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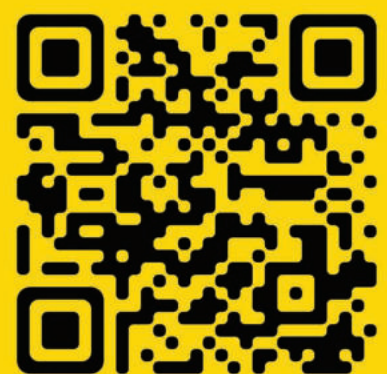
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## **Dynamics of public service implementation before, during and post pandemic Covid-19 in Palu city**

**Arif Rahman<sup>1</sup>, Syamsidar<sup>2</sup>, Moh. Royfandi<sup>3</sup>**

<sup>1 2 3</sup> Department of Public Administration, Faculty of Social and Political Science, Tadulako University, Indonesia

[ariflahamide@gmail.com](mailto:ariflahamide@gmail.com), [syamsidaridal6@gmail.com](mailto:syamsidaridal6@gmail.com), [Mohroyfandi788@gmail.com](mailto:Mohroyfandi788@gmail.com)

**Abstract.** This study aims to reveal phenomena related to public services in Palu City before, during and after the Covid-19 pandemic. This type of research is qualitative with a descriptive approach. As for the collection technique through library data, reading, processing, and recording research materials. The results of the study show that the three aspects of research, namely responsiveness, responsibility and accountability, still pose various problems in the process of public service. First, the slow response of the bureaucracy in receiving complaints, wishes, community needs in public services so that it has an impact on the community itself. Second, that public services are carried out not in accordance with existing norms, wherein Law No. 25 of 2009 concerning public services explains that the State must be active to participate in the social life of society, to provide whatever is best for the people, especially in service. Third, where all the interests of society are always contrary to the interests of the bureaucracy in the administration of public services. For example, the services that are carried out must be completed as quickly as possible according to the applicable mechanism, but the results of the research show that the services carried out are not in accordance with the norms and desires of the community.

**Keywords.** Public Service, Covid-19, Palu City

### **Introduction**

The basis for administering government is intended to achieve higher quality public services. Public services are activities that are carried out continuously by the Government to meet the needs of the community (Ibrahim, 2008). As a form of government service to the community (Setijaningrum, 2009). This is in accordance with the instructions of the 1945 Constitution where the state is obliged to meet the needs of its citizens (Siti Maryam, 2017). Because public service is a form of actualization of the existence of the government bureaucracy (Dwimawanti, 2004). Public service is also interpreted as an act, performance or effort (Dwiyanto, 2021). Which is run for free or paid and prolonged (Rahmadana et al., 2020). In the Indonesian dictionary, it is referred to as a certain organizational effort in an effort to serve whatever is needed by someone (Society) (Setijaningrum, 2009).

Public services have become very important since regional autonomy existed, because it is one of the variables in determining the success of regional autonomy (Hardiyansyah, 2018). In addition, the implementation of public services is a very crucial area, because it is an arena

of interaction between the government and the community (Dwiyanto, 2021). good or bad government system is determined by the implementation of public services (Siti Maryam, 2017). Public service is a process that takes place routinely, covering the social life of the community (Setijaningrum, 2009). So that it becomes the essential duty of the apparatus, as servants of the state and servants of the community (Wakhid, 2017).

Public services do not only occur in government organizations, but are also carried out within State/Regional Owned Enterprises in the form of goods and or services (Ibrahim, 2008). Which aims to meet the needs of the community as well as statutory orders (Mukarom & Laksana, 2015). Therefore it is important to do this in order to realize the interests of the community (Dwiyanto, 2021).

Post-New Order public services (reform era) have not yet shown good work, especially in local government (Cahyadi, 2016). Where public services are sick and never healed, because the phenomenon of slow, expensive, tiring, and endless services still occurs (Rukayat, 2017). This is due to the absence of regulations governing service providers to make certain and transparent obligations to citizens as service recipients (Bisri & Asmoro, 2019). This phenomenon is difficult to investigate and prove, because the public considers it a taboo to reveal disgrace, including issues of public service (Mahsyar, 2011). Even though the state as a service provider must fully comply and meet the needs of the community (Revida et al., 2021). The impact is that the government's work as a service provider reaps problems and scrutiny (Maulidiah, 2015). In addition, this phenomenon is not in accordance with the ideals of a more democratic reform (Bisri & Asmoro, 2019).

Current conditions show broad implications politically and become a strategic issue related to public services (Mukarom & Laksana, 2015). The strategic issue in question is that bureaucrats are required to prioritize service quality (Arfan et al., 2021). Even though the implementation is not in accordance with the wishes and expectations of the community (Mahsyar, 2011). The most basic weakness of public services in Indonesia is the morality of human resources (Sadhana, 2010). Morality or ethics is a concept that reflects what is in a person (Nurdin, 2019). Even with bureaucratic ethics, ethics needs to be applied in the process of public service as a form of responsiveness to public interests (Zega, 2018). To measure the good and bad quality of public services depends on the ethics of the bureaucracy that is carried out (Potolau, 2020).

The bureaucracy is required to be professional in carrying out its duties as a tool of the state, in accordance with Law No. 25 of 2009 (Afandi, 2016). The state must be active to participate in the social life of the community, to provide what is best for the people, especially in service (Andi Rasyid Pananrangi, 2017). That is why the state has established an administrative system run by the bureaucracy with the aim of serving its citizens (Potolau, 2020). Because the product that is born by the bureaucracy is public service (Hardiyansyah, 2018). Therefore the presence of the bureaucracy is so important and unavoidable (Hasanah, 2019).

Public service problems have been exacerbated by the emergence of Covid-19 which has hit Indonesia (Rauhaus, 2022). Various policies issued by the government in dealing with this infectious disease include limiting large-scale community social activities (Social Distancing) (Reynilda et al., 2021). In its development, the government again appealed to limit physical interactions (Physical Distancing), and was obliged to implement health protocols (Taufik & Hardi, 2020). When the Covid-19 pandemic broke out in Indonesia, all forms of public services were temporarily stopped and replaced with an indirect or online service system

(Wiryanto, 2020). The goal is to limit interaction and suppress the spread of Covid-19 (Mulianingsih, 2020).

The outbreak of Covid-19 in Indonesia demands changes to the public service system (Rohman & Larasati, 2020). This condition forces all parties to adapt to these changes (Rafsanjani & Handayani, 2021). This change is divided into two dimensions. First, all forms of public services are carried out normally, but when the Covid-19 pandemic hit, public services switched to the Work From Home model. This model is intended so that there is no direct interaction between those who serve (bureaucracy) and those who are served (community). Second, the service model is still carried out in the office but it is mandatory to apply health protocols (Rohman & Larasati, 2020). This change greatly affects the readiness of human resources (HR) and infrastructure facilities (Inas Tasya Firdaus & Ali Roziqin, 2021).

The impact is that public services are rather rigid and complicated (Ifdil Ifdil & Kadek Suranata, 2020). With the bureaucracy's limited knowledge of technology and supporting facilities for carrying out services and the public's ignorance of the online service system, this service system is paralyzed (Asri, 2020). This situation lasted for about 2 years, since Covid-19 entered Indonesia (Rorong, 2020). Another problem also arises in the public service process, where the bureaucracy shows an attitude of wanting to be served and not to serve (Rafi et al., 2022). Even though these services are carried out online (Azzahra, 2021). From the various problems described above, it describes the condition of the bureaucracy within the local government of Palu City in providing public services.

Thus this research focuses on the dynamics of public services before, during and after the Covid-19 pandemic in Palu City. The aim is to reveal the facts that occur in public services whether there are changes for the better or the same in public services by going through three deep social conditions in the world.

### **Methodology**

This study explains the dynamics of public service delivery before, during and after the Covid-19 pandemic in Palu City. The method used is descriptive qualitative with the type of library research (library research). The collection technique is through library data, reading, processing, and recording research materials (Taufik & Hardi, 2020). The research design went through several stages: first, tracing, reading, and recording various findings related to the research topic in each research result, article, news in the literature, and official government websites and other sources that are trusted and relevant to this research.

### **Results and Discussion**

In a country, public service is a very important and strategic process in the continuity of government (Maulidiah, 2015). Indonesia is no exception where public service delivery is still an important concern for both the central and regional governments, including Palu City, Central Sulawesi. Based on Law Number 25 of 2009 concerning public services, this is the basis for the implementation of public services. Through this law, Article 21 regulates several obligations that must be fulfilled in the Minimum Service Standards (SPM), such as requirements, procedural mechanisms, fees, service products, timeframe for completion, legal basis (Ramadhan & Tamaya, 2021). The implementation of public services in the city of Palu, Central Sulawesi, is still very far from good in all forms of service. This can be seen from the aspects of Responsiveness, Responsibility and Accountability.

### **Responsiveness**

Responsiveness is the ability of bureaucrats to respond and recognize the needs, demands, hopes, aspirations of the community (Halimah, 2021). In other words, responsiveness is measuring the responsiveness of the bureaucracy in meeting community needs (Hubertus Oja, 2017). Referring to the above understanding regarding the responsiveness of the bureaucracy in public services, it can explain how the phenomena that occur in the government bureaucracy of the city of Palu are.

In this study, the authors describe several examples of cases of public service that were slow to get a response from the relevant agencies. Such as the Civil Registry Service, the Spatial Planning Service, the Land Office and the BPD (Regional Revenue Agency) Office for Palu City. The service offices above are the offices most frequently visited by the community to meet their needs as citizens. For example, in the civil registration service, the type of service is related to electronic identity cards (E-KTP) and birth certificates. Meanwhile, the spatial planning office takes care of the shape and location of permanent buildings which in the end results in a building permit issued by the licensing service. For land itself, the type of service is to issue land certificates or proof of ownership of land and houses, and the BPD service is to take care of taxes on a valuable object.

These types of services require a quick response so that people's needs are met without a long wait. However, based on the results of literature research and observers conducted by the author, they still find bureaucratic behavior that tends to be slow in responding to service needs proposed by the community, both before, during, and after the Covid-19 pandemic hit Indonesia, especially Palu City, Central Sulawesi (Ombudsman, 2021). The attitude of the bureaucracy in the public service process tends to want to be served, not to provide services, so that in the process it experiences delays or delays that cannot be determined (Negara, n.d.). this condition was exacerbated by the outbreak of Covid-19 which hit Indonesia, including Central Sulawesi Province within a span of 2 years, which made the public service model even more complicated (Sutrisna, 2021).

Online-based services or services carried out from home make all parties unprepared and confused, thereby worsening public services (Arianto, 2022). Online-based services are carried out suddenly and there is no socialization of the service mechanism, so that people who want to be served are confused about this service model. The purpose of this online-based service is to reduce direct interaction so that it can reduce the spread of Covid-19 in Palu City.

After entering the New Normal period, it is hoped that public services will be better and more innovative so that excellent service is created and the community's needs are met quickly. However, the phenomenon shows that the service model that occurs is still experiencing the same thing, where the service is not fast enough and does not get a good response. This happens due to long-standing habits.

### **Responsibility**

Responsibility is to measure the service delivery process which is carried out according to administrative principles within the organization that has been set (Hubertus Oja, 2017). Based on observations and results of literature research, that the aspect of responsibility in public services has not been maximized based on Law number 25 of 2009 concerning public services (BPK-RI, 2020). This is influenced by the response which is slow, expensive, difficult, tiring and there is no certainty of time, so that it has an impact on the process of providing services that are not in accordance with the mandate of law number 25 of 2009 which states that public service is a series of activities to meet community needs. for goods, services and/or

administrative services provided by the government (Sutrisna, 2021). It is on this basis that public service providers are required to meet the needs of the community in a professional manner. One indicator in determining good service quality is responsibility (Hanipah & Aryani, 2022). Responsibility is needed by bureaucratic organizations in order to measure and evaluate the extent to which the bureaucracy is serving the community (Rudiansyah et al., 2021).

### **Accountability**

The aspect of accountability is how much public service providers are in line with the interests of stakeholders and the norms that develop in society (Halimah, 2021). In this aspect, the bureaucracy in the administration of public services is considered good as a daily report, but the facts that occur are not in accordance with the expectations and desires of the community (Mahsyar, 2011). Response and Responsibility will determine the accountability of a government organization. This will determine public satisfaction and organizational success (Nurmah Semil, 2018). Many problems in public services have built negative public opinion towards service providers (Mukarom & Laksana, 2015). So that the accountability aspect reaps many problems. Unprofessional behavior makes the bureaucracy tend to seek personal gain for what is under its authority. The bureaucracy is no longer carrying out its duties according to applicable regulations. This condition occurs before, during, and during the new normal (Masdar et al., 2009). So far, there is no literature regarding the provision of strict sanctions for those who seek profits in public service delivery (Sadhana, 2010).

### **Conclusion**

Public service delivery in Indonesia in general has not shown good performance, including in Palu City, Central Sulawesi. With the various problems described above, based on the results of previous research and reporting in online media and others, it shows that the quality of service in general raises various problems. This can be seen from various perspectives including the responsiveness aspect which has not shown a fast response in meeting community needs. In the process of public service, bureaucrats are only busy with their personal interests, such as playing more on the phone or chatting with colleagues and ignoring the existing service process. Services are carried out only prioritizing those who have paid wages or in other terms is the giving of gratitude in the form of money to bureaucratic elements for helping accelerate community needs. And indifferent to people who don't do the same.

Furthermore, the aspect of responsibility is in line with the aspect of responsiveness where public services are carried out not in accordance with existing norms, where in Law No. 25 of 2009 concerning public services explains that the state must be active to participate in the social life of society, to provide whatever the best for the people, especially in service (Andi Rasyid Pananrangi, 2017). Likewise the aspect of accountability also reaps various problems, where all the interests of the community are always in conflict with the interests of the bureaucracy in administering public services. For example, the services that are carried out must be completed as quickly as possible according to the applicable mechanism, but the results of the research show that the services carried out are not in accordance with the norms and desires of the community. It is clear that Law No. 25 of 2009 also emphasizes excellent service (Siti Maryam, 2017). Where service must be fast, cheap, friendly, and full of certainty (Rukayat, 2017). So that in this study it is expected to contribute to public service providers in accordance with research findings. The goal is to improve governance in the public service sector.

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