



Ethics of State Civil Apparatus in Digital Era Public Services in Tanjungpinang City

1st Rumzi Samin
Magister Public of Administration
Universitas Maritim Raja Ali Haji
Riau Island, Indonesia
Email: rumzisamin@umrah.ac.id

2nd Edy Akhyary
Magister Public of Administration
Universitas Maritim Raja Ali Haji
Riau Island, Indonesia
Email: edy.akhary@gmail.com

3rd Fitri Kurnianingsih
Magister Public of Administration
Universitas Maritim Raja Ali Haji
Riau Island, Indonesia
Email: fitrikurnianingsih@umrah.ac.id

4th Rudi Subiyakto
Magister Public of Administration
Universitas Maritim Raja Ali Haji
Riau Island, Indonesia
Email:
rudisubiyaktodap2015@umrah.ac.id

5th Okparizan Okparizan
Magister Public of Administration
Universitas Maritim Raja Ali Haji
Riau Island, Indonesia
Email: okparizan_fisip@umrah.ac.id

Abstract— Community worker morals is a strategy for state organization and/or public help conveyance that directs the implicit set of principles, which regulates matters regarding what to do or what bad things to avoid and the values contained in ethics are used as guidelines or references for a State Civil Apparatus in carrying out its duties and responsibilities to adjust technological developments by using digital applications to facilitate services to the community. This exploration utilizes the hypothesis of advanced abilities as per Sumartono and Huda in Ieke Wulan Ayu 2022, which comprises Digital Skills, Digital Security, Digital Ethics, and Digital Culture. The research method used in this research is descriptive qualitative with literature study. The results of the study found that there was an innovation launched in the form of an application called SiKancil, in security used ISO 27001 data, in digital ethics there is still a lack of communication and services provided, and finally it has a different cultural effect since the 5.0 era.

Keywords—component, formatting, style, styling, insert (key words)

I. INTRODUCTION

In public services, some ethics must be obeyed from the government and the community (Holilah, 2013). From the public side, for example, when submitting complaints or criticism, it must be conveyed in polite language and directly through the channel provided. If submitted through social media, it is better not to mention specific names and institutions to avoid potential defamation, "As public servants, even through social media, officers are required to be able to maintain the good name of the agency and have expertise, objectivity, integrity, competence and honesty [1]. Able to uphold ethics and respect the code of ethics, convey and receive information correctly, precisely and accurately. Being transparent, appreciating, respecting, and fostering good solidarity between agencies and individuals [2]. Through the Ministry of Communication and Information Technology (Kominform), Indonesian people are equipped with digital media skills, including digital ethics, digital culture, digital skills, and digital safety. public services have now changed a lot with the transformation of technology. Conventional ways of community service have begun to shift to digital, although not yet perfect. Digital Ethics is the ability of individuals to realize

In order to realize an individual's ability to intellectualize and understand the current situation, digital ethics becomes

necessary in this period, model, adjust, rationalize, consider, and develop digital ethics governance (netiquette) in everyday life [3].

Internet ethics (Netiquette). Digital ethics means that people who use social media must have ethics in disseminating information must know the truth of the news or fake news (hoaxes). Digital Culture is a form of community activity in the digital space that must still have national insight, Pancasila values, and diversity. Digital culture means understanding local, national and even international culture, so as not to spread SARA (ethnicity, religion, race and intergroup) issues [4].

Digital skill is the ability of individuals to know, understand, and use ICT hardware and software as well as digital operating systems. Digital skill means that digital users must have certain competencies in the use of technology, for example the use of zoom meetings, google meet, google class room, google drive, gmail, chrome and others.

Digital safety is the ability to protect oneself and digital assets while in the digital space. It is as if you have to take advantage of the opportunities on the internet and protect digital data. Digital safety means that users must be able to protect themselves and get caught in criminal and civil law problems due to ignorance and legal consequences in using multi media.

Digital skills in public services, the government as a service provider must have competence. "The government in organizing public services is required to be able to provide services that are accountable, easy access, effective and efficient, easy and inexpensive, non-discriminatory, responsive, transparent, participatory and fair," because, in terms of public services, the public demands fast service, easy access, cost transparency, and information that is easy to understand and clear [5].

The Tanjungpinang City Government released an innovation called SiKancil. This application is a web-based android application to cooperate with local areas in monitoring population information or reports. The office of this sikancil application highlights through the supervision of birth certificates, death certificates, family cards, e-KTP, moving-in letters, and moving-out letters. Of the several highlights above, there is council information as a death attestation, as a death attestation. Based on information from Disdukcapil

Tanjungpinang City, people who take care of death certificates by utilizing the sikancil application in one month at most reach 3 people.

FIGURE 1. Sikancil App

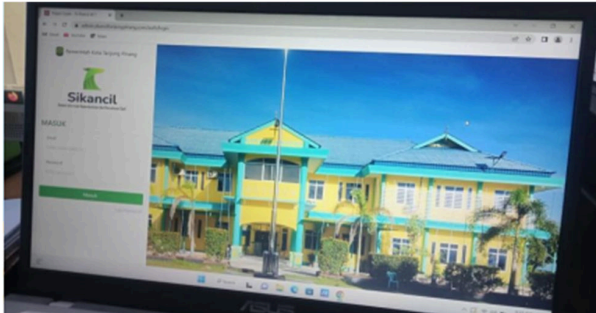


Fig 1. Front View of Sikancil Application

FIGURE 2. Sikancil App

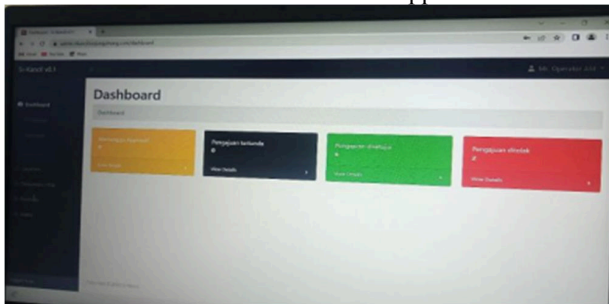


Fig 2. Sikancil In-App Display

Furthermore, this application was made to develop further a more successful framework execution, because as of recently it is as yet realized that the line for record demands by the local area keeps on collecting until it moves until it stalls out. Application

This application is additionally accessible for download on the playstore framework. By making a record on this site, the local area will get data connected with the time and date of the total on handling or documenting documents utilizing the Sikancil application. Sikancil application.

Ought to assess what is running or not in that frame of mind of intricacy to the development of the Sikancil application so the obstructions experienced can be survived. can be settled.

II. RESEARCH METHOD

This research was conducted descriptively with literature studies and direct interviews with service providers and recipients. The results of the research are a description of the data using methods and procedures such as conducting interviews with relevant informants, observation, documentation with various written or archival materials following the identification of problems that have been stated previously. In this study, the theory used is the Skills Theory put forward by Sumartono & Huda in Ieke Wulan Ayu (2022) which consists of Digital Skills, Digital Security, Digital Ethics, Digital Culture.

III. RESULT

A. Digital Proficiency

Is an individual's capacity to be aware, comprehend, and utilize computerized working framework equipment and programming by using computerized offices as a chance to create.. Digital skills are useful to fulfill one's need to master the use of digital accesses [6]. Smartphones are one of the accesses in the digital era that is very often used, but even though the digital era is already running, there are still many people who cannot use technology to the fullest, this is because technological trends move faster than digital skills themselves. Therefore, we should not be left behind and must be more adaptive in the future [7]. To obtain the expected digital skills, we must be guided by several objectives of success in understanding digital skills such as having innovative understanding, recognizing various forms of problems faced in using technological devices, and maintaining ethics in using them. When ASN has entered and implemented these success indicators, ASN should be able to provide the best service for the community [8].

B. Digital Security

Digital Security protects digital systems, such as computers and networks from capture attempt of data, burglary or harm to clients' equipment, programming or electronic information as well as from interference or confusion of the administrations given. The field of digital security has become very important in an era that is all digital and has rapid technological advances like today. Advancements, for example, PC frameworks, the web and remote systems administration norms like Bluetooth and Wi-Fi, and the development of savvy gadgets including PDAs and different gadgets that make up the Internet Of Things (IoT) rely heavily on digital security [9].

C. Digital Ethics

Digital Ethics are procedures and rules for using digital technology tools because without ethics there will be many losses caused by the influence of technology [10]. Computerized morals is additionally the capacity of people to change, justify, consider, and foster moral administration in daily existence. The existence of ethics in technology can also set limits on one's attitude and behavior in digital media. The development of this digital era makes it easier for people to access information [11]. So that the existence of digital ethics helps a person to direct attitudes and behavior. Ethics becomes a system of values and moral norms that guide individuals or groups. The existence of digital ethics will form awareness, responsibility, integrity and respect for the value of goodness in the use of digital media in the Tanjungpinang city government.

D. Digital Culture

Digital Culture shapes how we connect, act, think, and impart locally climate utilizing web innovation. The improvement of the computerized world has designated all sides of life [12]. However, every development that occurs does not include a digital culture, there are still many things that happen with the use of the internet. Thus, it still does not meet the criteria for good and correct management. Sikancil is here to answer problems related to the bureaucracy, especially in

Tanjungpinang City [13]. Information technology has changed the culture of the Tanjungpinang City Government agencies, its ASN and the community, especially in terms of establishing communication and how to take care of correspondence [14]. Since the presence of information technology has changed the culture in the community in terms of taking care of documents, which were originally done through coming to the office but now can be through the website or using applications made by the Tanjungpinang City Government [15].

IV. CONCLUSION AND SUGGESTION

A. Conclusion

Public servant ethics is a method of public administration and / or provision of public services that regulates the code of ethics, which regulates matters regarding what to do or what bad things to avoid and the values contained in ethics are used as guidelines or references for a State Civil Apparatus in carrying out its duties and responsibilities to adjust technological developments by using digital applications to facilitate services to the community.

1. Indicators of digital skills are almost on target, with the transformation of public services in the digital era that has been carried out by the Tanjungpinang City Government which influences it. The innovation that addresses population problems is the Sikancil Application, one of the advances that help service officers and the community. One of the benefits of using the Si Kancil application is that it can provide administrative services that are fast and do not require long and long queues.

2. In the digital security indicator, officers in the field of data base experts and also the service sector assure the public that all community data is stored with layered security, this is because the general public cannot access population data and also cannot be accessed using ordinary networks such as the public internet, because it can only be accessed by authorized people using a special VPN network. For data security using ISO 27001 so that stored data can be safe from data leakage.

3. For digital ethics indicators, to be specific in giving admittance to data to the general population, the officials are very ideal, however for cordial perspectives and habits, enhancements should in any case be made. Since there are as yet many individuals who feel that the morals in correspondence completed by City Government services are still lacking and even seem arrogant.

4. On the digital culture indicator, namely the delivery, ethics and digital culture are related. Since the running of information technology, it has changed a little culture for the community in taking care of documents, which initially had to come to the office. However, with the development of technology, it can save time by using application innovations made by the Tanjungpinang City Government.

B. Suggestion

Suggestions for Officers in the field of services and officers in various other fields to keep trying to continue to carry out

their work well following technological developments through digital applications that make it easier for the public to communicate and deal with the interests of the community.

ACKNOWLEDGMENT

The author would like to thank the entire team that has contributed in carrying out the research, thus producing scientific works related to Administrative Ethics. We also thank FISIP UMRAH for organizing the implementation of this International Seminar. We thank you.

REFERENCES

- [1] Holle, E. S. *Pelayanan Publik Melalui Electronic Government: Upaya Meminimalisir Praktek Mal administrasi Dalam Meningkatkan Public Service*. Sasi, 17(3): 21-30. (2011).
- [2] Alshehri, M., & Drew, S. J. *E-government Principles: Implementation, Advantages And Challenges*. International Journal Electronic Business. 9 (3): 1-17. (2011).
- [3] Nulhusna, R., Sandhyaduhita, P. I., Hidayanto, A. N., & Phusavat, K. *The relation of e-government quality on public trust and its impact on public participation*. Transforming Government: People, Process and Policy, 11(3): 393-418. (2017).
- [4] Nuraeni, S. *Penerapan Etika Administrasi Publik sebagai Upaya dalam Mewujudkan Good Governance*. (2020).
- [5] Widyanto, Irawan, dan Ali Rokhman. *Merekonstruksi Kembali Etika Aparat Birokrasi*. (2019).
- [6] Kusuma, A. A. *Penerapan E- government Dalam Meningkatkan Kualitas Pelayanan Publik Di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Bandung Provinsi Jawa Barat*. Jurnal Visioner, 13(2): 145-157. (2021).
- [7] Aji. M. I, Muhammad Jamal, dan Burhanudin. *Faktor-Faktor yang Mempengaruhi Kinerja Aparatur Sipil Negara (ASN) dalam Meningkatkan Pelayanan Administrasi Kepada Masyarakat di Kecamatan Bontang Barat Kota Bontang*. Ilmu Pemerintahan, 7 (2): 701-712. (2019).
- [8] Syam, Ahmad. *Kinerja Aparatur Sipil Negara (ASN) dalam Peningkatan Kualitas Pelayanan Publik di Puskesmas Tamalatea Kabupaten Jeneponto*. (2018).
- [9] Shafira, A., & Kurniasiwati, A. *Implementasi E-Government Dalam Upaya Peningkatan Pelayanan Berbasis Online Di Kabupaten Kulon Progo*. Jurnal Caraka Prabhu, 5(1): 52-68. (2021).
- [10] Ari, D. P. S., & Hanum, L. *Pengaruh Kualitas Pelayanan Website Djp Terhadap Kepuasan Pengguna Dengan Modifikasi E Govqual*. Profit: Jurnal Administrasi Bisnis, 15(1), 104-111. (2021)
- [11] Utama, A. G. S. *The implementation of e-government in Indonesia*. International Journal of Research in Business and Social Science ,9(7): 190-196. (2020).
- [12] Irawan, B. *Studi Analisis Konsep E-Government: Sebuah Paradigma Baru dalam Pelayanan Publik*. Jurnal Paradigma (JP), 2(1): 174-201. (2017).
- [13] Lestari, Y. D., Nugraha, J. T., & Fauziah, N. M. *Pengembangan E-Government melalui Layanan Aspirasi Masyarakat di Dinas Komunikasi dan Informatika Kabupaten Magelang*. Jurnal Ilmu Administrasi: Media Pengembangan Ilmu dan Praktek Administrasi, 16(2): 163-178. (2019).
- [14] Holilah, *Etika Administrasi Publik*. Review Politik Volume 03, Nomor 02. (2013)
- [15] Sosiawan, E. A. *Tantangan dan Hambatan dalam Implementasi E-Government di Indonesia*. Seminar Nasional Informatika. 1(5): 99-108. (2008).

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

