

## PROFESSIONAL ETHICS OF CIVIL SERVANTS AS PUBLIC SERVANTS CASE STUDY OF ONE-DOOR INTEGRATED SERVICES AT THE MANDAILING NATAL DISTRICT PROSECUTOR'S OFFICE BRANCH IN NATAL

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### Abstract

This study aims to analyze the legal basis for public services and the State Civil Apparatus, as well as the implementation of the One-Stop Integrated Service (PTSP) at the Mandailing Natal District Attorney's Office Branch in Natal. This study uses a normative research method with a legislative and conceptual approach, while data is collected through a literature review of laws, technical regulations, institutional documents, scientific journals, and other relevant literature. The focus of the research is directed at examining Law Number 25 of 2009 concerning Public Services and Law Number 20 of 2023 concerning State Civil Apparatus as a normative framework that regulates the principles of transparency, accountability, professionalism, and good governance in the provision of public services. The results of the study indicate that normatively, both laws have provided a strong foundation for the implementation of a quality PTSP and are oriented towards improving legal services. However, the implementation of PTSP at the Mandailing Natal District Attorney's Office Branch still faces several obstacles, including limited human resources, less than optimal use of information technology, inadequate service facilities, and weak guarantees of certainty regarding service time and costs. Furthermore, the non-issuance of a Government Regulation as the implementing regulation for the 2023 Civil Servant Law creates legal uncertainty that could potentially hinder the consistency of the service system. Overall, this study concludes that while the One-Stop Integrated Service (PTSP) has had a positive impact on service effectiveness, regulatory improvements, increased human resource capacity, and facility optimization are needed to ensure more professional, efficient, and integrated public services within the prosecutor's office.

**Keywords :** *Service, Society, Ethics*

### INTRODUCTION

Government ethics is a hot topic today, particularly in efforts to create a clean and authoritative government apparatus. Ethics is a reflection of what is known as "*self-control*," as everything is created and implemented by and for the benefit of the social group (profession) itself. In relation to the development of government apparatus, it provides direction that "the development of government apparatus is directed at improving the quality, efficiency and effectiveness of all levels of government administration, including improving the ability and discipline, dedication, exemplary behavior and welfare of its apparatus, so that overall they are increasingly capable of carrying out government duties. The undeniable fact is that the main substance mandated by the law to the entire "*civil servant community*", especially for those who hold the role of policy makers in the field of personnel, is to create professional civil servants. The problem is, until now, preparing professional civil servants with high competence as expected by various parties still feels like a 'dream' that has not been achieved. The many complaints and in some cases less than positive assessments directed at the government bureaucracy, which basically includes civil servants, is one indication that strengthens the suspicion that the performance of these public servants and servants, from the perspective of the general public, is still below the expected standard.

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Public service is an interesting topic for study by experts and observers of public administration issues. Public service is the fulfillment of the desires and needs of the community by state administrators, and the state is established by the public with the aim of improving public welfare. Sinambela stated that the goal of public service is to satisfy the public as service users. And this satisfaction can be achieved by providing quality service or excellent service, reflected in transparency, namely service that is open, easy, and accessible to all parties in need and provided adequately and easily understood. Accountability, namely services that can be accounted for in accordance with the provisions of laws and regulations. Conditional, namely services that are in accordance with the conditions and capabilities of the service provider and recipient while adhering to the principles of efficiency and effectiveness. Participatory, namely services that can encourage community participation in the implementation of public services by taking into account the aspirations, needs and expectations of the community. Equal rights, namely services that do not discriminate from any aspect, especially ethnicity, race, religion, group, social status and others. Balance of rights and obligations, namely services that consider aspects of justice between providers and recipients of public services.

As a crucial element in the government bureaucracy, civil servants (PNS) are required to adapt to various environmental changes, whether domestic, international, or global. Therefore, PNS must be able to carry out their duties effectively, especially in interacting with the public. Therefore, PNS must possess a high level of professionalism and adequate competence to provide quality services in accordance with public expectations. Efforts to improve the quality of performance and service provided by PNS are also required, both at the operational and managerial levels. The One-Stop Integrated Service (PTSP) system could be an option to improve the one-stop service system at the Mandailing Natal District Attorney's Office Branch in Natal. However, this new system will not achieve the desired changes if it fails to demonstrate service efficiency, have clear time and cost standards, simple procedures, and is easily accessible to those in need. To create an administrative service system with these characteristics, one strategy that needs to be developed within the One-Stop Integrated Service (PTSP) is to organize Service Units (UP) with specific authority to provide services. Licensing. This UP can be designed in several forms, including: First, the UP is a specific work unit/unit authorized to provide centralized investment licensing services. This work unit/unit can process and issue various types of permits, which represents a partial transfer of authority from other work units that provide licensing services. Second, the UP is a work unit/unit that directly provides investment licensing services. This work unit/unit has a front line that receives all investment licensing applications in the region, as well as a back line that collaborates with other work units/units that functionally issue permits.

## FORMULATION OF THE PROBLEM

The research approaches that will be discussed in this research are:

1. How is the application of the professional ethics of Civil Servants in providing services to the public at the One-Stop Integrated Service of the Mandailing Natal District Attorney's Office Branch in Natal?
2. What are the forms of obstacles or barriers to professional ethics that occur in the service process at the PTSP Branch of the Mandailing Natal District Attorney's Office?

## RESEARCH PURPOSES

The purpose of this study is to analyze the application of professional ethics of Civil Servants in providing services to the public at the One-Stop Integrated Service of the Mandailing Natal District Attorney's Office Branch in Natal, so that it can be known to what extent ethical principles, such as integrity, accountability, transparency, and professionalism are implemented in public service practices. In addition, this study aims to identify various forms of violations or obstacles to professional ethics that arise in the service process, both those originating from individual factors, bureaucratic systems, and operational conditions in the field. Through this objective, the study is expected to be able to provide a comprehensive picture of the quality of the implementation of professional ethics and the obstacles that influence it .

## RESULTS AND DISCUSSION

### Base Regulation About Service Civil Servants at the One-Stop Integrated Service (Ptsp)

#### 1. Law Number 25 of 2009 concerning Public Services

Service information is a written statement containing all the details of the obligations and promises contained in the service standards. The public service information system, hereinafter referred to as the Information System, is a series of activities that include the storage and management of information as well as the mechanism

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for delivering information from the organizer to the public and vice versa in the form of oral, Latin writing, writing in Braille, picture language, and/or local languages, and presented manually or electronically. Mediation is the resolution of public service disputes between parties through assistance, either by the ombudsman himself or through a mediator appointed by the ombudsman. Information disclosure is in accordance with the mandate of Law No. 25 of 2009 concerning Public Services, Article 4 states that the implementation of public services is based on: public interest; legal certainty; equal rights; balance of rights and obligations; professionalism; participation; equal treatment/non-discrimination; openness; accountability; facilities and special treatment for vulnerable groups; timeliness; and speed, convenience, and affordability. Good governance is a process of organizing bureaucracy in the service of public goods and services (Public goods and services) which in its implementation must always adhere to the principles of good governance, namely: the principles of effectiveness, equity, participation, accountability, and transparency. If we look closely at the definition above, a good governance system will always include 3 Domain elements are: State, private sector, and society. So that good governance contains the meaning of values that uphold the wishes of the people, independence, functional aspects, and effective and efficient governance. Public service implementers, hereinafter referred to as implementers, are officials, employees, officers, and everyone who works in the organizing organization whose task is to carry out actions or a series of public service actions. The community is all parties, both citizens and residents as individuals, groups, or legal entities who are in the position of recipients of public service benefits, either directly or indirectly. Service standards are benchmarks used as guidelines for the implementation of services and references for assessing service quality as obligations and promises of organizers to the community in the context of quality services and equipped with principles, norms so that services become fast, easy, affordable, measurable, and transparent so that their functions are in accordance with those outlined.

## Law Number 20 of 2023 concerning State Civil Apparatus

ASN Welfare is a social welfare program that covers various aspects of welfare for ASN such as social assistance, housing, and education for ASN and their families, in addition to increasing motivation and coaching to improve ASN performance as a process in welfare providing as many social services as possible to ASN. Law Number 20 of 2023 concerning the State Civil Apparatus (ASN) was drafted in response to the fundamental need to build a bureaucracy based on Pancasila values. Philosophically, Pancasila, as the foundation of the state, mandates that all aspects, in accordance with Article 68 of Law No. Law Number 20 of 2023 concerning the State Civil Apparatus, Government Regulations as implementing regulations of the law must be stipulated within six months after the law is enacted. However, as of the time of this research, there has been no new Government Regulation specifically regulating adjustments to the provisions in the 2023 ASN Law. This condition has the potential to cause inconsistencies with the principle of *rechtsstaat* (rule of law) which demands legal certainty and order. Furthermore, this can also be considered a violation of the principle of legality, where every implementation of the law must be supported by clear implementing regulations so that the law can be enforced consistently and effectively in the system of governance, including the state civil service system, reflecting the principles of social justice, democracy, and just and civilized humanity.

Material regarding Article 62 paragraph (4) of Law Number 20 of 2023 The material in Article 62 paragraph (4) explains: *"Further provisions regarding ASN professional organizations as referred to in paragraph (1) are regulated in Government Regulations"* Article 62 paragraph (4) explains that to ensure that ASN professional organizations run according to the rules, professionally, and do not deviate from ASN duties as public servants, the government needs to formulate Government Regulations as operational and legal guidelines that are binding. The reasons why Article 62 paragraph (4) needs to be followed up by Government Regulations: 1) Adjusting ASN Professional Organizations to the Principles of the Merit System and ASN Neutrality As civil servants, ASN must be neutral and impartial in political matters, and always follow the rules based on ability and achievement.

## Implementation of One-Stop Integrated Services at the Mandailing Natal District Attorney's Office Branch in Natal

The implementation of the One-Stop Integrated Service (PTSP) at the Mandailing Natal District Attorney's Office branch in the Natal region is a concrete manifestation of bureaucratic reform efforts. This reform process aims to significantly improve the quality of public services, particularly in the context of law enforcement. The existence of the PTSP also illustrates the implementation of a new service mechanism. has begun to be implemented within the relevant institutional environment. PTSP is an innovative method in public service that

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applies the principle of ownership and adequate understanding of the entire administrative process. This allows access ranging from receiving applications, legal consultations, information provision, and so on through a single, highly integrated door. The tactics and strategies used in the PTSP system itself are also designed in such a way as to minimize all forms of bureaucratic obstacles to service effectiveness and the potential for detrimental procedural irregularities. With the implementation of the PTSP system, the public can be more confident in the procedures they must follow, shorten service times, and a much higher level of transparency in every legal interaction they have. At the Mandailing Natal District Attorney's Office Branch in Natal, the implementation of the One-Stop Integrated Service (PTSP) is also supported by the use of information technology and a more systematic restructuring of internal workflows. All types of services, such as requests for public information, letters of reference, legal consultations, and other administrative services, are channeled through designated PTSP counters. Prosecutor's officers working at the PTSP counters receive special training to ensure services are delivered professionally, responsively, and in accordance with standard operating procedures (SOPs). This implementation not only improves the institution's internal efficiency but also strengthens public trust by providing services that are accountable, easily accessible, and oriented toward the public interest. Thus, the PTSP plays a significant role in realizing modern, effective, and integrity-based prosecutorial services.

## Obstacles or Constraints in Services at PTSP

If governance is good, then everything related to government activities will also be good, including the implementation of public services. Embodying this concept of good governance, the Mandailing Natal District Attorney's Office's PTSP Branch in Natal is obligated to provide public services to the community, motivated by the pursuit of good governance, specifically public services in the licensing process. The following are some examples: become an obstacle or constraint to PTSP services at the Mandailing Natal District Attorney's Office branch in Natal;

- a. Human Resources, Human Resources play an important role in public services, which include skills, knowledge, attitudes, integrity, capacity, independence and other competent skills.
- b. System Improvement, System improvement towards current technology, which will support the service process to be faster, more practical, cheaper, efficient and achievable.
- c. Improvement of service facilities, public service facilities such as air conditioning, benches, chairs, cleanliness, comfort and aesthetically there are mirrors that are pleasant to look at or enjoyed.
- d. There is a guarantee, a guarantee against time, costs and other unnecessary losses.
- e. Supervision from leaders to subordinates Leaders can build synergistic communication to continue to pay attention to and monitor the performance of subordinates in order to provide good service as a form of good governance.

## CONCLUSION

Based on the analysis conducted, it can be concluded that the legal basis for public services and the State Civil Apparatus, as stipulated in Law Number 25 of 2009 concerning Public Services and Law Number 20 of 2023 concerning the State Civil Apparatus (ASN), provides a clear normative framework for the provision of transparent, accountable, fair, and professional services. These provisions emphasize the essence of service standards, the protection of the rights of the public as service recipients, and the responsibility of ASN to carry out their duties in accordance with the principles of good governance, a merit system, and neutrality. However, the absence of implementing regulations for the 2023 ASN Law creates a regulatory gap that could disrupt legal certainty and consistency in the implementation of government administration, including in the field of personnel and the operation of ASN professional organizations.

The implementation of the One-Stop Integrated Service (PTSP) at the Mandailing Natal District Attorney's Office Branch in Natal is a concrete step towards bureaucratic reform by improving the quality of legal services, making them faster, more transparent, and more integrated. Although the PTSP has succeeded in improving public access, the effectiveness of the service process, and public trust, its implementation still faces several obstacles, such as limited human resources, the need for technology-based system updates, deficiencies in service facilities, and weak guarantees of time and costs. Furthermore, the role of oversight by management is crucial to ensuring that every service process is carried out according to standards. As a result, optimizing the PTSP requires comprehensive improvements, encompassing regulatory aspects, human resource quality, infrastructure, and strengthening management that focuses on professional and integrated public services .

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