

***PUBLIC SERVICE IN THE PERSPECTIVE OF GOVERNMENT ETHICS IN SAMOFA DISTRICT, BIAK NUMFOR REGENCY***

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***Abstract***

*This study aims to evaluate public services from the perspective of government ethics in Samofa District, Biak Numfor Regency. High-quality public services reflect the state's commitment to its citizens, and are an indicator of the implementation of good governance principles. However, initial findings indicate a number of problems, such as low discipline of civil servants, lack of responsibility in carrying out tasks, and less than optimal quality of interaction between employees and the community. This study uses a qualitative descriptive approach, with data collection methods in the form of observation, in-depth interviews, and documentation. The formal focus of the study includes public service systems and policies, while the material focus includes civil servant behavior, organizational culture, and the application of ethical values in the service process. The research findings indicate that public services in Samofa District still experience significant obstacles, especially in terms of employee discipline and professionalism. Problems such as late attendance, lack of training on ethics, and limited facilities and incentives are the main causes of the decline in service quality. However, there is an initiative from the district leadership to foster a constructive work culture and maintain public trust. This study recommends increasing the capacity of civil servants through training based on government ethics, strengthening internal monitoring mechanisms, and providing proportional and fair incentives. These efforts are expected to encourage improvements in the quality of public services, both in terms of administration and morals, by placing the interests of the community as the main priority.*

***Keywords:*** *Public service, government ethics, discipline, professionalism, work culture.*

**INTRODUCTION**

Public service is an essential function of government that directly touches the needs and interests of citizens. The quality of this service not only reflects the performance of the bureaucratic apparatus, but also becomes a benchmark for success in implementing the principles of governance. Therefore, the implementation of public services needs to

be carried out effectively and efficiently, and based on ethical values of government such as accountability, transparency, justice, and integrity. In the context of bureaucratic reform and the implementation of decentralization, local governments have a strategic responsibility in encouraging the improvement of the quality of public

services. Especially at the district or sub-district level which plays a role as the front guard in providing direct services to the community. The district is not only an administrative extension of the district government, but also a direct implementer of various policies and service programs in its area.

However, public services at the district level still face significant challenges. Obstacles such as the lack of Standard Operating Procedures (SOP), low levels of employee discipline, limited authority, and lack of supporting facilities are the main obstacles that have an impact on the low quality of service. This condition triggers public dissatisfaction and reduces the level of trust in government institutions.

The effectiveness of public services is largely determined by the application of government ethics by the apparatus. Government ethics are not only understood as a set of moral norms, but also as work guidelines that direct the actions of the apparatus to be responsible and professional. Muhaimin et al. (2021) emphasized that principles such as responsibility, integrity, and accountability are the main foundations that every public servant must have. Without instilling strong ethics, the service system will easily experience deviations and fail to meet public expectations.

Samofa District in Biak Numfor Regency is a real example of this problem. Based on observations and interviews with the District Head and a number of employees, it is known that although the organizational structure has been neatly formed, the implementation of public services is still not optimal. One of the main causes is the absence of official SOPs as work guidelines, which is caused by the fact that authority has

not been delegated from the district level. This situation raises concerns about overlapping policies.

Employee discipline issues are also a central issue. Many employees are not present on time and show less than optimal performance, which has a direct impact on the length of service time received by the community. However, there is a commitment from the district leadership to continue serving the community with all the limitations that exist, which reflects the importance of the role of leadership ethics in maintaining service quality.

This situation shows the imbalance between the idealism of ethics-based public services and the reality of their implementation in the field. This is a crucial issue considering that society now demands faster, more professional, and accountable services. Slow and non-transparent services risk reducing public trust in government institutions, which can ultimately weaken the legitimacy of local government (Ayatullah Khumaini, 2013; Yayat, 2017).

With this background, this study aims to examine the application of ethical values of government in the public service process in Samofa District, Biak Numfor Regency. The focus of the study is directed at identifying the form of ethical application, the challenges faced, and the influence of ethics on service quality. The results of this study are expected to be a contribution in strengthening service governance based on ethics and professionalism, as well as providing policy input for local governments to build a more responsive and integrated service system.

## RESEARCH METHODS

This study uses a qualitative descriptive approach with the aim of gaining a deep understanding of public service practices based on the perspective of government ethics in Samofa District, Biak Numfor Regency. The focus of the study includes aspects of the service system, behavior and discipline of the apparatus, government organizational culture, and the application of ethical values such as responsibility, transparency, and social concern.

The study was conducted during May 2025 and consisted of three main stages: initial observation without direct access to the office due to limited permits, in-depth interviews after permits were obtained, and follow-up observations to strengthen field findings. Initial observations focused on capturing factual conditions in the field, such as late employee attendance and queues of people who had not received services.

After the official permit was obtained, the researcher conducted a semi-structured interview with the Head of Samofa District, Mr. Adam Umar, to gain further information on service standards, monitoring mechanisms, public complaints, training related to work ethics, and bureaucratic challenges at the local level. In addition to the interview, additional observations and verification of supporting documents were also conducted, such as organizational structures and internal policies related to public services.

The instruments used in the study included interview guidelines, observation notes, and administrative documentation. Data collection techniques included direct

observation of service activities, in-depth interviews as the main data source, and documentation reviews of archives and documents available in the district office environment.

The data were analyzed using Miles and Huberman's interactive analysis model, which involves three main stages: data reduction, data presentation, and inductive drawing of conclusions. The entire analysis process was directed at identifying patterns of public service practices that were in line with or contrary to ethical principles of government.

From the field results, it was found that Samofa District does not yet have a formal Standard Operating Procedure (SOP), so that the implementation of services is still very dependent on normative directives from the regional head. This dependence causes the implementation of the duties and functions of the apparatus to tend to be inconsistent and not yet standardized as a whole.

## RESULTS AND DISCUSSION

The research findings are presented in the results section of the sub-section (without numbering) according to the research objectives, to facilitate understanding, the research results are explained first, with the discussion of the following sub-section. The discussion provides a fairly clear explanation and cross-references to the research objectives.

### Results

This study aims to evaluate the application of ethical values of government in the implementation of public services in Samofa District, Biak Numfor Regency. The method used is a qualitative descriptive

approach, with data collection techniques through field observations, in-depth interviews with the District Head and related apparatus, and analysis of supporting documents.

Based on the results of observations and interviews, the organizational structure at the Samofa District Office has been arranged functionally and systematically. The District Head acts as the main person in charge, assisted by the Secretary, Sub-Division Heads, and Section Heads who handle various fields such as government, public order, development, social welfare, and public relations. Structurally, this system is considered capable of supporting the implementation of public services optimally.

However, in its implementation, there are still a number of problems that hinder the effectiveness of services. One of the main obstacles is the lack of preparation of Standard Operating Procedures (SOP) as a technical guide in implementing services. Currently, the implementation of services still refers to the vision and mission of the district head, while waiting for the formal process of delegating authority from the district government to the district level. The District Head stated that the preparation of SOPs independently is considered risky to cause overlapping policies between levels of government.

The absence of SOPs has resulted in service flows not being standardized and tending to be improvised, depending on the presence and direction of the leadership. When the District Head is not in the office due to official business, the service process often stops temporarily, resulting in delays in meeting community needs. However, the

District Head continues to demonstrate commitment to service by immediately returning to the office after completing outside duties to ensure that the community continues to be served.

In addition to structural and procedural issues, the behavioral aspect of the apparatus is also an important focus in this study. The results of the observation show that the level of employee discipline is still low. Most employees start working actively around 09.00 to 10.00, which clearly exceeds the set working hours. This indiscipline has a direct impact on service delays and reduces the level of public trust in government institutions.

Although the District Head has attempted to provide guidance through informal reprimands and guidance, changes in the behavior of the apparatus have not been significant. The absence of an adequate monitoring system and the lack of incentives are also obstacles in efforts to improve discipline and work ethics.

Overall, the research findings show that the main problems in the implementation of government ethics in Samofa District include low individual accountability, weak monitoring mechanisms, the absence of applicable SOPs, and limited authority held by the district government. These factors have a direct impact on the decline in the quality of public services and reflect the suboptimal implementation of the basic principles of government ethics, especially in terms of discipline which is an important element of good governance.

## **Discussion**

This study discusses the application of ethical values of government in public service practices in Samofa District, Biak Numfor Regency. Through the results of interviews and observations, a comprehensive picture of the implementation of public services and the challenges faced by the apparatus in building ethical and quality services is obtained.

### **Service Standards and Civil Service Discipline**

The District Head stated that work discipline and orientation towards community needs are the main foundations in carrying out tasks. His commitment to returning to the office after work activities to ensure that services continue to run reflects a high dedication to public service. This is in line with the basic principle of service that prioritizes public interests (Hasan Bisri, 2020). However, the results of observations show that the realization of discipline is still not consistent with the working hours that should be.

### **Transparency and Accountability in Service**

The principle of transparency is one of the most emphasized ethical values in Samofa District. The District Head emphasized the importance of building public trust as the main foundation of good governance. This transparency is part of the accountability of the apparatus in carrying out their duties (Muhaimin et al., 2021). However, the absence of formal SOPs has resulted in the transparency mechanism being less than optimal, and this opens up

opportunities for overlapping policies and procedural uncertainty.

### **Responsiveness to Public Complaints**

Quick response to public complaints is an important indicator in the implementation of government ethics. One real example is in land certificate administration services, where the apparatus strives to present clear procedures and effective communication. This approach reflects the principles of justice and responsiveness to the needs of the community, which are the foundation of quality public services (Wawan & Mayrudin, 2019).

### **Employee Ethics and Professionalism Development**

The district government has conducted ethical coaching before assignment, as an effort to improve the professionalism of the apparatus. This kind of coaching is important to ensure that moral values remain inherent in the implementation of tasks (Dera Izhar Hasanah, 2018). However, limitations in resources and lack of incentives are obstacles in optimizing the development of employee competence and motivation.

### **Internal Supervision and Work Discipline**

Supervision of employee discipline is an important part of maintaining service consistency. Although problems related to delays and inappropriate working hours are found, various informal approaches from leaders, such as providing routine directions, are expected to rebuild employee work ethics. Compared to bureaucracy in urban areas that have more adequate facilities and incentives, HR management in the regions

needs to be adjusted to local conditions (Muhaimin et al., 2021).

### **Limited Resources**

The limited number of apparatus in Samofa District is a challenge in itself in meeting service demands. This situation requires an efficient HR management strategy so that each employee can play an optimal role. This is in line with the theory of public service which emphasizes that personal competence and integrity are the keys to bureaucratic success (Wawan & Mayrudin, 2019).

### **Implications and Recommendations**

The findings of this study indicate that the implementation of ethical governance principles has had a positive impact, especially in terms of transparency, responsibility, and accountability. However, challenges such as weak discipline and limited personnel are still obstacles that need to be overcome.

Practically, it is necessary to continuously improve ethics training and implement an incentive system that is in accordance with local characteristics to increase employee motivation and responsibility. Theoretically, these results strengthen the view that government ethics are not only normative, but must be realized in real actions in order to create public services that are trusted and satisfying for the community.

### **CONCLUSION**

Based on research findings in Samofa District, Biak Numfor Regency, it can be concluded that the implementation of governance ethics in public services has shown positive developments, although it is still overshadowed by structural challenges

and work culture. Ethical values such as transparency, accountability, and responsibility are beginning to be seen in practice, especially through the active role of the District Head who shows high dedication in ensuring fair and fast services to the community.

In general, public services in this region reflect efforts to build public trust through responsiveness to citizen complaints and needs. This proves that government ethics do not stop at the normative level, but have begun to be integrated into the implementation of daily tasks.

However, this study also identified a number of obstacles that still hamper the optimization of services, including low employee discipline, inaccurate work hours, and the lack of SOPs as standard technical guidelines. In addition, the limited number of personnel and the less than optimal delegation of authority from the district government also weaken the effectiveness of services, which can ultimately affect public satisfaction.

The steps of coaching and ethics training that have been implemented are positive initial initiatives, but need to be strengthened through continuous and structured implementation. Consistent internal supervision and incentive systems based on performance and moral values need to be developed as strategies to encourage increased professionalism and employee discipline.

Overall, the implementation of governance ethics in Samofa District has contributed to improving the quality of public services. If the existing obstacles can be addressed gradually through strengthening the capacity of the apparatus and reforming the service system, then Samofa District has the

potential to become a model for public service practices with integrity and community orientation at the local level.

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