

Analysis of Public Service Ethics in Population Administration (Case Study of Family Card Making Services at the Palu City Population and Civil Registration Service)

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Abstract

This research aims to analyze public service ethics in population administration, with a focus on the Palu City Population and Civil Registry Service. Problems such as long processing times, unclear procedures, discrimination, unreasonable fees, unresponsive services, poor document quality, non-transparency and corrupt practices in processing Family Cards are the background for this research. The research method used is qualitative with a descriptive approach. Data was collected through in-depth interviews, observation and document analysis. Informants were selected using a purposive sampling technique from various levels in the organizational hierarchy, service applicants, and people who had interacted with population administration. The research results show several important findings. Efficient use of public funds, separation between personal and office property, and implementation of a merit system in employee recruitment and promotion are important aspects that need to be improved. In addition, responsibility, professional standards and accountability in the use of public funds must be improved. Responsiveness to complaints, problems and aspirations of the community is also a key factor in improving public service ethics. It is hoped that this research can contribute to understanding and improving ethical practices of public services in population administration. The practical implications of this research include recommendations for improvements in procedures, policies, and better organizational culture to ensure public services that are more ethical and responsive to community needs.

Keywords Public Service Ethics, Population Administration, Family Card

INTRODUCTION

Efficient and ethical public services are one of the main pillars of good governance. Public service ethics is not only about complying with regulations and policies, but also includes moral aspects and values in interactions between government and society. In the context of population administration, high quality services are the key to supporting citizens' basic rights, such as the right to identity and official documents. One of the vital services in population administration is the service for making Family Cards, an important document in recording family composition and population status.

This study examines the ethical practices of public services in the context of population administration, with a focus on the family card making service at the Palu City Population and Civil Registry Service. Palu City, as the capital of Central Sulawesi Province, has a fairly large and diverse population, as well as various challenges in population administration. Ethical service in making Family Cards is important not only to record accurate population data, but also to ensure that citizens' rights are protected.

The public service component is very important in government functions that directly affect the lives of citizens. Population administration, as an important branch of government, has a major responsibility in managing population data and providing services related to



official documents, such as Family Cards, which record population status and family composition.

The city of Palu, located in Central Sulawesi Province, Indonesia, is an important economic and administrative center. Significant population growth, diverse social and economic backgrounds, and unique administrative challenges in this region make ethical public service a very important element. Ethical service includes aspects such as equality, integrity, transparency, fairness and responsiveness to community needs.

The Family Card making service at the Palu City Population and Civil Registry Service is one of the key services used by residents to record changes in their population status and family composition. Therefore, it is important to ensure that these services are not only efficient but also reflect the ethical principles of public service.

However, in recent years, there have been various reports and indications of ethical discrepancies in population administration services, including family card making services in Palu City. Some of the issues that have emerged include questionable practices, discrimination, and inequities in services.

Therefore, an in-depth analysis of the ethical practices of public services in the context of population administration in Palu City, especially in the service of making Family Cards, is needed. This research will attempt to identify the factors that influence ethical or unethical practices in these services, as well as their potential impact on society and population management as a whole. It is hoped that the results of this research can provide guidance for improving better and more ethical public service practices in Palu City and similar areas.

To get a more specific picture of the problems that people often complain about regarding the Family Card making service at the Palu City Population and Civil Registry Service, you may need to conduct field research or interviews with local residents. However, here are some common problems that often arise in population administration services in many areas, including those that may occur in Palu City:

1. **Long Processing Time:** People often complain about the long time it takes to get a new Family Card or apply for data changes. This slow process can make it difficult for citizens to access these services, especially if they need them quickly.
2. **Unclear Procedures:** Complex or unclear procedures in obtaining Family Cards can confuse citizens and hinder their ability to fulfill administrative requirements.
3. **Discrimination or Unfair Treatment:** Sometimes, residents complain of unfair or discriminatory treatment by service personnel. This may relate to discrimination based on social status, economic status, or other factors.
4. **Unreasonable Fees:** High fees or unclear additional fees in the process of obtaining a Family Card can be an additional burden for residents who need it.
5. **Service Unresponsiveness:** People may experience difficulty in seeking help or information from service personnel. This unresponsiveness can hinder their ability to solve problems or ask questions.
6. **Poor Document Quality:** Family Card documents issued with low quality or data errors can cause problems in their use for various official purposes.

7. Non-transparency: People often want transparency in the process of obtaining a Family Card, including a better understanding of the procedures, costs and their rights as an applicant.
8. Corruption or Fraudulent Practices: Sometimes, there are complaints about corruption or fraudulent practices in processing Family Cards, such as requests for bribes or unauthorized deductions.

In assessing the service elements at the Palu City Population and Civil Registration Service, several important findings can be identified.

First, on the Service Requirements element, the public gave an average rating of 3.64, which shows that the requirements required by the service are considered quite clear and easy for the public to understand.

Second, the Service Procedure element received an average rating of 3.52, indicating that the procedures that must be followed by the public when using services are considered quite good.

Third, on the element of Timeliness of Service, there is a lower assessment with an average of 3.19. This indicates that there is a problem in maintaining punctuality in providing services to the community.

Fourth, the element of Fairness of Service Costs received the highest assessment with an average of 3.92, which shows that service costs are considered reasonable by the public.

Fifth, the quality of service results received an assessment of 3.54, which shows that the service results provided to the community are considered quite good.

Sixth, on the Service Officer Ability element, there is an average rating of 3.41. This assessment indicates that there is room for improvement in the competency and capabilities of service personnel.

Seventh, in the Service Officer Behavior element, the average rating is 3.21. This shows that efforts are still needed to improve the politeness and behavior of officers when providing services to the community.

Eighth, the quality of Facilities and Infrastructure received an average rating of 3.53, illustrating that the facilities and infrastructure available for providing services to the community are considered quite good.

Ninth, the Complaint Handling element received the highest rating with an average of 3.65, indicating that complaints from the public are treated well and effectively.

This research will explore whether these or other problems often occur in the Family Card making service at the Palu City Population and Civil Registry Service. This will help understand the concrete challenges faced by society and support the ethical analysis of public services in that context.

Next, the author analyzes as a comparison the similarities and differences in research by reviewing previous research Widiawari, RR (2022). Public Administration Ethics in the Implementation of Governance in Indonesia.

This research aims to explore the implementation of ethics in public administration in the context of Indonesian government governance or bureaucracy. A qualitative approach was used in this research, with main data obtained through observation and secondary data



from relevant media and literature sources. The research results show that there are deficiencies in the accountability of several government officials in Indonesia in carrying out their duties, authority and responsibilities. This has become the public spotlight and received criticism, especially in the context of public bureaucracy reform.

To overcome this problem, apart from the necessary law enforcement efforts, it is also important to promote and implement ethics in public administration for bureaucratic officials. This research makes an important contribution in understanding ethical aspects in public administration or bureaucracy, and this can open up space for discussion and criticism regarding its implementation in Indonesia. Apart from that, this research can also be a starting point in discussing concrete steps that can be taken by government bureaucracy administrators to eradicate the practices of corruption, collusion and nepotism.

Analysis of the research that has been presented can reveal a deeper understanding of ethical issues in public administration in Indonesia. The following are several analysis points related to this research:

1. **Importance of Ethics in Public Administration:** This research rightly identifies the importance of ethics in public administration. Ethics is an important foundation for ensuring that public services are carried out with integrity and accountability. The spotlight on corruption, collusion and nepotism is a strong indication of why public administration ethics is a major concern.
2. **Research Methodology:** The use of qualitative methods in this research is the right approach to gain an in-depth understanding of the situation in the field. The combination of primary data from observations with secondary data from media sources and literature provides a broader context for analysis.
3. **Accountability Issues in Bureaucracy:** The finding that some government officials lack accountability in carrying out their duties is a very important issue. This reflects major challenges in Indonesian governance and needs to be a focus for improvement.
4. **Bureaucratic Reform:** This research highlights the importance of bureaucratic reform in Indonesia. This reform is not only about organizational restructuring, but also about promoting ethical values and ensuring that bureaucratic officials act in a transparent and accountable manner.
5. **Government Involvement:** This research highlights the government's responsibility in promoting ethics in public administration. Apart from law enforcement, the government needs to create a culture that encourages integrity and ethics among bureaucratic officials.
6. **Contribution to Discussion and Criticism:** This research makes an important contribution to the discussion about public administration ethics and governance in Indonesia. This also opens up opportunities for constructive criticism and improvements to the bureaucratic system.

In this analysis, it is important to remember that the research provides an initial understanding of ethical issues in public administration in Indonesia. Furthermore, further research and concrete action may be needed to address the problems that have been identified and promote ethics in government bureaucracies.

Let's discuss the similarities and differences between the two studies mentioned in your question in more detail:

Equality:

1. **Focus on Ethics in Public Administration:** Both studies have the same focus on ethical issues in public administration. They identified the importance of ethics in carrying out government governance and public services in Indonesia.
2. **Use of Qualitative Methods:** Both the research in your question and the author's research use a qualitative approach to data collection and analysis. This allows them to gain a deep understanding of ethical issues in public administration.
3. **Case Study:** Both studies involve case studies as a research approach. The research in your question explores public service ethics in the context of Family Card making services at the Palu City Population and Civil Registry Service, while the author's research does not provide specific information about the case study, but equally emphasizes ethical issues in public administration in Indonesia.

Difference:

1. **Different Locations and Case Studies:** The research in your question specifically focuses on case studies on the Family Card making service at the Palu City Population and Civil Registry Service. Meanwhile, the author's research does not provide specific information about the location or case studies used.
2. **Author's Research:** The research provides quite detailed information about the methodology, namely qualitative, the main issue is ethics and public servants, and the main findings are that ethics has not been effective.
3. **Different Focus:** Although both relate to ethics in public administration, the research in your question has a very specific focus on Family Card services.

LITERATURE REVIEW

In the "dichotomy of politics and administration" paradigm explained by Wilson, as stated by Widodo (2001: 245), there are two different functions in government, namely the political function related to public policy making or determining what becomes the wishes of the state, and administrative functions related to the implementation of these policies. In this context, the power to make public policies is in the hands of political power (political master), while state administration is responsible for implementing these political policies. However, because state administration has authority known as "discretionary power," namely the freedom to interpret political policies into concrete programs and projects, the question arises of how to ensure that this authority is used well and not abused.

Therefore, ethics becomes important in the context of public administration. Ethics can act as a guide, reference and direction for bureaucratic officials in carrying out their duties related to political policies. Apart from that, ethics also functions as a standard for assessing whether the behavior of bureaucratic officials in implementing political policies can be considered good or bad. In the context of bureaucracy, Dwiyanto (2002:188) explains that bureaucratic ethics is a set of norms that provide guidance to bureaucratic officials in



carrying out service duties to the community. Bureaucratic ethics must always prioritize the public interest above their personal, group or organizational interests. This ethics must be oriented towards policy choices that truly prioritize the interests of society at large.

Furthermore, understanding public services provided by the bureaucracy is part of the function of bureaucratic officials as public servants. This means that public services are intended to improve community welfare by providing services to individuals or community groups who need them in accordance with established rules and procedures. Ethics in the context of public services is very important because it can ensure that services are provided without discrimination, in a friendly manner and with professionalism. By implementing public service ethics, it is hoped that the interests of the service user community will be the main priority, in accordance with the mission of the bureaucratic apparatus and the expectations of the service user community (Dwiyanto, 2000:201-202).

Ethics in public administration has two main roles. First, ethics functions as a guide and reference for state administration or public bureaucracy in carrying out its duties and authority so that actions carried out by bureaucratic officials are considered good, commendable and beyond reproach by society. Second, ethics in a bureaucratic context functions as a standard for assessing the nature, behavior and actions of public bureaucratic officials, so that they can be judged good, beyond reproach and commendable. Some views on ethics in public administration include the following concepts:

1. Public service ethics is a way of serving society by following habits that contain life values, laws or norms that are considered good. This view was expressed by Kumorotomo (1996:7) and Putra Fadillah (2001:27).
2. Ethics in the context of bureaucracy, as mentioned by Dwiyanto (2002: 188), is described as guiding norms for bureaucratic officials in carrying out service duties to the community. Bureaucratic ethics must always prioritize public interests above personal, group or organizational interests. This ethic must focus on policy choices that truly prioritize the interests of society at large.

According to Darwin's (1999) view, bureaucratic or state administration ethics is a set of values that serve as a reference or guide for human actions in organizations. This ethics has two main functions: first, as a guide, reference and reference for state administration or public bureaucracy in carrying out their duties and authority so that their actions are considered good, commendable and beyond reproach; second, as a standard for assessing the nature, behavior and actions of the public bureaucracy so that it is considered good, beyond reproach and commendable. Several values in bureaucratic ethics that can be used as a guide include efficiency, distinguishing between personal property and office property, being impersonal, implementing a merit system, being responsible, accountable and responsive to society.

According to Widodo (2001:241), state administration ethics is a form of control over the main tasks, functions and authority of state administration. To be considered good, these duties must be carried out by following state administration ethics. In the context of public service ethics, there is a set of values that guide public bureaucracy in carrying out their duties and authority, namely:

1. Efficiency: The attitudes, behavior and actions of public bureaucracies are considered good if they are efficient, meaning they use public funds carefully to provide maximum benefits to the public. Every member of the organization is expected to make a meaningful contribution.
2. Distinguishing Personal Property from Office Property: A good bureaucracy must be able to differentiate between office assets and personal assets. Office property may not be used for personal purposes.
3. Impersonal: In carrying out relationships between departments or collaborating in collective cooperation, the public bureaucracy must maintain these relationships formally. Emotional elements must be avoided, and actions must be based on organizational regulations. Breaking the rules should be punished, while good achievements should be recognized.
4. Merital System: The employee recruitment and promotion process must be based on merit or success which includes knowledge, skills, abilities and experience, not based on personal relationships. This will ensure that the individuals being promoted are competent and professional in carrying out their duties and responsibilities.
5. Responsible: Public bureaucracy must be responsible in carrying out their duties and authority. This responsibility includes professional standards and technical competencies necessary to carry out their duties well. The administration must be fair, impartial, and must comply with the code of ethics as a public servant.
6. Accountable: Accountability indicates that the use of public funds must be appropriate and not involve illegal practices. Administration must be able to account for their actions, attitudes and performance to those who provide authority and trust.
7. Responsiveness: Public bureaucracy must be responsive to complaints, problems and aspirations of the community. They must be quick in understanding community needs and try to fulfill them without delaying time or getting caught up in excessive procedures (Dwiyanto, 2000:201-202).

Furthermore, public service ethics is needed to ensure the responsiveness of bureaucratic officials to the interests of the public who use services. This principle ensures that there is no discrimination in services and that the public is satisfied with the services provided. By applying these ethical principles, it is hoped that public services will be in accordance with the mission of the bureaucratic apparatus and meet the demands of the service user community (Dwiyanto, 2000:201-202).

METHOD

This study will use qualitative research methods. This method is suitable for exploring a deep understanding of public service ethics in population administration. A qualitative approach will allow researchers to gain insights from diverse points of view and explore the social, cultural and organizational contexts that influence public service practices.

The approach used in this research is a descriptive approach. This research will describe, explain and analyze the ethical practices of public services in population administration, as well as the factors that influence them.



The data that will be collected is qualitative data. This data includes the opinions, views, perceptions and experiences of informants related to public service ethics in population administration. Qualitative data will provide an in-depth understanding of the research topic.

Data collection technique

1. Interviews: Researchers will conduct in-depth interviews with various informants related to population administration, including service officers, managers, applicants and the general public. Interviews will be recorded and transcribed for further analysis.
2. Observation: Researchers will directly observe the public service process in population administration. Observations will include observing the interactions between service personnel and applicants, as well as the procedures carried out.
3. Document Analysis: Documents related to population administration, regulations, policies, reports and internal documents will be analyzed to gain an understanding of the existing ethical framework.

Informant Determination Technique

The selection of informants will be carried out using purposive sampling technique. Informants were selected based on their knowledge and experience in population administration, as well as their ability to provide relevant insights regarding public service ethics. Informants will come from various levels in the organizational hierarchy, service applicants, and the public who have interacted with population administration.

The collected data will be analyzed using content analysis techniques. Analysis steps will include:

1. Coding: Data will be coded into relevant categories, including ethical practices, identified issues, and factors influencing public service ethics.
2. Grouping: Data that has been coded will be grouped based on themes that emerge in the research.
3. Interpretation: Data will be interpreted to understand patterns, trends and implications related to public service ethics in population administration.
4. Presentation of Results: The results of the analysis will be presented in the form of narratives, tables, and possibly also direct quotes from informants to support research findings.

This research method will allow researchers to gain an in-depth understanding of public service ethics in population administration in Palu City, as well as provide recommendations for improvement and development of better practices.

RESULTS AND DISCUSSION

Based on research results, efficiency in the use of public funds can be improved in the context of public administration. To increase efficiency in the use of public funds in the context of population administration, the Palu City Population and Civil Registry Service can adopt a stricter budget management approach. This involves tighter oversight of the

allocation of funds to population projects, regular evaluation of expenditures, and the use of information technology to monitor and control budgets. Additionally, training related to financial management can be provided to staff to ensure more effective use of funds.

Public bureaucracy can be more effective in distinguishing between personal and office property, and prevent the use of office assets for personal interests. To increase separation between personal and office property and prevent misuse of office assets, the Palu City Population and Civil Registry Service needs to adopt clear policies related to ethics and integrity. Rigorous internal audits should be conducted periodically to check compliance with this policy. Ethics and integrity training can also be provided to all staff to increase their understanding of these issues.

An effective strategy to ensure that relations between parts of the public bureaucracy remain impersonal and in accordance with organizational regulations. To ensure relations between departments remain impersonal and in accordance with organizational regulations, the Palu City Population and Civil Registry Service can adopt effective conflict management practices. This involves training staff in effective communication, constructive conflict resolution, and management's role in maintaining harmonious relationships between departments. Implementing strict internal regulations is also important to ensure compliance with organizational standards.

The implementation of the merit system in employee recruitment and promotion can be improved to ensure that the individuals promoted are the most competent and professional. To improve the implementation of the merit system in employee recruitment and promotion, the Palu City Population and Civil Registry Service can tighten the selection process, including competency tests and stricter interviews. The use of an independent panel of assessors can also help ensure fairness in the process. Additionally, promotions and awards may be awarded based on measurable performance and evidence of achievement, rather than on personal relationships.

Public bureaucracy can be more responsible in carrying out its duties and authority, and how professional standards and technical competencies can be implemented effectively. To increase responsibility and professional standards in carrying out their duties, the Palu City Population and Civil Registry Service can adopt a transparent and accountable reporting system. Quality, competency-based performance assessments can also help increase staff accountability. Continuous training and professional development are also important to improve staff technical competence.

Accountability in the use of public funds can be improved to ensure that illegal practices are avoided and that funds are used appropriately. To increase accountability in the use of public funds, the Palu City Population and Civil Registry Service can strengthen internal and external controls. Independent audits can be carried out regularly to check compliance with regulations for the use of public funds. Apart from that, transparent financial reporting to the public can also increase accountability.

Public bureaucracy can become more responsive to complaints, problems and aspirations of the community, and ensure that public services are not trapped in excessive



procedures. To be more responsive to the community, the Palu City Population and Civil Registry Service can establish an official mechanism for collecting complaints and input from the community. The public service process can be simplified and adapted to community needs. Customer service training can also be provided to staff to ensure a friendly attitude and responsive service.

It is hoped that the incorporation of practices as described above in population administration in Palu City will improve public service ethics, create a more professional, accountable and responsive environment, and help ensure that public services meet high ethical standards.

Based on the description of the research results that have been prepared previously, several analyzes can be drawn as follows:

1. **Efficient Use of Public Funds:** Increasing efficiency in the use of public funds in population administration is an important aspect in ensuring that public resources are used well. By adopting stricter budget management and information technology for budget monitoring, the Palu City Population and Civil Registry Department can reduce the risk of waste and ensure that public funds are used to provide maximum benefits to the community.
2. **Distinguishing Personal Property and Office Property:** It is important to ensure that population administration staff understand the boundaries between personal property and office property. This can be achieved through clear policies, internal audits, and ethics and integrity training. This will help prevent misuse of office assets and maintain integrity in administration.
3. **Impersonal Relations Between Parts:** Keeping relations between parts in a public bureaucracy impersonal is an important step to avoid conflict and ensure compliance with organizational regulations. Effective conflict management practices, good communication, and the role of management in maintaining harmonious relationships are strategies that can be implemented.
4. **Merit System Implementation:** Implementation of a merit system in employee recruitment and promotion is key to ensuring that the individuals promoted are the most competent and professional. A rigorous and independent selection process, as well as awards based on measurable performance, will help create an environment where quality and competence are valued.
5. **Responsibility and Professional Standards:** Public bureaucracy needs to be responsible in carrying out its duties and authority. The application of high professional standards and technical competence is important in maintaining the quality of public services. Training and professional development will help improve the quality of staff.
6. **Accountability in the Use of Public Funds:** Accountability in the use of public funds is a prerequisite for preventing illegal practices and ensuring the targeted use of funds. Independent audits and transparent financial reporting are effective tools for achieving accountability.
7. **Responsiveness to the Community:** Being responsive to complaints, problems and aspirations of the community is important for building public trust and satisfaction with

public services. Mechanisms for collecting input from the public, simplifying public service processes, and customer service training are steps that can help create a responsive environment.

In the context of the research "Analysis of Public Service Ethics in Population Administration," the application of practices as described above will help the Palu City Population and Civil Registry Service to improve public service ethics. This will create a more professional, accountable and responsive environment in providing services to the public, as well as ensuring that public services meet high ethical standards. Apart from that, the results of this research can also be a basis for further improvement and development in population administration in Palu City.

The following discussion will outline how the problems that have been identified and related theories can support improvements in public service ethics in population administration, with a focus on the case of the Family Card making service at the Palu City Population and Civil Registry Service.

1. Processing Time:

People complain about the long time it takes to get a new Family Card or apply for data changes. This slow process makes it difficult for residents to access these services. In public administration theory, efficiency is one of the main components in providing good services to the community. According to efficiency theory, public bureaucracy must use resources efficiently to achieve stated goals. To overcome this problem, the Palu City Population and Civil Registry Service needs to ensure that the use of public funds in population administration is carried out efficiently. This includes wise allocation of funds to speed up the Family Card processing process and the use of information technology to optimize work flow. Efficiency theory can be used as a basis for measuring and improving performance in reducing processing time.

2. Procedural Ambiguity:

Complex or unclear Family Card processing procedures can confuse citizens and hinder their ability to fulfill administrative requirements. Bureaucratic theory in public administration emphasizes the importance of clarity in regulations and procedures. An effective bureaucracy must have clear guidelines to avoid uncertainty. The Palu City Population and Civil Registry Service needs to clarify and simplify the guidelines for processing Family Cards. This is in line with bureaucratic theory which prioritizes regulations that are clear and accessible to the public. These steps will help residents understand what is expected of them.

3. Discrimination or Unfair Treatment:

Sometimes, residents complain of unfair or discriminatory treatment by service personnel. This may relate to discrimination based on social status, economic status, or other factors. The concept of ethics in public administration emphasizes the importance of fair and equal services to all citizens. Discrimination or unfair treatment goes against these ethical principles. Implementing a stricter merit system in employee recruitment and promotion can help ensure that service personnel are individuals selected based on



competence and professionalism, not personal preference. This is in line with ethical theory in public administration which demands fair treatment of all citizens.

4. Unreasonable Fees:

High fees or unclear additional fees in the process of obtaining a Family Card can be an additional burden for residents who need it. In public administration theory, the use of public funds must be in accordance with public goals and interests. Unreasonable or unaccountable use of funds is contrary to the principles of efficiency and accountability. By increasing the efficiency of using public funds, the Palu City Population and Civil Registry Service can minimize unreasonable costs in processing Family Cards. The principles of efficiency and accountability in public administration theory can be the basis for assessing and controlling expenditure.

5. Service Unresponsiveness:

People have difficulty seeking help or information from service officers. This unresponsiveness hinders their ability to solve problems or ask questions. The principle of responsiveness to society is an important aspect of public service ethics. Public services must be able to respond well to the needs and aspirations of the community

Findings Based on the results of data processing, there are several important findings related to service elements at the Palu City Population and Civil Registration Service. First, timeliness of service, which received the lowest score of 3.19, is a major concern. This indicates that there is a problem in maintaining punctuality in providing services to the community. Second, the behavior of service providers also received a low rating with a score of 3.21, indicating that the level of professionalism and politeness of officers needs to be improved. Third, the ability of service officers is included in the lowest element, illustrating the need for improvement in the competence and abilities of officers.

On the positive side, there are several service elements that receive high ratings. First, the element of reasonableness of service costs received the highest score of 3.92, indicating that service costs are considered reasonable by the public. Second, complaint handling was also rated as good with a score of 3.65, illustrating that complaints from the public were treated well and effectively. Third, the service requirements element with a value of 3.64 indicates that the requirements needed by the community are quite clear and easy to understand.

Suggestions and criticism received from the public also provide valuable insights. Some issues that need to be focused on are timeliness of service, increasing efficiency in the service process, and simplicity of administration. In addition, there is a request to further improve the friendliness and politeness of service personnel, especially when facing critical situations.

In view of the condition of the problem, the service completion time is still considered slow by the public, even though online registration has been introduced. Apart from that, not all service officers have followed technical guidance regarding the Population Administration Information System (SIAK), which can cause problems in inputting data. Moreover, special training related to excellent service has not been provided to service

officers, which is important in improving service quality, especially in interacting with various community characters.

Taking the results of this analysis as a guide, planned improvement steps can be focused on improving the timeliness of service, training and developing the skills of officers, as well as efforts to increase efficiency in service processes and simplify administration. In this way, the Palu City Population and Civil Registration Service can strive to provide better and more responsive services to the community.

The results of this research show several important findings in terms of public service ethics and the quality of population administration in Palu City. One important aspect is the problem of the timeliness of service which has received low ratings from the public. These findings reflect the need for improvements in the efficiency and responsiveness of public services.

As a novelty of this research, we propose a comprehensive approach to improve the ethics of public services and the efficiency of population administration. This approach includes:

1. **Improved Timeliness:** We recommend concrete steps to ensure that services are provided on time, including improved time management, more effective use of information technology, and tighter oversight of service processes Denhardt, RB, Denhardt, JV (2015)
2. **Increased Professionalism and Courtesy:** We recommend intensive training regarding ethics and integrity for service personnel. This will help increase professionalism and politeness in interacting with the public, Hood, C. (1991).
3. **Competency and Capability Improvement:** We recommend continuous training and development for service personnel so that they have better technical capabilities. This training can help in improving the overall quality of service, Frederickson, HG (1997).
4. **Administrative Simplification:** We propose efforts to simplify complex administrative procedures. By creating clearer and easier to understand guidelines, it will be easier for people to fulfill administrative requirements, Rainey, HG (2014).
5. **Focus on Service Excellence:** We recommend special service excellence training for service personnel. This will help them interact with various community characters and provide friendlier services, Moor, G. (2010).

CONCLUSION

Based on the results of research and discussions, it shows that the implementation of practices that include strict budget management, ethics and integrity policies, effective conflict management, competency-based employee selection, transparent reporting systems, and official mechanisms for collecting public input can improve public service ethics. and produce a more professional, accountable and responsive population administration in the City of Palu. In addition, these practices form the basis for further improvement and development in more efficient and quality population administration.



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