

Etika pelayanan publik di kantor dinas kependudukan dan catatan sipil Kabupaten Muna

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=132068&lokasi=lokal>

Abstrak

The study aims to know the application of the public service ethics. In the service process, however, its application ethics still of deviation actions that be done by the bureaucracy apparatus. To respond these cases, public service of ethics very important be understood each bureaucracy apparatus towards the norms in the organization. In the public service the ethics to have to giving an expectation that would be able to satisfy the users. It highly relate to factors of control mechanism, consistence of bureaucracy apparatus, and effective communication. Its meaning that, the control mechanism, consistence of bureaucracy apparatus effective communication can build the public service ethics. The methods used in this study were 1) In the scope of data collection, the methods such as Observation was used ,namely, to observe the activities at the Official of Population and Civil Registration in Muna apparatus in implementing their tasks; Questionnaire, namely, to ask written questions for knowing anyone's responses to service. Interview, namely, to ask oral questions for delving into information in detail. Documentation, namely, a secondary data collection that was the activity result of the service providers. 2) In the scope of data analysis, the step such as reducing data, presenting data, describing data by the descriptive statistic method, making interpretation of data and concluding. The research result indicated that ethics for public services at the Official of Population and Civil Registration in Muna still lower that shown from bureaucracies government officer inconsistent by doing the job, mechanism control is not yet running well and the communication is not effective. The Recommendation made for this research is to improve public service ethics of paid attention factors as follows 1) Awareness of bureaucracies government officer in applying ethics service of public, 2) Consistency bureaucracies government officer need the existence of awareness of own self to improve the spirit of activity which both for finally have estuary to build for public service ethics, 3) Communications, to understanding of service order both for government officer and societies require to be performed by counseling through system of Banjar and socialized by using newspaper or electronic medium 4) Control mechanism, society expected to participate by pro active to support governmental program at the same time follow to give social control.