

Bureaucratic Pathology In Sumalata District Office, North Gorontalo Regency

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Abstract

This research aims to determine the pathology of bureaucracy at the Sumalata District Office, North Gorontalo Regency. The research method used is a qualitative with a descriptive approach. The results showed that the Bureaucratic Pathology had not run according to the rules that had been set. From the four indicators to measure the level of bureaucratic pathology, there was one indicator that worked well enough, namely the indicator Due to the internal situation (services). Meanwhile, for the three that have not gone well, it is the perception of managerial style, where the placement of positions is not in accordance with their respective duties. Then the indicators of low knowledge and skills, the existence of an employee's educational background that is not in accordance with his position. Indicators The actions of officials who violate the law still need to increase awareness in terms of employee discipline at the Sumalata District Office.

Keywords: Pathology, Bureaucracy, District, Sumalata

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Introduction

In Law Number 5 of 2014 concerning State Civil Apparatus, it aims to increase independence and neutrality, competence, work performance/productivity, welfare, quality of public services, supervision and accountability of ASN. Broadly speaking, the ASN Law aims to create a clean and competent bureaucracy of duties and responsibilities in serving the community (Asyikin, 2020). When talking about bureaucracy, it is not far from talking about bureaucratic diseases or what is often called bureaucratic pathology which is indeed not a new thing that has happened in Indonesia, bureaucratic pathology occurs because of inappropriate perceptions and behavior and managerial ways that deviate from democratic principles and can lead to the emergence of certain pathologies in the government bureaucracy.

Pathology is caused by a lack or lack of knowledge and skills of officers implementing various operational activities, such as: inability to describe leadership policies, inaccuracy, complacency, acting without thinking, confusion, unproductive actions; lack of developmental ability, low quality of work, shallowness, learning disability, inaccuracy of action, incompetence, lack of dexterity, disorganization, taking irrelevant actions, indecisiveness, lack of imagination, lack of initiative, low ability, unproductive work, and untidiness. Bureaucratic Pathology (Bureaupathology) is a set of behaviors that are sometimes preoccupied by bureaucrats. The features of bureaucratic pathology are described by Victor A Thompson (Setiawan, 2014) such as excessive exclusion, adherence to rules or routines and procedures, resistance to change and shortsighted insistence on the rights of authority and status.

In general, bureaucratic pathology is a disease in the state bureaucracy that arises as a result of the behavior of bureaucrats and the conditions that open up opportunities for it, both concerning political, economic, social, cultural and technological.

The scientist who is very instrumental in introducing the model of bureaucratic organization is Max Weber. It can be said that the bureaucratic model proposed by Weber is still a reference today, even though it has received criticism from other scientists. Weber examined the role of organization in a society, and questioned the appropriate form of organization for an industrial society found in Europe at the end of the 19th century. He tries to describe an ideal organization, one that is purely rational and that will provide maximum operating efficiency (Robbins, 1994).

Among these meanings, the general characteristic inherent in the bureaucracy is its existence as a government institution. The meaning of bureaucracy as a government institution arises because government institutions in general are always in the form of bureaucracy (Moe, 1995). The large and wide scale of government organizations is enough to encourage them to choose a bureaucracy that has the characteristics of a Weberian bureaucracy.

Weber actually considered three main elements in his concept of bureaucracy, namely; (1) The bureaucracy is seen as a technical instrument; (2) The bureaucracy is seen as an independent force; (3) The bureaucracy is seen as being able to get out of its true function because its members tend to come from a particular social class (Thoaha, 2005). The Weberian concept of bureaucracy assumes that bureaucracy is formed independently of political forces that compete with each other. The government bureaucracy is positioned as a neutral force, prioritizing the interests of the state and the people as a whole, so that any political power that governs the bureaucrats and their bureaucracy provides the best service to them (Johnson, 1975).

Poor and opaque bureaucratic performance can encourage people to look for shortcuts, by bribing or colluding with officials in recruiting employees or to get fast service. Situations like this, in turn, will often encourage officials to look for opportunities in tight spaces so that they can create rents from subsequent services. If we trace further the symptoms of pathology in the bureaucracy, according to Siagian (1994), it originates from four main problems, namely;

The perception of the managerial style of officials in the bureaucratic environment that deviates from the principles of democracy, this results in a form of pathology such as: Abuse of authority; (a) The low knowledge and skills of officers implementing various operational activities result in low productivity and service quality, as well as employees who often make mistakes; (b) Acts of officials who violate the law; (c) As a result of the internal situation of various government agencies that have a negative impact on the bureaucracy.

Administration and management systems in the public bureaucracy are not designed to change frequently (Bannister, 2001). However, the reality shows that stability is often the opposite (counter-productive). In this era of change, a system that cannot change will encounter many failures.

The definition of public service put forward by Dwiyanto (2006) public service is "a series of activities carried out by the public bureaucracy to meet the needs of user citizens. The users referred to here are citizens who need public services, such as making identity cards (KTP), birth certificates, marriage certificates, death certificates, land certificates, business licenses, building permits (IMB), disturbance permits (HO), permission to take groundwater, drinking water, electricity and so on.

Bureaucracy is a type of an organization that is intended to achieve large administrative tasks by systematically coordinating (organized) the work of many people. In another formulation it is stated that bureaucracy is "the type of organization used by modern government to carry out its specialized tasks, carried out in the administrative system and especially by government apparatus". Bureaucracy can be understood in various languages. In language, the term bureaucracy comes from the French "Bureau" which means office or desk, from the Greek "kratein" which means to organize (Said, 2010).

Bureaucracy is also the best form of organization because it provides consistency, continuity, predictability, stability, alertness, efficient performance of tasks, fairness, rationalism, and professionalism (Sztompka, 1996). A brief summary of the advantages of government bureaucracy are: efficient, ideal and suitable for minimizing the influence of political and personal in organizational decisions as well as the best form of the organization because it allows elected officials to identify and control who is responsible for what is done because the orientation is more towards serving the government, it is no longer a tool of the people but has become a political instrument with a very authoritative and recessive nature. The purpose of this research is to find out how Bureaucratic Pathology is in the Sumalata District Office.

Methods

Qualitative research means a research procedure that produces descriptive data in the form of written or spoken words from people or observed behavior. Data obtained from observations and interviews, then processed into words that are understood. This research was carried out at the Sumalata sub-district office in the district. North Gorontalo from 22 December 2021 to 9 February 2022. The district government was chosen because it is one of the developing districts in the North Gorontalo region. This research was taken from primary data sources and secondary data sources with real data without any engineering in the research.

Results and Discussion

Based on the results of interviews with informants, it was shown that some informants gave positive responses and some gave negative responses to questions posed by researchers related to Bureaucratic Pathology Existing at the Sumalata Sub-District Office, Gorontalo Regency. However, looking at the observations and conditions carried out by researchers in the field, there is a need for improvement in terms of Bureaucratic Pathology at the Sumalata Sub-district Office, North Gorontalo Regency. In addition, the level of employee discipline needs to be increased because this becomes an assessment for people who need services, and related to the existing system in the agency regarding rules that must be paid more attention to or increased again so that employees comply with the system in place.

This study aims to find out how the Pathology of Bureaucracy at the Sumalata District Office, North Gorontalo Regency, is based on the theory developed by Sondang P. Siagian. to know the symptoms of pathology in the bureaucracy can be measured by four indicators namely, Perceived managerial style, Low knowledge and skills (HR), Actions of officials who violate the law (Rules / regulations), Due to the internal situation (Services). The results and qualitative analysis of each indicator can be described as follows:

Perception of Managerial Style

Thus, from the results of interviews that have been conducted with several informants consisting of the General and Personnel Subdivision, Head of Government Section, Youth and

sports socio-cultural section, sub-district secretary and government staff related to the first indicator, namely the perception or work system of employees in the Office Sumalata District, North Gorontalo Regency, the researchers concluded that the work system in the Sumalata District Office was running according to the rules that had been set. As for the position placement, it is not in accordance with the duties and responsibilities, according to the answers of the informants, the placement is not in accordance with the educational background/tasks of each. As for the results of observations made by researchers at the Sumalata sub-district office, the researchers concluded that the perceptions and managerial styles in the Sumalata sub-district office had not gone according to the rules because the positions occupied by other employees were not in accordance with their respective duties.

Low Knowledge and Skills

The educational factor is the main key to the quality of human resources, because higher education has the opportunity to increase the quality of human resource competitiveness, if the quality of human resources increases, the risk of rejection in a job decreases. Based on the results of interviews that have been conducted with several informants consisting of the sub-district secretary, General and Personnel Subdivision, sub-district staff, and the youth and sports socio-cultural section of Sumalata District, North Gorontalo Regency regarding education standards that are in accordance with the rules and the ability or competence of employees in perform services to the community, the researcher can conclude that the educational standards in the Sumalata District Office, North Gorontalo Regency are not in accordance with the established rules because there are several answers from informants that are not in accordance with procedures or rules. And for services to the community the researchers concluded that services to the community still need to be improved. As for the observations made by the researcher, the researcher concluded that the educational standards in the Sumalata sub-district office were not fully staffed by the agency according to their educational background. And for service to the community, the researcher concluded that service to the community still needed to be improved.

Unlawful Acts of Officials

At this stage talking about how in a bureaucracy upholds the rules that have been set by each agency. Based on the results of interviews conducted with several informants consisting of the Sub-District Head, Secretary of Camat, Head of Government Section, Youth and Sports Socio-Cultural Section, Staff, General Affairs and Personnel Sub-Section of Sumalata District, North Gorontalo Regency regarding the rules/regulations in the Sumalata Sub-District Office, the researcher can draw conclusions regarding the existing discipline at the Sumalata Sub-District Office, North Gorontalo Regency, it is necessary to optimize the level of discipline of future employees, so as not to cause unwanted things, such as jealousy among fellow employees, because other employees have tried to come on time but other employees do not try to it. As for the observations made by the researchers, the researchers concluded that there was still a lack of awareness of discipline in the Sumalata sub-district office so that it needed to be improved again, because according to the observations of researchers while in the office there were still many employees who did not attend the assembly at the appointed time.

Due to the Internal Situation

In this study, service to the community is very important, because in a bureaucracy one must be able to provide good service to the community, and in accordance with statutory regulations

for every citizen and resident for goods and services or administrative services provided by public service providers.

Based on the results of interviews through informants that have been conducted with several informants consisting of General and Personnel Subdivisions, Head of Government Section, Youth and sports socio-cultural section, sub-district secretary and government staff in the Sumalata District Office, North Gorontalo Regency, the researchers concluded that the services in the District Office Sumalata, North Gorontalo Regency is still lacking, so it needs to be improved again because according to the answers from the community, it is necessary to make improvements by each employee in terms of service to the community. As for the observations made by the researchers, the researchers concluded that the existing services at the Sumalata district office still need to be improved. And in accordance with Sondang P. Siagian's theory on the fourth indicator namely the Result of the Internal Situation and what happened in the field in accordance with what was seen by the researcher The services available at the Sumalata Camata Office are still lacking like people who need services or arrange land documents and others are not completed on that day also due to other tasks outside the office by the leadership.

Conclusion

Based on the results of the research and discussion, it can be concluded that bureaucratic pathology at the Suamamata sub-district office, North Gorontalo district, has not gone well, of the four indicators to measure the level of bureaucratic pathology, there is one indicator that has been going quite well, namely the indicator due to the internal situation (service). Meanwhile for the three that have not gone well is the perception of managerial style, where the placement of positions has not been in accordance with their respective duties and responsibilities. Then an indicator of low knowledge and skills, there is an employee's educational background that is not in accordance with his position. Indicators of the actions of officials who violate the law still need to increase awareness in terms of employee discipline in the Sumalata District Office.

Suggestion

Based on the conclusions above, there are several things that can be suggested, namely: (1) It is necessary to improve the discipline (time) of employees at the Sumalata District Office; (2) There needs to be a re-evaluation of the placement of employees who must be in accordance with the main duties and functions.

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