

BUREAUCRATIC BEHAVIOR RELATED WITH PROVIDING OF PUBLIC SERVICES IN REGIONAL CAPITAL INVESTMENT

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ABSTRACT

The objective of this research is to reveal and analyze bureaucratic behavior related with providing of public services in regional capital investment. The method used in this research is descriptive qualitative, which aims to bureaucratic behavior related with providing of public services in regional capital investment. The data collection used, as common in qualitative research are observation, interviews and documentation. The collected data were analyzed with interactive model of Miles and Huberman. The research result indicated that all components and sub-components of bureaucratic behavior of Investment Coordinating and Integrated Licensing Board (BKPMPT), in terms of work obedience, job persistence, responsibility, job satisfaction, and discipline are in the minimal category in the providing of public services. The results of this assessment indicate the importance of BKPMPT to keep improving continuously on the sub-components and components of bureaucratic behavior that tend to be in the lower limit classification. Based on the results of the analysis, it appears that some components and sub-components of bureaucratic behavior in public services need to be improved. the components needs to be improved are the component of job satisfaction, which includes: job satisfaction, satisfaction over environmental conditions and office facilities, and satisfaction on compensation (remuneration). Restoration or improvement the quality of bureaucratic behavior for job satisfaction is important. The expectation of job satisfaction can improve employee performance.

Keywords : Bureaucratic, Behavior, Service Quality.

A. Background

In the perspective of the modern state, government bureaucracy is an administrative instrument that plays an important role and is needed to meet the interests of society. Therefore, there are at least three reasons for the presence of government bureaucracy in the region is very necessary namely: First, Service. The presence of a government bureaucracy with a service function aims to create conditions that ensure that citizens can exercise their lives naturally. Second,

Empowerment, this function aims to create an independent society. Third, Development in the development function is intended to gradually improve the welfare of the community. (Rashid, 2009: 116).

When the reforms rolled with the emergence of a good governance paradigm, government bureaucracies are required to change their attitudes and behavior and be able to provide professional, accountable and transparent public services as well as the public expectation. As a formal institution that plays an important role, it seems that the current government bureaucracy has not changed substantially, especially in the public services. Bureaucratic reforms that require changes in individual and organizational aspects are a logical consequence of a bureaucratic reality that is still far from public expectations. Although there has been a shift from the authoritarian bureaucratic model to the pluralism bureaucratic model, the bureaucratic problem as public servant has not changed much, and it may take longer to realize a government bureaucracy that puts forward the good governance principles.

Siagian (2006: 39), said that in order to understand some of the problems that are often public complaints related to government bureaucracy services by the apparatus, among others can be mentioned: to delay the process of completing the granting of licenses, seeking various excuses, such as lack of supporting documents, late submission of applications, and other similar pretenses, rushing for other tasks, difficult to contact, and delay by using the words "being processed".

Investment Coordinating and Integrated Licensing Board of Pekanbaru City (BKPMI) in the service, especially taking care of the permit perceived still

ineffective convoluted, so the public interest is still less touched, so that work that should be done well just in time is still delayed, therefore the performance of officers of the Coordinating of Investment and Integrated Licensing Board of Pekanbaru City which has a very big responsibility in providing administrative services to the public should be improved, so that will the realized an effective and efficient administration services in accordance with public needs and fast, easy, cheap, transparent and definite.

B. Problem Formulation

Based on the background described above, the problem formulation in this research stated in the form of research questions: "How bureaucratic behavior related with providing of public services in regional capital investment?".

C. Research Method

The method used in this research is descriptive qualitative, which aims to analyzed the bureaucratic behavior related with providing of public services in regional capital investment. The data collection used, in qualitative research commonly are observation, interviews and documentation. The collected data were analyzed with interactive model of Miles and Huberman.

D. Analysis and Discussion

Bureaucratic behavior arises as a result of interaction between individual characteristics and bureaucratic characteristics. Individual characteristics include perception, personal decision making, learning and motivation (Robbins, 2013:

31). According to Thoha (2012: 53) that individual characteristics include competency, needs, beliefs, experiences, and expectations. The differences in individual characteristics lead to differences in their behavior. According to Ndraha (2009: 56) that "to measure the behavior of bureaucracy in the ranks of government organizations is through the characteristics (1) obedience; (2) work persistence; (3) accountability; (4) satisfaction and (5) discipline". These characteristics are closely related to the activities of government employees/apparatus in performing their duties.

From the research result of shows that all components and sub-components of bureaucratic behavior of Investment Coordinating and Integrated Licensing Agency Board (BKPMPT), viewed from the aspect of work obedience, job persistence, responsibility, job satisfaction are in minimal category in public service delivery. The results of this assessment indicate the BKPMPT required to capry out the continuous improvement in sub-components and components of bureaucratic behavior that tend to be less than optimal.

Restorations or improvement of the quality of bureaucratic behavior for job satisfaction is important to do. The expectation of job satisfaction can improve employees performances. This statement is in line with the results of research such as Syarifuddin (2012: 21) and Hasibuan (2013: 45) which concluded that job satisfaction positively affects the work discipline of an employee. If job satisfaction improved then the employees automatically will comply with all the rules and regulation that apply in the government itself. Job satisfaction can affect the discipline of work because with employees are satisfied both on the salary

received, the work given, and relationships with superiors, then by automatically employees obey the regulations that apply in their office.

The quality of bureaucratic behavior, in terms of job obedience, job persistence, responsibility, job satisfaction, are all in the minimum category of in the providing of public services at the Investment Coordinating and Integrated Licensing Board (BKPMPT). This condition affected the service quality at the Investment Coordinating and Integrated Licensing Board, also in the minimum category in the providing of public services. These results indicate that when the behavior of the bureaucracy is in good classification, then the quality of service is also in good classification, and in contrary.

This relationship is reinforced by theoretical explanations and several studies. Support from Mulyadi's research results (2013:35), states that bureaucratic behavior, such as obedience; job persistence; responsibility; satisfaction and discipline, affect the performance of employees. Performance in this case includes public service quality performance. Bureaucracy behavior when executed properly will result in performance accordance to the demands and expectations of both organizations and public services users. Therefore, the bureaucratic behavior will eventually form a pattern of both the ability and willingness that exist in the individual employees. Bureaucratic behavior is expected to contribute to the achievement of performance within the organization.

Mulyadi's research (2013), about the influence of bureaucratic behavior and job culture on employee performance in the service procurement unit of West Java Province concluded that bureaucratic behavior and job culture affect

employee performance. Behavior bureaucracy more dominant influence on employee performance, this research result difference with research result by Moenir (2006: 31) which was carry/but research about service quality in Sub-District Office of Sako. Based on the results of the study, it is concluded that the service quality at the Sako Baru Sub-District Office, the overall service is categorized as good. Constraints faced in the service pleasing with the discipline of employees and the certainty of service time.

Another study explains, job satisfaction, job design has an effect on low employee performance thus forming traditional bureaucratic behavior (Parhusip, 2006: 45). Based on this result, there are several important finding: (1) the performance of bureaucracy in public sector management is not yet optimal, where criticism and public complaints against bureaucracy are still quite significant on the government, (2) the role of bureaucracy is still prominent and dominant in the management of the public sector. Public expectations of bureaucratic performance are quite high, and (3) one of the most decisive aspects of bureaucratic performance is the aspect of behavior that affects goth the good and bad bureaucracy performances.

These results indicate a pattern of relationships between bureaucratic behavior and the quality of public services. When the bureaucracy behavior is in good classification, then the quality of service is also in the good classification. This relationship is reinforced by theoretical explanations and some previous studies. Bureaucratic behavior, such as obedience; job persistence; responsibility; satisfaction and discipline, affect the employees performance. Performance in this

case includes performance of public service quality. Behavior bureaucracy when carry out properly will result in performance in accordance with the demands and expectations of both organizations and public as users of public services. Therefore, the bureaucratic behavior will eventually form a pattern of both the ability and willingness that exist in the individual employees. Bureaucratic behavior is expected to contribute to the achievement of performance within the organization. Organizational performance can include the quality of service provided to the public. Thus, bureaucratic behavior affects the quality of public servants.

E. Conclusions and Recommendation

1. Conclusion

Based on the discussion described above, it can be concluded that all components and sub-components of bureaucratic behavior of Investment Coordinating and Integrated Licensing Board (BKPMPT), in terms of work obedience, job persistence, responsibility, job satisfaction, and discipline are in the minimal category in the providing of public services. The results of this assessment indicate the importance of BKPMPT to keep improving continuously on the sub-components and components of bureaucratic behavior that tend to be in the lower limit classification. Based on the results of the analysis, it appears that some components and sub-components of bureaucratic behavior in public services need to be improved. the components needs to be improved are the component of job satisfaction, which includes: job satisfaction,

satisfaction over environmental conditions and office facilities, and satisfaction on compensation (remuneration). Restoration or improvement of the quality of bureaucratic behavior for job satisfaction is important. The expectation of job satisfaction can improve employee performance.

2. Recommendations

The recommendation can be expressed as follows:

- a. Bureaucratic behavior, including job satisfaction, satisfaction over environmental conditions and office facilities, satisfaction over compensation (remuneration) is still not optimal. This needs attention from BKPMPT because job satisfaction influences the bureaucratic behavior, including service quality performance.
- b. BKPMPT is recommended to provide budget allocations and activities especially with regard to the providing of facilities and infrastructure and the improvement of human resources as it is directly related to the implementation of services to the community.

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