

# **PATHOLOGY IN PUBLIC SERVICE OR LOW DUE TO LACK OF KNOWLEDGE AND SKILLS OF EXECUTIVE OFFICERS OF THE VARIOUS OPERATIONAL ACTIVITIES**

**Hamirul<sup>1</sup>**

**Faculty of Economics, Putra Indonesia University. Jl Dr. Muwardi 66 By  
Pass Cianjur  
[hrul@ymail.com](mailto:hrul@ymail.com)**

## **Abstract**

A primary issue in this study is to identify the type of pathology experienced Cimahi city land office, and what strategies can be applied in order to minimize pathologies arising from lack of or lack of knowledge and skills of the officers of various operational activities. The results of the research office of the land Cimahi in serving the public is still suffering from pathologies that are caused due to the lack or low level of knowledge and skills of the officers of various operational activities, such as: do not be able to outline the wisdom of leadership, lack of carefully situations, smugness, acting without thinking, confused, baksheesh, a lower quality of work, superficiality, inaccuracies action, incompetence, hesitant attitude, work is not productive, untidiness, stagnation.

Some of the strategies that can be done in minimizing the pathology of this type that the transparency of the time and cost in managing certificates by strengthening the administration, education and training.

### **KEY WORDS:**

Pathology Bureaucracy, service quality.

public services the community needs as well as the implementation of the provisions of the legislation and the land issue is a major problem that must be faced because humans can not be separated from the land, in addition to the land issue is the problem of population growth where every year the number of population is increasing. Every human being who lives want to have land of their own, while the amount of land that is fixed and will not increase. Complexity of land issues both process provision, especially in relation to the status of use of the land with the various changes would result also in the more complex the problems in the process of services in the field of land. On one hand because of the increase of service and on the other hand that land forces are also required to be able to provide services quickly, correctly, timely cost satisfactory and ensure legal certainty.

But it is so contrary to the service that occurred in Cimahi city land office. Besides problems in terms of lack transparanan provide clarity as well as costly in terms of maintenance and licensing certificate. And based on the survey of land services at most complaints from masyarakat. Masih there are some conflicts of land disputes.

## **I. Introduction**

Public service as a service, either in the form of public goods and public services is in principle the responsibility of the public administration in this case the central and local government to the level of village government. Activities implemented in the framework of

### **1.1. Formulation of the problem**

- a. How pathological form of bureaucracy in the public service (land administration services) in the city of Cimahi?
- b. What forms of bureaucratic pathology therapy in Cimahi city land office?

- c. How land administration service strategy that can minimize these pathologies?

## 1.2. Special Purpose Research

This study aims to explain the pathology of bureaucracy in the public service (land administration services) in the city of Cimahi. In connection with these problems, the objectives to be achieved in this study are:

1. To identify and describe the shape / type of pathology bureaucracy in public services (land administration services) in the city of Cimahi
2. To address and provide treatment of the pathology suffered by the land office Cimahi city.
3. To describe and analyze the system of land administration services that can minimize bureaucratic pathology.

## Literature review

References [10] Under the title "The Effect Behaviour Officers on the Quality of Service in the Field of Licensing." The research is devoted to the effort to know the behavior of the apparatus on the quality of public services in the field of licensing (Study on licensing services business in Batam city). The selected loci are Department of Industry and Trade of Batam. Dimensions studied in behavioral apparatus includes dimensional capabilities, needs, beliefs, and experiences. While the dimensions studied in the quality of service that is through the dimensions of speed, accuracy, ease, and justice. The study design used is descriptive-analytic, where descriptive study accurately describe the nature of some of the symptoms of an individual or group, and determine the frequency of occurrence of a condition to minimize keterhandalan (reliability), while the analytic study to test the hypothesis and to interpret the deeper relationship which is based on data for the withdrawal of ex post facto probability sample (probability sampling design). The data collection via questionnaires as the main instrument and is supported by literature study, observation techniques, the study documentation. Data processing techniques include engineering pairing

patterns and techniques of making explanations. Following the research hypotheses were tested using the correlation coefficient (the closeness of the relationship between two variables). The results showed that "the behavior of forces positive and significant impact on the quality of public services." With regard to licensing (Study of business licensing services in Batam with the locus of the Department of Industry and Perdagangan city of Batam, on licensing Documents Business License (SIUP).

Reference [9] With the title "Influence and Conduct Capability Bureaucratic Reform on the Quality of Health Care." The problem in tersbut research is health care at health centers in the county Tangerang not optimal, so the quality of health care received by the public remains low. Not optimal health care is due to the ability and the behavior of personnel (paramedics) in performing their duties and functions as a conduit of public health services has not been effective. The study was conducted to test empirically and to determine the facts, as well as scientifically assess the influence of the capabilities and behavior of bureaucratic apparatus of the quality of service quality of health services in health centers Tangerang district. The sampling technique using stratified proportional. The data collection technique using questionnaires, which were collected from respondents with a sample size of 130 paramedics. Data analysis technique is Ngan Path Analysis Model is a statistical test t-test and F-test

The results showed that "the ability of the apparatus provide a greater influence on the behavior of the apparatus on the quality of service." The health, thereby contributing capability of the apparatus is greater than the contribution of the behavior of the apparatus to quality health services. Dimension "experience a significant influence on the quality of care" health, it has pointed out that the dimension of experience is more dominant in shaping the capabilities of the apparatus. Dimensions "responsibilities have a significant influence on the quality of health care." This indicates that the dimension of responsibility is more dominant in shaping the behavior of the apparatus.

The new findings for the development of the concept of quality of health care, need to pay attention to the importance of budget factor, systems and procedures and infrastructure facilities, in addition to the capabilities and behavior of bureaucratic apparatus. Also found findings to add a dimension of commitment and cooperation in capability variable behavior bureaucratic apparatus, in addition dimension of expertise, skills, experience and mental attitude. The next finding is the added dimension of emphasis in behavioral variables bureaucratic apparatus, in addition to the dimensions of obedience, discipline and responsibility.

## 2. Pathology Bureaucracy

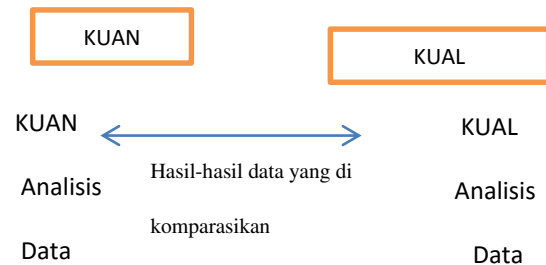
The terminology comes from the concept of pathology medical science that examines the disease inherent in human organs, causing malfunction of these organs. Making the term as a metaphor pathology, pathology of bureaucracy in this description must be understood as a study in the context of public administration aimed at exploring the factual and theoretical basis of various diseases attached to the body of the government bureaucracy, so that the dysfunctional bureaucracy. Based on the above, then Siagian [6] identified various pathologies of bureaucracy are categorized into five groups, namely:

1. Pathology arising from perceptions and styles of managerial officials within the bureaucracy.
2. Pathology caused due to the lack or low level of knowledge and skill of the officers of various operational activities.
3. Pathology arising from the actions of the bureaucrats who violate legal norms and regulations in force.
4. pathology manifested in the behavior of the bureaucrats that are dysfunctional or negative.
5. Pathology which is due to the internal situation in the various agencies within the government.

## 3. Research methods

In connection with the phenomenon to be studied,

namely "Pathology bureaucracy because of inadequate or lack of knowledge and skills of the officers of various operational activities at the Land Office Cimahi", then the strategy of triangulation concurrent studies are considered suitable for use.



Strategi metode campuran

“ Referensi [2]”.

The data collection is done by using a questionnaire for the quantitative method for qualitative methods while using interviews and equipped with documentation study respondents With 42 employees and 10 ordinary land informant and one person key informant.

## 4. Conclusions and recommendations

Pathology caused by the lack or low level of knowledge and skills of the officers of the operational activities of this type are usually due to a desire to earn more money, this usually happens due to the good of society or birokr: at them are not able to describe the wisdom of leadership, lack of carefully situations, complacency, acting without thinking, kebingungan, payoffs, a lower quality of work, superficiality, inaccuracies action, incompetence, hesitant attitude, work is not productive, untidiness, stagnation. so therapy for this type suffered by the land office Cimahi city's need to be made aware of both parties by giving understanding and transparency about the terms and procedures in both time and costs to be taken in order to address the problem of bribery that occurs and the application of severe punishments for giving bribe or

by a bribe so that a deterrent effect and is expected to mengurangi bribery in Cimahi city land office.

Here are some therapies that can be administered in Cimahi city land office, among others:

- a. To minimize the pathology of bureaucracy in the Land Office Cimahi necessary concrete measures not only as mere rhetoric and transparency problems in both time and cost in service should be made clear at the time of the community registered the desired certificate.
- b. For personnel incompetence should the placement in accordance with the guidelines right man on the right place so that not a lot of errors in terms of service to the community as well as charging or recruitment positions, limits and the authority and responsibility in terms of positions, job requirements, income position, creating conditions social good, creating emotionally intelligent, educate intellectual good, creating a good character as well as create a good spirituality.
- c. Officials in the office environment land Cimahi city should report property owned by starting from the first served, and given awareness of ethics, awareness of morality, faith development, viability, through social interaction, through openness, through education and training, through informal and formal groups.
- d. Administrative services strategy that can minimize bureaucratic pathologies both mal administration and disfunction of Beureucracy among others, by:
  1. Strategies to strengthen the role of the bureaucracy in the individual associated with the quality of

human resources in this bureaucratic pathology minimize bureaucracy.

2. Strategies to strengthen the role of the bureaucracy in the organization made its way through four approaches are: a structural approach, technological approach, approach to the task, approach people.
3. Strategies to strengthen the system of unity bureaucracy minimize bureaucratic pathology is excellent service administration system pattern of one-stop service.

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