

Content Analysis of Government Regulation Number 94 of 2021 in Improving Public Services in Batuatas District

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Abstract

This study aims to analyze the content of regulations regarding Civil Servant Discipline Based on Government Regulation No. 94 of 2021 at the Batuatas District Office. 94 of 2021 at the Batuatas District Office. This research uses a descriptive method with a qualitative approach with observation, interview and documentation techniques. The findings of the research results that there are still government employees of Batuatas Subdistrict who do not carry out the mandate of the regulations regarding Employee Discipline, including not being on time when entering the office, not being friendly in service and often ignoring their duties. Through this research, it is hoped that the discipline of Batuatas Sub-district government employees can increase and can be responsible for carrying out their duties as a civil servant.

Keywords: Employee Discipline, Government Regulation, Public Service



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INTRODUCTION

The existence of Civil Servants (PNS) in a country has an important role, because it is part of the elements of the state apparatus that have the task of organizing government and development in the context of state goals to form a just and prosperous, balanced, material and spiritual society based on Pancasila within the territory of the Unitary State of the Republic of Indonesia.

Based on Government Regulation Number 94 of 2021 Article 3 regulates several obligations of civil servants, namely: loyalty and full obedience to Pancasila, the 1945 Constitution of the Republic of Indonesia, the Unitary State of the Republic of Indonesia, and the Government; Maintain national unity and integrity; Implement policies set by authorized government officials; obey the provisions of laws and regulations; carry out official duties with full devotion, honesty, awareness, and responsibility.

The problem of discipline, especially the discipline of civil servants, is still receiving a sharp spotlight from the public. As a widely seen example, civil servants leave their place of duty without the permission of the leadership. Various sanctions have been regulated in government regulation Number 94 of 2021 concerning ASN discipline for every ASN who commits violations related to indiscipline. Violations and problems with employee discipline have hampered the function of government services due to unscrupulous civil servants who do not carry out their duties optimally. Discipline as a form of employee self-control and regular implementation in showing the level of seriousness of employee work in a company or organization, where employees who do not comply with regulations that are not set by the company will get sanctions. Work discipline as an active function of human resource management the discipline of a company's employees is very important because the better the discipline of a company's employees, the higher the work performance it achieves and will create quality employees.

The discipline of civil servants is something that needs to be considered because it is one of the key words to success. Discipline is a result that can be measured from the level of efficiency and effectiveness of an employee in doing a job that is supported by other resources in achieving general company goals. Employee performance is a quality that refers to the quality of human resources such as knowledge, skills, and abilities possessed by an employee. Employee performance serves to support and maintain employee satisfaction with the aim of improving employee and organizational working conditions and benefits for employers. The same thing about discipline is that discipline is related to vigorous effort and the fulfillment of targets and the right time. Self-discipline refers to training that makes people volunteer to carry out certain tasks or carry out certain patterns of behavior, even though what actually exists is laziness (Mustari, 2014).

Batuatas Sub-District Office is a sub-district office located in Batuatas District, South Buton Regency, which plays a role in providing services to the Batuatas community. In serving the needs of the community, at least several things need to be considered, namely service services, goods services, and administrative services. The existence of the Sub-District Head in ensuring the course of community services in Batuatas Sub-District is an obligation to be carried out. This is very important, because effective and efficient services are an integral part of government regulations on the discipline of civil servants.

The indicators to determine the level of public services of Batuatas Sub-district government employees, one of which can be seen from the discipline of Batutas Sub-district government employees and the improvement of public services at the Batuatas Sub-district Office to the community. However, from the results of observations, it was found that the lack of maximum public services by government employees of Batuatas Subdistrict was due to the low level of discipline and the attitude of employees who ignored work meetings so that in carrying out work they did not carry out their duties and functions responsibly. Based on this description, the researcher examined the title content analysis of government regulation number 94 of 2021 concerning the discipline of civil servants in improving public services at the Batuatas District Office

RESEARCH METHODS

This research uses qualitative research methods. Qualitative research is research using a natural setting with the intention of interpreting a phenomenon that occurs and is carried out by involving various existing methods (Fadli, 2021). This research was conducted on government employees of Batuatas Subdistrict. The types of data used are primary data and secondary data. The data collection techniques were carried out by means of interviews and document analysis. Analysis in qualitative research, carried out during data collection, and after completion of data collection within a certain period. At the time of the interview, the researcher will analyze the answers to be interviewed after analyzing it feels unsatisfactory, the researcher will continue the research again, until a certain stage and obtained data that is considered credible

RESEARCH RESULT AND DISCUSSION

Research Results

Employee Discipline at the Batuatas Sub-district Office

The discipline of government employees is an integral part of their duties and functions as civil servants, therefore discipline is part of the indicator of whether the performance of government employees is good or not. This has been regulated in laws and regulations and/ or official regulations which, if not obeyed or violated, will be subject to disciplinary punishment. To realize reliable, professional and moral civil servants as government administrators who

apply the principles of good governance, civil servants as elements of the state apparatus are required to be loyal and obedient to Pancasila, the 1945 Constitution of the Republic of Indonesia, the Unitary State of the Republic of Indonesia and the government and be disciplined, honest, fair, transparent in carrying out their duties.

Based on the results of interviews conducted with the Head of the Batuatas Sub-District Office that "the existing employees total 29 employees with details of the number of civil servants 10 people and 19 non-permanent employees (PTT) consisting of female employees totaling 14 people and male employees totaling 15 people. With the current number of employees, it is sufficient to meet the needs of the Batuatas Sub-District Office" (interview: August 8, 2022).

As for the government area of the Batuatas Sub-District Office, the rules of civil servants have been regulated in their respective Regional Apparatus Organizations which then divide the working day time, namely 5 (five) working days and 6 (six) working days. The division of working time for civil servants, among others, is as follows:

Tabel. 1 Working Hours of Regional Apparatus Operations at Batuatas Sub-District Office

Regional Apparatus Organizations That Apply 5 Working Days				
No	Day	Entry Hours	Break Time	Return Hours
1	Monday to Friday	07.30 AM	12.00-13.00 PM	16.00 PM
Regional Apparatus Organizations That Apply 6 Working Days				
No	Day	Entry Hours	Break Time	Return Hours
1	Monday to Saturday	07.30 AM	12.00-13.00 PM	15.00 PM

Based on the table above, every civil servant must fulfill 32.5 working hours per week. Generally, work discipline can be seen if employees can comply with applicable rules such as coming and returning to the office regularly and on time.

However, in practice, there are still unscrupulous government employees of Batuatas Sub-district who do not comply with the rules that have been made, in this case arriving late and not attending the morning apple. As the result of an interview conducted with the Community Empowerment Section that "the performance carried out by government employees at the Batuatas Sub-district Office has been carried out well. We always fulfill all needs regarding public services in accordance with existing regulations. Regarding the discipline of work entry hours, it is not denied that some employees do arrive late at the office, this is due to the long distance from home to the sub-district office and weather factors that allow government employees at the Batuatas Sub-district Office to sometimes arrive late at the office" (interview: August 8, 2022).

Public Services of Batuatas Subdistrict Office Employees

Public service is one of the items regulated in the Law and government regulations. Because of its importance, it is an integral part of realizing optimal service. As an interview conducted with the Head of the Batuatas Subdistrict Office regarding the implementation of Government Regulation Number 94 of 2021 concerning Discipline of Civil Servants that "with this government regulation, it is hoped that it can make employees in the Batuatas Subdistrict office work in accordance with existing rules in order to improve the quality of public services to the community" (interview: August 8, 2022)

In addition, public services carried out by government employees at the Batuatas Sub-District Office have been carried out with a priority scale of existing work. As from an interview conducted with the Secretary of Batuatas Subdistrict that "the duties and responsibilities as government officials at the Batuatas Subdistrict office in improving the discipline of the quality

of public services are always based on the provisions of civil servant discipline so that what we do is in accordance with established procedures" (interview: August 9, 2022).

The success of a service can also be seen from the satisfaction of service users. In this case, those who know whether or not public services are carried out by government employees of Batuatas Sub-district are the Batuatas community. This is as quoted from an interview conducted with one of the community members that "the attitude and behavior of the government employees of Batuatas Sub-district are very good in providing services to the community so that most people feel satisfied with the services provided by employees" (interview, August 16, 2022). However, it cannot be denied that some things are still some obstacles, namely regarding the discipline of unscrupulous employees and the limitations of supporting facilities and infrastructure in implementing public services at the Batuatas Sub-District Office.

Some violations committed by government employees of Batuatas Subdistrict can be seen in the table below:

Tabel. 2. Number of Rule Violations Committed (OPD) Sub-Districts

No	Years	Number of Offenders	Type of Violation	Description
1	2020	4 People	Entering the office late	Oral reprimand
2	2021	2 People	Entering the office late	Oral reprimand
3	2022	1 People	Entering the office late	Oral reprimand

Based on the table above, it can be concluded that the number of rule violations committed by the Regional Government Organization (OPD) of Batuatas District in the last 3 (three) years has decreased. This was influenced by the firmness of the Head of the Batuatas District Office in imposing sanctions according to the types of violations committed in accordance with applicable regulations. Namely the administration of sanctions, namely the provision of mild sanctions, moderate to severe sanctions with the threat of dismissal as a civil servant.

Discussion

Employee Discipline at the Batuatas Sub-district Office

As stipulated in Government Regulation Number 94 of 2021 concerning Civil Servant Discipline that civil servants (PNS) are obliged to obey obligations and avoid prohibitions as stated in Article 2 through Article 5. Civil servants who do not comply with these provisions may be subject to disciplinary penalties, ranging from light, medium to heavy penalties. The level of disciplinary punishment for civil servants, namely of the mild type, can be in the form of an oral reprimand, written reprimand and written statement of dissatisfaction; moderate punishment in the form of a 25 percent cut in performance allowance (tukin) for 6 (six) months, a 25 percent cut in tukin for 9 (nine) months, a 25 percent cut in tukin for 12 months; and severe disciplinary punishment in the form of demotion to a lower level for 12 months, release from his position to an acting position for 12 months, dismissal with honor not at his own request as a civil servant.

As for violations of the provisions of work entry and working hours, it has been regulated in Government Regulation Number 94 of 2021 concerning the discipline of work entry and working hours. Civil servants who violate the obligation to come to work and obey working hours may be subject to disciplinary punishment with the provisions: for minor level violations, it can be in the form of verbal warnings for civil servants who are absent from work without a valid reason for a cumulative period of three working days in one year, written warnings for civil servants who are absent from work without a valid reason for a cumulative period of 4-6

working days in one year, and written statements of dissatisfaction for civil servants who are absent from work without a valid reason for a cumulative period of 7-10 working days in one year; while for moderate level violations, the punishment can be: 25 percent deduction of *tukin* for 6 months for civil servants who are absent from work without valid reasons cumulatively for 11-13 working days in one year, 25 percent deduction of *tukin* for 6 months for civil servants who are absent from work without valid reasons cumulatively for 14-16 working days in one year, 25 percent deduction of *tukin* for 6 months for civil servants who are absent from work without valid reasons cumulatively for 17-20 working days in one year; Furthermore, for severe violations, it can be in the form of demotion to a lower level for 12 months for civil servants who do not come to work without a valid reason cumulatively for 21-24 working days in one year, exemption from their position to an executive position for 12 months for civil servants who do not come to work without a valid reason cumulatively for 25-27 working days in one year, dishonorable dismissal not on his/her own request as a civil servant for civil servants who are absent from work without valid reasons cumulatively for 28 working days or more in one year, dishonorable dismissal not on his/her own request as a civil servant for civil servants who are absent from work without valid reasons continuously for 10 working days (Government, 2021).

The implementation of Government Regulation Number 94 of 2021 concerning Civil Servant Discipline at the Batuatas Sub-district office has been well implemented in terms of discipline and public services after a commitment to implement the regulation, although it is not fully implemented by all government employees of Batuatas Sub-district. In addition, the Head of the Batuatas Sub-district Office always gives direction and advice to his employees at every morning roll call. It turns out that this habit is very effective in fostering awareness from each employee of the Batuatas sub-district government. In addition, imposing sanctions for each employee who commits an offense is also an effective way to provide a deterrent effect for each employee. As stated by (Nasrin & Putra, 2023) that the enforcement of severe disciplinary penalties, whether or not there is an internal policy depends on each institution.

However, after the implementation of these government regulations, there was a decrease in violations committed by employees. Work discipline is an attitude of respect, appreciation, obedience and obedience to the rules that apply both written and unwritten and are able to carry out and not avoid receiving sanctions if he violates the duties and authority given to him (Siagian, 2017).

Public Services of Batuatas Sub-district Office Employees

The quality of public services is one of the assessment indicators in knowing public satisfaction with the services provided by government employees in Batuatas Sub-district. Of course, the government has a responsibility to provide maximum public services for all communities, because this has also been mandated in the Law which is specifically regulated in Article 1 of Law Number 25 of 2009 concerning public services. Public service is an activity or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers. Public services need to pay attention to customer needs. Customer needs can be met if public services can provide services that meet six of the ten indicators of good service, namely "certainty of service time, service accuracy, courtesy and friendliness, responsibility, completeness, and ease of getting services". If the services provided have met these criteria, it can be said that needs have been met so that they can provide satisfaction to the community (Rukayat, 2017). Public service is any activity carried out by the government against a number of humans who have every profitable activity in a group or unit, and offers satisfaction even though the results are not related to a physical product (Suandi, 2019).

Government Regulation Number 94 of 2021 concerning Civil Servant Discipline provides a legal umbrella for Civil Servants in realizing the maintenance of civil service discipline as well as behavioral discipline in the smooth implementation of main duties and functions. As stated in the General Elucidation of the second paragraph of Government Regulation Number 94 of 2021 concerning Civil Servant Discipline, it is stated that in order to realize Civil Servants who are morally integrated, professional, and accountable, Civil Servant Discipline regulations are needed which can be used as guidelines in enforcing discipline; where the enforcement of discipline is intended to encourage Civil Servants to be more productive in carrying out their duties and obligations based on a career system and merit system, as well as having moral integrity in their career development.

Article 1 Point 1 of Government Regulation Number 94 of 2021 concerning Civil Servant Discipline states the same definition of Civil Servant as Article 1 Point 3 of Law Number 5 of 2014 concerning State Civil Apparatus, namely an Indonesian citizen who meets certain requirements, appointed as a permanent State Civil Servant by the Civil Service Supervisory Officer to occupy a government position. The definition of civil servant is different from the definition in Article 1 Point 2 of Government Regulation No. 53/2010 on the Discipline of Civil Servants which has been revoked, namely civil servants, hereinafter abbreviated as civil servants, are central civil servants and regional civil servants.

The provisions regarding government regulations can be concluded that government employees of Batuatas Subdistrict view work ethic as a positive attitude that arises from individual awareness which is then implemented into work in order to obtain maximum results. For factors that influence work ethic for the salary category, employees feel that salary affects work ethic because salary is the main component of work. For the religion category, employees said religion affects work ethic because religion is used as a guide for life and work. For the employee discipline category, employees feel that discipline affects work ethic because the application of discipline will shape the employee's personality better.

CONSLUSION

Based on the results of the research and discussion as mentioned above, it can be concluded that the implementation of government regulation Number 94 of 2021 concerning Civil Servant Discipline at the Batuatas District Office still refers to the applicable regulations. In addition, to maintain commitment in implementing the rules, by continuing to provide reinforcement at every morning apple. However, if efforts to maintain employee discipline in providing public services for the community have not been realized with the violations committed, then imposing sanctions is an effective way to apply. As for what the researchers suggest, that discipline can be realized if there is awareness from each government employee of Batuatas Sub-district. Regulations made by the government are only part of the means to provide guidance on how the duties and responsibilities of an employee should be, but ultimately return to each employee. How high awareness also determines the effectiveness of a regulation made by the government.

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