

BUREAUCRACY ETHICS IN MAKING INTEGRITY PUBLIC SERVICES IN DEPARTMENT OF LICENSING, YOGYAKARTA CITY

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ABSTRACT

Bureaucratic ethics is needed in realizing the integrity of public services at this time in line with efforts to reform the bureaucracy and eradicate corruption. This paper aims to explain the achievement of the results of the application of bureaucratic ethics for state civil servants in realizing public services with integrity in the Licensing Service of Yogyakarta City. This study uses a qualitative descriptive approach to obtain in-depth data in developing bureaucratic ethics. Data collection techniques are carried out through observation, in-depth interviews, and documentation. The data analysis technique used in this study is a qualitative analysis technique including data processing, data reduction, data categorization including checking data validity, and data interpretation. In supporting the achievement of the results of bureaucratic reform and the integrity of public services, work culture and bureaucratic ethics must be made as the ethical and moral boundaries of civil servants to carry out public services. The results of the application of bureaucratic ethics in the Yogyakarta Licensing Service Office show that there is already a good understanding of bureaucratic ethics by each civil servant to try to apply it in licensing services in the city of Yogyakarta, although at the stage of internalization of values ??and norms there are differences in interpretation and it takes time. Efforts to realize the integrity of public services are manifested in good performance through the orientation of public interests, legal certainty, equal rights, the balance of rights and obligations, professionalism, equality of treatment/non-discrimination, openness, and accountability. However, there were suboptimal results in the availability of adequate facilities and special treatment for vulnerable groups and the accuracy of schedules. This is caused by factors of limited funds, limited public facilities, a different understanding of a more advanced attitude, a series of coordination that has not been integrated, and operational technical problems that require a longer license completion. In conclusion, to apply bureaucratic ethics in a bureaucratic system requires moral will and political will to step in milestones that can be done through oriented public services, strengthening public trust, anti-corruption, accountability, transparent, productive, innovative, creative, honest, usable, disciplined. , friendly, responsible, sincere, persistent and cooperative.

Kata Kunci: *Bureaucratic ethics, the integrity of public services.*