

Bureaucrat Attitude on Service of Issuing Business License

¹Siti Zaleha Soebarini, ²Haedar Akib, ³Rudi Salam, ⁴Delly Mustafa

Universitas Negeri Makassar,
Makassar, Indonesia

Abstract—This study aims to determine the attitude of the government apparatus to carry out services for a business license. This study is qualitative research with a case study approach. The data collection consists of data reduction, display, and the verification. This study shows that the bureaucrats just to complete the task of licensing services properly and may abide the risk of the various problems in the licensing services. However, this study shows that the government has not shown responsibility in all matters relating to their duties, which would be done and that has been done, either explicitly or implicitly, whether requested or not requested to the entire community. The government also has not run a task by moral or ethical consciousness.

Index Terms—Bureaucracy, responsibility, accountability.

I. INTRODUCTION

In general, bureaucracy is combined the authoritarian and firm. However, the bureaucracy has a function and a very important role in society one is carrying out a public service [1]–[8]. The implementation of the bureaucracy regarding public service is indeed different in every country. Furthermore, Indonesia as one of developing countries, public services provided by the government to the people experiences very convoluted bureaucracy. Bureaucracy is every organization large scale composed of appointed officials, where the primary function is to implement the policies that have been taken by the decision makers [9]. Preferably, the bureaucracy is a rational system or an organized structure that is designed in a way to allow the implementation of public policies that are effective and efficient.

Government bureaucracy is required to be able to provide the best possible service to the public. Service quality categorized at a reasonable level if the bureaucrat as a public service responsible for the task of servicing and responding to every complaint by society [10]. Thus, the responsibility and the response should be held every bureaucrat as a public servant. This study focuses on the public service to services of Business License in South Sulawesi Province held by local government bureaucracy. Qualified bureaucracy is requisite to provide the best possible service to the public [11]. In providing services on the business license, bureaucrats are required to be responsible and responsive to any complaints from the public as applicants for the business license [12]. This need has to be done because of the good service that would give satisfaction to the public as license applicant.

By the principles of bureaucratic, German sociologist reveals a reason describing the form of the bureaucracy as a principle system to control governmental organizations. Bureaucracy has a hierarchical structure at every level by the planning centers and decision-making [13]. Management and clear rules control the decisions made at the top level to be implemented consistently by all levels.

Bureaucracy with practical, specific work to be performed by those who are experts later arranged in units based on work type that would be done based on expertise. The useful specific work is intended target that can serve the interests to empower the mission to serve the organization through the objectives accomplishment. Bureaucracy should be turned into more attention to community participation or teamwork to control their colleagues (peer group), and the domination or control is no longer on boss [14]. Also, bureaucracy in Indonesia initially as introduced by the European culture starting from colonial era [15].

The bureaucracy is also referred to the Civil Service board organizing the public service. Bureaucracy is composed of persons appointed by the executive, and their position is in a particular period. That is, those who are in a certain position in the bureaucracy sometimes retained based on their work performance. An employee usually reprimanded or dismissed from her/his position. However, if an employee shows satisfactory performance, she/he would be promoted to gain a higher position, of course, with the salary and greater authority.

The quality of public services is strongly influenced by behavioral aspects of service providers. A dominant attitude arises as a characteristic of the public service bureaucracy. Attitudes that worsen the quality of service usually appear with no desire to serve well. There are even members of bureaucrats who complicate the service matters. There are also bureaucrats who do not understand the function of service to show superior attitude and tend to ignore the public interest. In public service theory is known the term street-level bureaucrats) or bureaucrats who determine the success of service [16]. Furthermore, the attitude of bureaucrats becomes important to be studied as the development of organizational quality.

II. MATERIALS AND METHODS

This type of research is qualitative and using a case study approach. This study was conducted at the bureaucracy of South Sulawesi Province. Sources of data in this study are the primary data source obtained straightforwardly in the study area and is used to encompass a variety of data and information relevant to the focus of study conducted through the interview technique. The author also observed the condition of the field of study. Secondary data sources are the supporting data necessary to complete the primary data that is collected. It is tailored to the needs of field data associated with the object being studied. The secondary data obtained

from the related books, official documents which form the office profiles, government rules and regulations, as well as other materials related to the study subject. By qualitative data techniques, activities carried out, i.e., data reduction (reduction), Presentation of data (display), and conclusion (Verification) [17].

III. RESULTS AND DISCUSSIONS

The Responsibility of Government Bureaucracy

By using the interview technique, the authors found the attitude of bureaucrats in the issuance of Business License in the province of South Sulawesi. From the results of this study during three months, the authors interviewed informants both the elements of service personnel and bureaucrats as an informant from the community elements that ask for the Business License. Responses from the informants are very varied about the attitude in providing services to the public as license applicant. Bureaucrats as service officer said that service to the public as the applicant had been carried out appropriately by existing rules.

However, informants from the community element as the applicant said that officers are responsible for services not yet entirely in providing services to the public as license applicant. Service staff on the business license is responsible only for the administrative, yet unethically responsible. This study showed that there are still people who feel less good service, for example. Some business license applicants experienced are not welcomed in the front office so that this condition requires attention. The low quality of bureaucratic services related to the attitude of the apparatus becomes the focus of the reinventing government concept The reform of public administration as a reference for bureaucracy to develop awareness of public service [10].

Public complaints related to service to the public conducted bureaucracy noted above, an empirical condition of government bureaucracy in delivering services to the public. On the other hand, the service quality aspect is essential in fostering public trust on government. This study showed that most of the bureaucrats who served as public servants are wholly responsible because they work by their duties. However, they are less responsive on servicing the applicants for business license. The attitude they display is dominated by the attitude of a person who needed rather than as a person who is carrying out the task of providing or providing services. This situation can be observed with the attitude of letting the public stand for a moment in front of the counter information. Applicant left standing without a greeting or identifying more closely the needs of service users as needed. As the bureaucrats in charge, if any society permits applicants who are already in the office area, bureaucrats should immediately respond though these officials are busy completing the work, this is a form of responsibility as a public servant.

The division of authority on the bureaucracy is an important part in the formation of optimal service quality. Authority as the division of responsibilities in the organizational unit works well as long as the officer's attitude to perform the task is also good. [13].

Bureaucrat's Responsiveness In Public Service

One of the aspects of government bureaucracy behavior in providing services to the public is the responsiveness. The results show that the responsiveness of bureaucrats is to provide community service to the various needs and problems that occur in the community. In the context of licensing services, the responsiveness of bureaucrats becomes indispensable to the community when people need quality licensing services. In a nutshell, responsiveness refers to the alignment of programs and service activities with the needs and aspirations of the people. Responsiveness as one of the indicators of performance because responsiveness directly describes the ability of public organizations in carrying out its mission and objectives, primarily to meet the needs of society.

A responsive bureaucrat in service can be measured from the accuracy and speed of bureaucrats in providing services, it can be seen from the interview with the head of the service office said that: "In providing service to the community, always the end is the satisfaction of the community. Because providing services that can satisfy the public is the main task of the government. For that every community that comes in the Office, we certainly welcome, with greeting "what there is to be assisted." This phrase, synonymous with our response as a community service".

Knowing the responsiveness in its operation both on the accuracy and speed which become the measuring instrument of government service performance to the public, should pay attention to the indicators as follows; (1) complaints from the public in obtaining services; (2) The attitude of the bureaucratic apparatus in responding to complaints from the public; (3) improvement of service delivery in the future; (4) provide satisfaction of service to the community; (5) using the applicable service elements. By considering the results of interviews with the authors of the informants of the elements of bureaucrats generally, say that the responsiveness of government bureaucracy seen from the dimension of accuracy and speed in providing services all say by rules and mechanisms that have been outlined by the government.

The level of responsiveness of public service can be determined if the service officers in the field of licensing have good will to help the service user of service permitted by giving the best service. Therefore, the principle of licensing service to the public needs to be based on a dialogical communication between the licensing apparatus and the community (the applicant). Also, service personnel should have the commitment and ability to recognize the needs and interests of the community (applicant permit).

Based on the opinion of the informants of the elements of bureaucrats and the informants of community elements who manage the Fishery Business License, which is more or less in line, the researcher argues that based on the responsiveness of bureaucrats (accuracy and speed) in the service of fishery business permit, bureaucrats have shown excellent service, but not optimal as desired by the community. The researcher's opinion on the responsibility of bureaucrats in providing services to the community in line with the opinion of explains that one of the problems in public service is the responsiveness of local government about the task of government service [18]. Good service is a service that prioritizes the interests of the community (applicant permit), not for the benefit of service providers.

IV. CONCLUSIONS

This study showed that a bureaucrat in providing the public service could complete the task of business licensing services accurately and may bear the risk of the various problems in the business licensing service. However, the bureaucracy seemed to

account for not all matters related to duties, which would be done and that has been done, both written and unwritten, and either requested or demanded to the entire community. Also, this study also suggested to the bureaucrat to provide public service, not because of any judgment or the intervention from others. The bureaucrat should perform the role of government bureaucracy based on ethical consciousness.

The service of Fishery Business License from the aspect of responsiveness that bureaucrats in providing services Permit to the public seen from the accuracy, speed, has been implemented in accordance with the rules in the administration of permits, and there are communities (applicants) who support, and there are also people who are less supportive. So according to the opinion of the writer that although responsiveness has been apparently implemented by bureaucrats, but needs to be improved, so that people in general who take care of Fishery Business License was satisfied.

REFERENCES

- [1] H. W. Yeung, "State-led development reconsidered: the political economy of state transformation in East Asia since the 1990s," *Cambridge J. Reg. Econ. Soc.*, vol. 10, no. 1, pp. 83–98, 2017.
- [2] Q. Zhi and M. M. Pearson, "China's Hybrid Adaptive Bureaucracy: The Case of the 863 Program for Science and Technology," *Governance*, vol. 30, no. 3, pp. 407–424, 2017.
- [3] P. Thompson and M. Alvesson, "Bureaucracy at work: misunderstandings and mixed blessings," *values Bur.*, pp. 121–140, 2005.
- [4] O. E. Hughes, *Public management and administration: An introduction*. Palgrave Macmillan, 2012.
- [5] M. Crozier, *The bureaucratic phenomenon*, vol. 280. Transaction Publishers, 2009.
- [6] Hernawan, R. Salam, Haerul, and Suprianto, "Regional Council Role in the Welfare Society Program," vol. 149, no. 1cest, pp. 31–33, 2017.
- [7] S. Saggaf, R. Salam, F. Kahar, and H. Akib, "Pelayanan Fungsi Administrasi Perkantoran Modern," *J. Ad'ministrare*, vol. 1, no. 1, pp. 20–27, 2014.
- [8] R. Salam, Rosdiana, Suarlin, and H. Akib, "The Impact of Policy on Region Expansion to Office Administrative Services in Barombong Substrict of Gowa District," in *International Conference on Mathematics, Science, Technology, Education and their Applications (ICMSTEA) 2014*, 2014.
- [9] R. L. Cord, J. A. Medeiros, and W. S. Jones, *Political science: An introduction*. Appleton-Century-Crofts, 1974.
- [10] D. Osborne, "Reinventing government," *Public Product. Manag. Rev.*, pp. 349–356, 1993.
- [11] E. Vedung, *Public policy and program evaluation*. Routledge, 2017.
- [12] H. Akib and A. Ihsan, "Bureaucratic Reform in Public Service: A Case Study on the One Stop-Integrated Service," *Mediterr. J. Soc. Sci.*, vol. 8, no. 2, p. 253, 2017.
- [13] R. K. Merton, "Bureaucratic structure and personality," *Soc. forces*, pp. 560–568, 1940.
- [14] J. Martinez, "Reinventing Government: How the Entrepreneurial Spirit Is Transforming the Public Sector," *The Urban Lawyer*, vol. 25, no. 3, pp. 683–691, 1993.
- [15] D. Noer, *KNIP: Komite Nasional Indonesia Pusat: parlemen Indonesia, 1945-1950*. Yayasan Risalah, 2005.
- [16] M. Lipsky, *Street-level bureaucracy, 30th ann. Ed.: dilemmas of the individual in public service*. Russell Sage Foundation, 2010.
- [17] M. B. Miles and A. M. Huberman, *Qualitative Data Analysis: an expanded sourcebook*. 1994.
- [18] C. Pollitt and G. Bouckaert, *Public Management Reform: A Comparative Analysis-Into the Age of Austerity*. Oxford University Press, 2017.