Public Trust, Ethic and Integrity in the Bureaucracy

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Abstract

It is critical to comprehend the requirement for a bureaucracy that is ethical, has integrity, and is devoid of corruption, collusion, and nepotism. This research seeks information on how public trust, ethics, and integrity in government exist in society. The technique employed in this study corresponds to descriptive analysis research principles, although in technical execution, this research is designed as an endeavor to interpret information rather than building or testing a hypothesis. According to the findings of this study, trust is extremely crucial for any institution or organization. To create and strengthen public faith in the government, including good will, leaders carry out their mandated tasks, leaders in their organizations follow all applicable rules, and government officials perform better.

Keywords: Bureaucracy; Government; Society

A. Introduction

The behavior bureaucracy determines a nation's advancement and retreat (Sajari et al., 2017). According to Aristotle, bureaucratic behavior represents a model of how the general public should think and act, as exhibited by people in government (de Koning et al., 2019). As a result, the state infrastructure and bureaucracy serve as teachers. The current situation's demands reveal a concerning reality. The ethics and
The need for a bureaucracy that is ethical, honest, and devoid of corruption, collusion, and nepotism is pressing (de Graaf et al., 2018). However, efforts to uphold ethics and bureaucratic integrity continue to face numerous challenges, including high levels of disciplinary violations and abuse of authority, a lack of understanding and consistency in the application of laws and regulations, ineffective control systems at various levels, and a lack of human resources of sufficient quality (Steden, 2020).

Many variables influence the clean, authoritative, and ethical bureaucratic behavior desired by all parties. This involves all parties' dedication, competency, and consistency in participating in the execution and oversight of state governance, including parts of the governmental apparatus, business, and the community (Pels et al., 2018). In order to achieve excellent governance, foreign players must play a role. The partnership of these four factors is required in order to enhance the state apparatus's ethics, integrity, professionalism, work ethic, and morale.

Public actors in governance like teachers. He notices what they are doing and instructs us on how we should behave. Suddenly, when they do anything crafty, deceitful, or dishonest, they are teaching it to all of us, deliberately or unknowingly.

A leader must grasp the dynamics of society in order to be the first person to serve the community, the first person to come to address issues, and the first person to avoid social discord in the community. In times like this, a leader's integrity is greater than that of those he leads. According to (Trisnamansyah & Sauri, 2021), the existence of a leader largely impacts a country's success and fall; he has a responsibility to his people. This obligation is linked to the leader's morale. Leaders' everyday actions, both toward themselves and others, must represent a moral leader.

The creation of integrity begins with a leader, particularly leaders of public institutions who obtain a mandate from the people to carry out the administration of the country; a leader with high integrity will aid in the eradication of chronic corruption in this country. A leader must stress ethics and bureaucratic integrity in addition to demonstrating good performance.

The bureaucracy's integrity, as an effort to develop public trust and forms of service, which is currently perceived to be highly deficient, such that the public has lost faith (distrust) in the government controlled by bureaucrats. It can establish a strong relationship for leaders to have the essential principles of life, including honesty, via ethics based from local wisdom.

The bureaucracy's difficulties in Indonesia today are highly complicated; the base of the problem derives from government managers' poor ethics and integrity (spiritual
accountability). These issues manifest as poor performance and lack of discipline, as well as different ethical infractions, misuse of authority, corruption, and other criminal crimes.

In this article, we define public trust and examine how to establish it, as well as ethics and integrity in government. While the objective of this article is to discover the purpose of public trust, the goal of this essay is to promote public trust, ethics, and integrity in a democracy.

B. Methods

The technique utilized in this research conforms to descriptive analysis research principles conceptually, but in technical execution, this research is designed as an endeavor to analyze information without the intention of building or testing a hypothesis. The descriptive technique is used to discover facts and interpret them correctly. Descriptive research investigates societal issues as well as the procedures that govern society and specific situations, such as the interaction between actions, attitudes, and beliefs, continuing processes, and the impacts of an organization. phenomena. The following data gathering approaches were employed in this study: In-depth interviews with study subjects, which serve as the unit of analysis, were performed. An interview guide is the tool utilized in this in-depth interview. The interview guide's question items are not strict, but rather extremely adaptable and dynamic. Observation, this strategy is used to augment data gathered from previous techniques by actually witnessing community activities. Document studies, in the form of secondary data, researchers examine written documents, journals, and other sources.

C. Results and Discussion

Public Trust
The bureaucracy is the executor of government administration, with significant responsibility in managing public assets, providing public services, and establishing policies. Such vast power needs oversight to prevent misuse of authority and norms to ensure good governance. The ethics and integrity of the bureaucracy are two of the key regulations that are currently under scrutiny. It will be extremely impossible to avoid misuse of authority, corruption, and the like without ethical and integrity norms (Plant, 2018).

Good governance is required to enforce ethics and integrity in government ranks, so that: (1) the behavior of the ranks of the bureaucracy is in accordance with the demands of their duties and functions as public servants; (2) the community receives quality and reliable public services; (3) the community receives fair and non-discriminatory treatment by law; (4) public assets and state assets are managed and utilized effectively, efficiently, and according to principles; and (5) decisions or
Trust is extremely crucial for an organization, and public trust may help an institution's image. Institutions should pay attention to the characteristics that might entice people/consumers or the general public to trust them.

**Building Public Trust**

Indonesia has three challenges: globalization, public trust, and unity. One of the most intriguing of the three difficulties is the difficulty of developing and increasing public trust. This context examines the notions of good governance, with the goal of increasing public trust in government (Bawono et al., 2021).

There are many concepts to build and increase public trust in the government, including good will, good will, competency trust (people will trust the government if government leaders carry out their duties according to their mandate), consistency of leaders in their organizations to comply with all applicable regulations, and improving government officials' performance.

In addition to this notion, the audience is encouraged to consider the principle of good governance while evaluating governance. This becomes a significant problem when considering the topic of developing and increasing public trust. Participation, fairness, effectiveness, justice, access, and sustainability are among the elements of good governance.

This notion argues that successful governance requires strong cooperation between the community and the government. However, the current situation creates a contradictory situation. People appear unconcerned about the government's troubles. Indeed, in the 1990s, the concept of civil society developed, meaning the idea of putting society and government side by side in order to establish effective governance.

Other ideas proposed include integrity, accountability, and openness, in addition to the four concepts and principles of good governance. In short, effective governance is required to develop, actualize, and enhance public trust in government, and it must be maintained in a participative and collaborative manner between the community and the government (Huberts, 2018).

**Trust in Educational World**

Trust is derived from the word believe, or trust in English, which denotes admitting or believing in the truth. So, trust is defined as a person's readiness to rely on others in situations when we have faith in him. Trust is a mental state that is influenced by a person's situation and social surroundings. To put it another way, trust is a critical issue in human society. The effect of trust is so vital since this trait also has a significant role in an organization. How could it not be, so many organizations fail
and thrive as a result of distrust. The necessity of instilling trust values in the dynamics of the process of managing an organization, in this instance an educational institution.

The significance of a well-established trust in a work community influences psychological outcomes, such that individuals feel passionate about what they do. They freely cooperate, communication channels are open, idea sharing becomes the norm, and individuals are not scared to make errors. They take pride in the organization for which they work, are devoted to the individuals with whom they work, and carry themselves more completely when doing their duties.

Trust and administration of educational institutions have a crucial link in their functioning. The effectiveness of the execution of an education that is intended to have a good impact on the public in the form of excellent learning outcomes that are used in the community is heavily influenced by trust.

Schools are critical institutions in the community's attempts to enhance people's lives today and in the future. Individuals are taught how to think, act, and develop key life skills via school. The school's importance extends to social qualities such as the capacity to communicate, create social relationships, and empathize.

In terms of attempts to develop trust, schools may do a number of things, including making education more visible, establishing open contact with the community, and improving teachers' abilities to organize learning. Transparency in education provision is an attempt made by schools to provide a space for the community to obtain information about how education is implemented in a school.

Transparency is vital for two reasons: it fosters public trust in schools and demonstrates openness to students and the community. To foster trust, schools must tell the community on the "what and how" of the educational process that has been, is being, and will be undertaken. In this approach, the community can judge the school's reputation while also predicting what the school will do with the pupils entrusted to it. Many evidence demonstrates that schools that encounter setbacks are too closed and do not give opportunity for the public to learn about what the school is doing.

**Bureaucratic Integrity and Ethics**

Morals and ethics are closely connected, albeit the scope of morals is narrower. Ethics does not have the ability to order or prohibit an activity; instead, it just teaches the structure and technique. Unlike morality, which can serve as a guideline, instructing how individuals should conduct and employ a tool in decision-making. Moral life can occasionally extend beyond rule-following. Thus, morality refers to spontaneous conduct, such as love, kindness, generosity, honesty, truth, goodness, freedom, equality, and justice, all of which are universal and often do not exist in the rule of law. While integrity demonstrates the constancy of words and ideals as they
are mirrored in everyday actions. Sometimes individuals merely talk with their lips while their souls are filled with arrogance, jealously, envy, revenge, and feelings. People with integrity frequently deliberate before they speak so that their conduct and actions match what is spoken. Integrity is characterized by tolerance and thankfulness. People with integrity will be patient when tried, and they will be appreciative when they obtain happiness (Susanto and Kumar, 2022; Riyanto and Sayer, 2022).

Integrity is defined as thinking, speaking, behaving, and acting appropriately and in accordance with the code of ethics and moral standards. Thinking, not saying, is where integrity begins. Thinking generates knowledge, comprehension, values, beliefs, and ideals. People who speak without thinking might cause future regrets, harm other people's sentiments, and even hostility.

D. Conclusion

Trust is critical for every institution or group. To create and strengthen public faith in the government, including good will, leaders carry out their mandated tasks, leaders in their organizations follow all applicable rules, and government officials perform better. In addition to this idea, the principle of good governance is a governance evaluation. This is critical in terms of developing and increasing public trust. Participation, fairness, effectiveness, justice, access, and sustainability are all good governance ideals. To obtain public trust, the governmental apparatus's ethics and integrity in establishing a country must be high.

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