotional closeness greatly influences how people behave towards other people. It is this familial attitude that actually really interferes with the creation of good service to the community which can lead to maladministration in the end. Mal-administration is a practice that deviates from administrative ethics, or an administrative practice that keeps away from achieving administrative goals.

"I see that in the service provided by the employee, he usually prioritizes people he knows, even though I have been queuing here for a long time, sir, that also usually irritates us with the employees here"

The results of the interviews with the informants above can be analyzed that one of the causes of the poor performance of a public service is the convoluted bureaucratic structure of public services, namely prioritizing family, relatives or friends in providing services even though there are people who have been waiting in line for a long time waiting for service. Therefore, the bureaucracy in public services often does not have sufficient authority to independently complete the public service process at the agency. Completion of the public service process often involves other institutions and is often simply delegated to other parties. This occurs because the fragmentation of the bureaucracy and power, both at the central and regional levels, tends to be very high. As a result, very often people who need public services have to visit many bureaucratic boxes, each of which has a different complexity or what is commonly called a convoluted bureaucracy. As what informant B said in his interview said:

"Usually, the father here is the service in making ID cards, it takes a long time because the blanks are said to be empty, I am from the village, father, so I usually go back and forth here, I'm sorry, where else will it cost you a lot, father?"

The results of interviews with informant B can be analyzed that the E-KTP service is often used by employees of the Supiori Regency Population and Civil Registry Service in providing services they don't remember the time, for example during working hours they even make it break time, so the service is not optimal. This E-KTP service is felt to be very inadequate, especially regarding the matter of service time. Besides that, nepotism is still very thick, usually people who are familiar with the population and civil registration service employees will be facilitated in the process of making this E-KTP. This is what influences nepotism to occur in a public service because officers in providing services to the community still adhere to a nepotism system that prioritizes their families first compared to ordinary people in general.

2. Low Responsiveness and Employee Skills

Responsive attitude of employees in providing the required service and being able to complete the service quickly according to the promised timeframe and good service results. The speed of service provided is the responsiveness of the officer in providing the required service. However, the facts on the ground are that the officers who make the Supiori Regency Population and Civil Registry Office in providing services are still not good. In providing services for just one person in the community, it takes quite a long time, apart from that, yes, indeed in making the E-KTP it is very lengthy, besides that, government bureaucracy is often accused as if one of the characteristics of bureaucracy is to make a job that is actually simple. get tricky. Work that should be completed in a short time, can only be completed after eating a relatively long time. This is what then gave rise to a discourse about the slow performance of the bureaucracy in completing its tasks, in this case, service to the community. Based on the results of interviews with informant C as managing the KTP said:

"Usually the management is very long and lengthy, we bring the file and then we just look at it and put it on the table, then we are told to wait for further information, and when we come again, sir, we ask for certainty that the answer has not been completed, even though we hope that it has been finished, father."

The results of the information from the informants above were analyzed that low responsiveness is indicated by a mismatch between services, service results and community needs. This clearly shows the failure of the organization in realizing the mission and objectives of the Supiori Regency Population and Civil Registry Service in the E-KTP Making Service. So that from this the service is slow and long-winded as well as responsiveness and low skills automatically have performance and results that are not optimal. Low work productivity and service quality are not solely caused by dysfunctional actions and behaviors, but are very likely due to the level of knowledge and skills that are not in accordance with the demands of the tasks carried out by the officers of the Supiori Regency Population and Civil Registry Service.

Based on the results of the interviews it was concluded that the form of the implementation of the services that need to be provided is largely determined by the attitude, profession and response to public complaints. Responsiveness shown to residents, namely Providing appropriate information to the public about when service administration services will be carried out, Willing to help people who have difficulties in the service process, Quickly responding to community requests, Providing services as soon as possible to the community

3. Lack of Employee Discipline

reforming the bureaucracy in government institutions as well as increasing employee discipline in being punctual, the use of electronic attendance is believed to be one of the solutions in seeing employee discipline in carrying out their duties and functions as community servants including in the Supiori district population and civil registration services which have implemented electronic attendance, but it is common knowledge that the level of discipline of ASN is still relatively low. In fact, even though fingerprint attendance has been implemented as a measure of employee discipline, there are still delays in working hours for public officials, especially officials who serve as E-KTPs at the Supiori district population and civil registration service. It can be seen that the work culture of the discipline of the apparatus there is still lacking.

Based on the results of the interviews it was concluded that work culture is one of the aspects that must be carried out by apparatus or employees who refer to rules, norms and principles in

service. However, in practice there are still employees who have not exercised this disciplinary attitude with delays in coming from the office for various reasons which were disclosed to the public that their place of residence is far from the office, but instead the community is disappointed that they do not see how hard the community works to come to the office at the Supiori Regency Population and Civil Registry Service in the hope that they will be served well.

2. Efforts to Minimize Bureaucratic Pathology

As is well known, the meaning of pathology in medicine is the science of disease. The importance of pathology is to know the various types of diseases that humans may suffer from, although at the same time it is understandable that no human suffers from all types of diseases. At least not at the same time.

That analogy also applies to a bureaucracy. This means that in order for the entire state government bureaucracy to be able to face various challenges that may arise, both political, economic, socio-cultural and technological in nature, various "diseases" that may already be suffering from or that threaten to attack them need to be identified in order to then find the most effective treatment therapy. It must be admitted that there is no bureaucracy that is completely free from various bureaucratic pathologies. On the other hand, there is no bureaucracy that suffers from all the "diseases" of the bureaucracy at once. The efforts that can be made to minimize the various bureaucratic pathologies that occur in the Population and Civil Registration Office of Supiori Regency, namely:

a. Precise and firm regulations

The application of clear and strict rules by imposing legal sanctions on those who are proven to have given and received bribes regardless of who gave or received the bribe is expected to be able to provide a deterrent effect for those who break the law which can have implications for improving the quality of service to the community. This was disclosed by Informant D as the head of the civil registration section, saying:

"There needs to be a strict rule against officials and the public who are proven to have committed an unlawful act, in this case, bribery. In addition, strict rules regarding the performance of employees who are less productive need to be made by imposing strict sanctions evenly on low-performing officials."

From the statement of the informant above, it can be concluded that in addition to having Operational Service Standards, it is also necessary to have an appropriate and firm regulation. According to the author's observation, operational service standards are not well implemented, giving rise to various problems such as unlawful activities, in this case bribery and low employee productivity. This is what then gives rise to the notion that there needs to be a clear and firm regulation, not only the imposition of administrative sanctions but if necessary the imposition of criminal sanctions for officials and the public who commit acts violating the law.

b. Transparent Simplification of Service Procedures

Clarity is very important in public services, because this indicator can affect public trust in government officials at the Population and Civil Registration Service. Services provided to the community must comply with existing service operational standards. Population and Civil Registration Service officials have clear knowledge of how to manage it, so that government officials can complete their work properly. Based on the results of interviews and research findings that the implementation of transparent and participatory population administration services is to improve the quality of public services in the form of services that are fast, easy, fair, legal certainty, transparent, safe, appropriate, reasonable costs, and can be accounted for. In line with the opinion of M. A Basir in (Hadma & Azhar, 2020) said that in order to improve government services, it has established guidelines related to the mechanism and stages of procedures that must be carried out by each government apparatus according to the type of service provided.

c. Logical explanations

Providing logical explanations to those who need service, this is intended so that officials do not appear indifferent or do not care about people who need service. This effort can be carried out

by operational leaders or employees to convey matters concerning possible obstacles that may cause delays in the completion of various arrangements due to various matters that are logically urgent to the community. This is more acceptable to the community than having to wait for days without certainty and clarity about the settlement that they are dealing with at the agency. This is in accordance with what was disclosed by Informant E as the head of the documentation section who said:

"try to have more than one officer, so that there is a reserve officer or officer who understands other tasks with the intention that there will be no delayed or late completion"

Based on the informants above, it can be concluded that logical explanations are more acceptable to the community, although it cannot be denied that there are still some people who do not accept this, on the grounds that they have taken care of it for weeks or even months but what they have done is not finished. So that the apparatus must work even more in conveying various problems to the community so that their explanations can be accepted by the community. Because logical explanations are an alternative that can be used to minimize bureaucratic pathology in terms of service, which so far has been suffered by bureaucrats who seem indifferent to society. In line with 3 (three) Aspects according to AM Rusli in (Rinawati et al., 2020) said that in order to achieve success in the implementation of public services in an outline, namely: How is the pattern of implementation, human resource and institutional support.

CONCLUSION

The conclusions in the research drawn from this discussion can be concluded that bureaucratic pathology is a disease within the bureaucracy which greatly disrupts the course of activities within the bureaucracy. The bureaucratic disease that occurs not only endangers the humans within the organization who do it but also other people who are within the organization, even more than that pathology in the bureaucracy can bring danger to the whole society. As for the form of bureaucratic pathology found in the Office of the Population and Civil Registration Office of the Supiori Regency, the services are convoluted, especially in the service of E-KTP; the delay in completing the printing of the E-KTP is due to the unavailability of blanks; lack of employee discipline in time to work and rest; the negligence of officers in managing service time so that there is uncertainty about when the E-KTP will be completed; there are differences in service to the community, especially individuals who prioritize relatives or family. So it can be concluded that management services at the Population and Civil Registration Office of Supiori Regency still have bureaucratic diseases which are complaints by the public but are always trying to be eliminated by parties at the Supiori Regency Population and Civil Registration Office in order to continue to provide good service to the community. Then the efforts made to minimize bureaucratic pathology are with precise and strict regulations on employees, simplification of service procedures and logical explanations so that people understand the conditions that occur.

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