

Unethical Action

by Rita Ambarwati

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| FILE | RITAAMBARWATI_UNETHICALACTION.DOCX (65.93K) | | |
| TIME SUBMITTED | 11-JUN-2019 02:08PM (UTC+0700) | WORD COUNT | 2810 |
| SUBMISSION ID | 1142463143 | CHARACTER COUNT | 16261 |

A behavioral model of unethical actions in public service for villagers

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ABSTRACT: Issues of morality and ethics have increasingly become more important in local government and public service settings. Unethical actions mean all the actions which are not considered ethical and moral. Characters that form Unethical Action in public service are corruption and nepotism. The purpose of this research is to measure the level of unethical actions in a village public service. The design of this study is survey and the data is collected through cross section using questionnaire. The unit of analysis are all villagers who use village services regularly. The results of this study indicate that corruption is the dominant factor compared to the nepotism factor in forming unethical actions in public services. The practical implications of this research is useful for the local government especially for village service. They need to improve in the effort of decreasing an unethical action of public service.

1 INTRODUCTION

Unethical actions currently found in many government institutions are no exception to the public service sector. If we hear the term public service, maybe what you think about is a collection of uniformed officers who work on important services such as KTP, CI, birth certificate, passport; educational services such as teachers; health services such as doctors or police officers who take care of public security. The entire service is carried out by the state apparatus as mandated by Law No. 5/2014 on State Civil Apparatus article 11 that the state apparatus is in charge of: carrying out public policies in accordance with the provisions of legislation; Providing professional and quality public services; Strengthening the unity and unity of the Unitary State of the Republic of Indonesia. In the science of its own state administration, the state civil apparatus or the ranks of the bureaucracy have a function to formulate, implement and evaluate public policy (Belle & Cantarelli, 2017). Public service work as mentioned above is a practical implementation of public policy.

We as citizens certainly want a public service that has good quality. This is not an excessive demand because it is our right as citizens and balancing our obligations such as paying taxes, complying with legal rules and procedures and maintaining environmental stability (Lourenço, 2016). Question: Are you satisfied enough with the public services provided? This study aims to measure unethical actions in the public

service sector in rural areas. Generally known as village services that provide all forms of government services, especially in the case of important letters needed by villagers

Unethical actions in the sense are all actions that are not considered ethical and moral (Kouchaki & Gino, 2016). In this study, what is meant by unethical actions in this case includes corruption and nepotism.

1.1 Corruption

Corruption Measures are very broad concepts that have a significant impact on the country's economy because economic growth is hampered by the involvement of employees and government officials in corruption (Purcell, 2016). Corruption reduces investments made by the government both domestically and abroad. Corruption acts are dishonest behavior that violates the truth. Corruption is as the actions of public officials, who abuse their authority, position, or power, resulting in violating some state legal norms (Transparency International, 2016). Acts of corruption are usually carried out in secret and for personal gain to gain wealth or status or because of family, friends, ethnicity or religious groups. One form of corruption is a fundamental bribery and an unethical way that directly impacts it (Liu, et al., 2016).

The impact of corruption is so great that it can reduce the quality of people's welfare, the high loss of the state due to corruption will have an impact on the state's obligation to provide welfare rights (Yan &

Oum, 2014). So the people or the people will become victims. For this reason, community participation in the prevention of acts of corruption is very much needed and has a very important role as a form of social control, high social control will be able to narrow the space for corruption and widen the space for anti-corruption (De Cremer & Vandekerckhove, 2017).

1.2 Nepotism

Nepotism is an action that refers to giving improper assistance to someone who has closeness to government officials, such as family members, members of political parties, tribal members or members of the same religious group (Baumeister & Alghamdi, 2015). Although nepotism is not recommended in the public sector, there are some researchers who see its positive aspects especially in the business context (Chowdhury & Fernando, 2014). The new nepotism rules when authorities employ each other by providing ways to create relationships and support among many families in a network (Chowdhury & Fernando, 2014). Besides that, nepotism is preferred in small-scale family business companies and has few networks.

The practice of corruption is rampant, and so is nepotism, which is the practice of giving access and privileges to families, friends and individuals. Discussion about nepotism is still rare. Research has only developed after 2010, where there are several studies that show the impact of nepotism on performing family and corporate companies. The results show that nepotism produces unbalanced decisions, unfair treatment and damages the company's performance in the long run (Kouchaki & Desai, 2015). Recent research also shows that nepotism causes loss of motivation, self-confidence, alienation, getting rid of highly skilled employees, and limiting competition and innovation. The consequences of the impact of nepotism undermine the foundation of the organization which will ultimately impact overall economic development (Stellar & Willer, 2018). Nepotism causes a lot of impact on organizational performance, but a lack of interest among researchers in this study can have a greater impact than imagined (Birtch & Chiang, 2014). Nepotism has a bad impact on the economy and suggests that most people in Indonesia view nepotism as something normal.

2 METHOD AND MATERIALS

The stages in this study include: 1) literature study; 2) problem formulation and research objectives; 3) data collection; 4) testing research instruments; 5) data processing; 6) interpretation of results; 7) recommendations. At the initial stage described in the introduction to the study of literature and research purposes. The purpose of this study is measuring the level of

unethical actions according to the conceptual framework uses two dimensions including Corruption and Nepotism (Figure 1). The method of data collection in this study is carried out by taking samples from the population using questionnaires and direct interviews with villagers in East Java, Indonesia. This location is the second largest region in Indonesia. This research is conducted within a three month period that is from January to March 2019. The population in this study is all villagers in the Sidoarjo District who use and

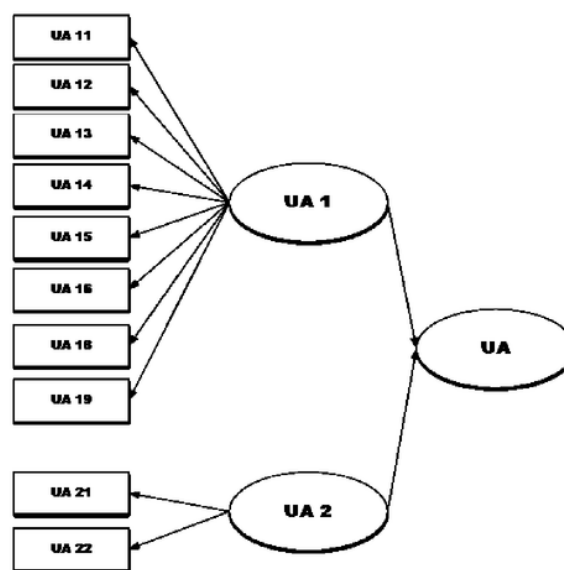


Figure 1. Research Framework

have been involved in public services in the village administration, aged between 17-65 years, the minimum education was high school or equivalent. The sample size in this study is there are as many as 185 to 200 questionnaires distributed and drawn from all villagers who used public service in local government of East Java. Sampling and interviews are conducted directly by visiting all respondents directly in each village. Based on these criteria, the population in this study used a sampling method with probability sampling and the technique of determining the sample unit (respondent) used in this study was simple random sampling. Primary data is data collected by researchers for research purposes. The Measurement of data in this study uses a Likert scale to measure attitudes, opinions, and perceptions of the respondents to the object.

Testing the instrument of this study includes validation and reliability testing carried out with the aim to test whether the instrument used in this study meets the requirements of a good measuring instrument or in accordance with the standards of research methods. The instrument is said to be good if it meets three main requirements, namely: (1) valid; (2) reliable; and (3) practical [10]. At the data processing stage,

researchers used SEM (Structural Equation Modeling) analysis. The results of data analysis are done by interpreting the assessment of dimensions that influence the Unethical Actions. The recommendations in this study are the results of the discussion and interpretation of data analysis processed by SEM.

3 RESULT AND DISCUSSION

The instrument testing in this study is aimed at measuring formative indicators from Unethical Actions, then the measurement model evaluation is done by looking at the outer weight significance, the outer weight significance value with T-statistics > 1.96 and obtained through a resampling (bootstrapping) procedure. This causes the construct validity and reliability is not required.

The results of the analysis of the path coefficients can be explained that the Unethical Actions measurement uses 2 indicators, namely: Corruption and Nepotism. The Corruption indicator has an outer weight which is the most dominant form of Unethical Actions with a value of 0.816 significant with CR = 37.369 (table 1). Corruption explains Corruption reduces our satisfaction with service quality; reduces the results of accountability; reduces the importance of regulations; reduces the responsiveness of the government; can cause a lack of information about government actions; can cause low trust in the government; Local governments are more corrupt than the central government; Corruption causes low trust in the government to solve problems. As a disease, corruption endangers not only state finances, that the practice of corruption in Indonesia has arrived at the most dangerous in the nation's life and state. So that there is an imbalance in the share of income received by various groups of society, it refers which to as relative inequality or absolute poverty (McLeod & Harun, 2014). Such conditions are the ones that are most disadvantaged are the people at the grassroots level, who should get welfare guarantees under guarantees in the constitution (Liu et al., 2016). However, in law enforcement there is an important side, namely community participation, it then refers which to as social control. Corruption uses power basically because of the weakness of social control, or the social environment that shapes it, especially in an environment with lost power and responsibility (Gong, 2015). So corruption encompasses standard behavioral deviations, which are violating or contrary to the law to enrich themselves, therefore because it needs social control. Social control is a normative aspect of social life or can refer to as a definition and deviant behavior and its consequences, such as prohibitions, demands, punishment and compensation, according to deviant behavior depends on social control (Goddard, et al., 2016). This means that social control determines how behavior is a deviant behavior. The more dependent

the behavior is on social control, the more severe the value of the perpetrator's deviation. This deviant action is incorrect because it can accept the community feels. The attitude of society's rejection of deviant behavior can be qualified as a crime, where the crime is a disgraceful thing to the community (Baron, et al., 2015). An act is a crime when the action violates a strong and defined joint consciousness.

The indicator of Nepotism with outer weight value of 0.235 significant with CR = 14.286 (table 1). This indicator is explaining how Nepotism reduces our satisfaction with service quality and Nepotism shows a low level of transparency. This indicator is a less dominant factor in shaping Unethical Actions behaviour, because it has the smallest value outer weight compared to other indicators. The practice of privileging certain people, based on personal preferences, blood ties and family relations is still strong today (Gino, 2015). Regional leaders exercise their power by privileging their close family within the government. When regional leaders with families and officials in the administration are no longer in power, their influence and political heritage will remain strong (Kalshoven, et al., 2016). This shows that the practice of nepotism exists at every level of government in Indonesia. Nepotism affects how one determines socio-economic classes based on skin color, appearance and appearance preferences. The practice of nepotism usually starts very early when parents differentiate their children based on who their parents like most (Kouchaki & Gino, 2016). This behavior then unconsciously enters the subconscious of the child, thus shaping their behavior. The same thing also happens in government bureaucracies when many people choose officials based on personal subjective judgment rather than on quality and qualifications assuming as long as the chosen person is sufficiently qualified then practice lawful nepotism (Baron et al., 2015). The justification of nepotism can affect how a country understands the practice. Therefore, people need to know the impact of nepotism behavior. The government should also make regulations that can prevent the practice of nepotism from taking place in the government bureaucracy (Yan & Oum, 2014).

Table 1. Path Coeficients

| | Mean | Std Dev | TStat | PVal |
|-------------|-------|---------|--------|-------|
| UA11 <- UA1 | 0,861 | 0,026 | 33,174 | 0,000 |
| UA12 <- UA1 | 0,858 | 0,035 | 24,398 | 0,000 |
| UA13 <- UA1 | 0,872 | 0,024 | 35,894 | 0,000 |
| UA14 <- UA1 | 0,819 | 0,035 | 23,589 | 0,000 |
| UA15 <- UA1 | 0,782 | 0,042 | 18,674 | 0,000 |
| UA16 <- UA1 | 0,700 | 0,068 | 10,411 | 0,000 |
| UA18 <- UA1 | 0,588 | 0,064 | 9,240 | 0,000 |
| UA19 <- UA1 | 0,773 | 0,049 | 15,709 | 0,000 |
| UA21 <- UA2 | 0,939 | 0,010 | 90,203 | 0,000 |
| UA22 <- UA2 | 0,914 | 0,026 | 35,453 | 0,000 |
| UA1->UA | 0,816 | 0,022 | 37,369 | 0,000 |

| | | | | |
|---------|-------|-------|--------|-------|
| UA2->UA | 0,235 | 0,016 | 14,286 | 0,000 |
|---------|-------|-------|--------|-------|

4 CONCLUSION

The research aim is to measure unethical actions in village government, concluding that corruption is the dominant factor that forms unethical actions. Perception that corruption reduces the importance of regulations so that there is an increase in unethical actions in village government, especially public services. The perception of regional government is more corrupt than the central government, in this case the government needs to pay attention to performing the civilian state apparatus so that prevention of unethical actions can be done early. This research focuses on government public services, especially village services and not limit to other public services for central government. This research is not only limited to the Unethical Actions for building good public services but also how to create good governance in local government.

5 ACKNOWLEDGEMENTS

We hereby thank you to Risetdikti and Universitas Muhammadiyah Sidoarjo for supporting the publication of this research.

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