


Article

Does Bureaucracy Fail the People? Public Perception of Administrative Services in an Indonesia Local Government

Sherina Eka Putri¹, Tutik Rachmawati²

^{1,2}Parahyangan Catholic University, Bandung, Indonesia

Article information	Abstract
DOI : Correspondence : 6071901008 @student.unpar.ac.id	<p>Bureaucracy is considered to have a negative character, namely poor performance and excessive power, and tends to oppress the individual. This study aims to determine whether the public has the same assessment of the bureaucracy as these criticisms. This study applied quantitative research methods by distributing questionnaires to 100 residents of Bandung City who were determined using the disproportionate stratified sampling method. Respondents were residents of Bandung City who had experience accessing administrative services provided by the Population and Civil Registration Service Agency of the City Government of Bandung. This study uses descriptive analysis by measuring the frequency distribution of central tendency (median) with the help of data processing applications of the Statistical Package for the Social Science (SPSS) series 26. The results of this study indicate that the bureaucracy at the Population and Civil Registration Office of Bandung City does have a negative character. As many as 94% of respondents agreed that the community considered that the bureaucracy had poor performance, then as many as 96% of community respondents considered that the bureaucracy used excessive power. And finally, as many as 94% of community respondents considered that the bureaucracy oppressed individuals.</p>
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INTRODUCTION

Bureaucracy is a system organization characterized by its own structure hierarchy with chain command, the existence of formal rules, division of straightforward tasks, and compliance with applicable law. Therefore, bureaucratic processes often become the target of criticism and are considered to be potential cause of arbitrariness.

As we know, the bad thing is the bureaucracy government in Indonesia; the bad bureaucracy in the government in Indonesia has become confidential general for inhabitant society. This was conveyed by Mahfud MD in National news Tempo.co (1/12/2021) " that pattern think bureaucrats who are still attached in self as ruler, as the person who requested it served, but No Want to serve ". So, the attitude can cause service to slow, procedures to convoluted, and cultural affiliates that are still attached. So it has an impact the occurrence practice corruption collusion and nepotism.

Bad bureaucracy is caused by still existing apparatus bureaucracy that is not friendly in giving service to society, abuses power, and behavior discriminatory or Not fair in giving service to the public. As (Mubin & Roziqin in Krishno Hadi, Listiana Asworo, 2020) viewed from corner view public that there are Lots response negatively related to a very complex public with the problems A failure of government

as give service to public recipient services . Listed in Law No. 5 of 2014 concerning Apparatus State Civil Servants (ASN) in Article 2 which reads that organization ASN policies and management must be based on the principles of : professionalism, justice and equality , and non-discrimination in give service to public as well as , based on principles committed , understanding code ethics behavior , values basic and have a sense of responsibility Responsible for service public .

Researcher find fact that bureaucracy at the Population and Registration Service Civil (Dukcapil) of Bandung City is lacking well . This is supported by three data found by researchers based on results observation field , interview with experienced community look after document population , and studies document . With Thus , the argument beginning researcher show that bureaucracy at the Bandung City Population and Civil Registry Service does not walk with Good .

Viewed based on Agency Performance Report Government (LKIP) on achievement performance target In 2020, the Bandung City Population and Civil Registry Service has average value of 97.08%. However , seen from LKIP 2021 on achievements performance target The Bandung City Population and Civil Registry Service has average value of 93.90%. Can concluded that achievement performance target The Bandung City Population and Civil Registry Service is experiencing decline by 3.18%.

Next , see based on data from the Bandung City Population and Civil Registry Service's LKIP for 2021 and 2022 , it shows that results average value of elements service category politeness and friendliness officer in serve community at the Bandung City Population and Civil Registry Office from 2021 to The year 2022 is experiencing improvement . However , the fact in the field Still found apparatus bureaucracy that behaves not enough friendly in give service to society . This is proven through interview with A as society that is look after Act death . *“ The employee not enough friendly and rude Miss , please explain the procedure For look after Act Death past SALAMAN application , he said just download it Later follow directions from the application , not taught more details. While father tea right Already old not enough understand The same procedure service that is used application like this ”* .

Lastly , there is problem Still the discovery of ASN who discriminate and also abuse the power he has so that the service process made difficult in serve society . This is proven through interview with one of public with the initials F who wanted to take care of Family Card (KK) *“I'm here come to take care of the name listed on the KK is different with the name stated in the Deed Birth , said the officer I must request letter from district court first , then Later I process. But there is Friend I Yesterday with same problem with I No must request letter district court first formerly Because he has acquaintances from Civil Registry Office here . I am a commoner Can it is said not enough capable sis , so the process complicated and also long”*.

Based on data and facts results observation , interviews and studies document on so can strengthen argumentation beginning researcher namely that bureaucracy at the Bandung City Population and Civil Registry Office is lacking good . That is proven in the bureaucracy at the Bandung City Population and Civil Registry Service that in give service to public response apparatus bureaucracy that still not enough friendly , well behaved discriminatory and not fair in give service administrative .

Based on background behind problem said , research This intended For identify question research *“ how evaluation public to bureaucracy “Occupational and Civil Registry Office of Bandung City ?” and objective from study This For identify evaluation public to bureaucracy in the Bandung City Population and Civil Registry Service .*

LITERATURE REVIEW

In general, term bureaucracy is often associated with Max Weber (1920), a sociologist famous from Germany, who defines bureaucracy as a structure organization with Lots of employees who are subject to formal rules and are responsible for specific administrative, as well as system government run by the apparatus bureaucracy that adheres to stick to hierarchy and levels position. Bureaucracy is also

considered a system owned by the government and used by the people bourgeois as well as capitalists. To dominate class social other.

Charles T. Goodsell (2004), in his book entitled "*The Case for bureaucracy*," puts forward that the bureaucratic government get evaluated by expert field knowledge economics and science knowledge sociology that the bureaucracy own:

Poor performance (*Poor Performance*)

Poor performance is performance understaffed good and bad meet the targets that have been set as well as No by standards that have been agreed . First, from theory evaluation to bureaucracy that bureaucracy can perform badly seen from the view of economics and sociology .

The experts economy with view *market oriented* to argue that bureaucracy can it is said performing bad Because No like bureaucracy government because of existence mix hand bureaucracy government in the private market that hinders efficiency economy . Another reason economists market oriented not like bureaucracy government namely : a.) Bureaucracy government more prioritize ownership public For welfare public Meanwhile, the private market No believe in ownership public, b.) Bureaucracy government do monopoly, 3.) Bureaucracy government apply system the incentive with method they Work No For look for profit financial Meanwhile , private Work For achieve profit .

Economist choice public No Like with bureaucracy government with various reason as following : 1.) Bureaucracy government No responsive to what the private market needs , because bureaucracy government more depend on one specific source of funds only, 2.) Bureaucracy government more take importance his staff given higher salary high, facilities luxury , and more power big, 3.) Bureaucracy government manipulation budget need For increase expenditure budget that is not controlled and allocated source power that is not efficient in the sector public with way of " advocacy" expenditure ", 4.) Bureaucracy government use budget For create service programs the public who do not beneficial or No give impact positive as well as No notice impact environment .

Viewed from corner view knowledge sociology to bureaucracy government can it is said performing bad Because bureaucracy government own trend produce internal barriers that can cause dysfunction in A organization and give rise to pathological bureaucracy. According to Charles T. Goodsell, the following reason sociologists No Like with bureaucracy because : 1.) Bureaucracy government owns excessive and deep procedures that comply rules that are very strict and very obsessive, resulting in service becomes convoluted and become not profitable for the public when in urgent circumstances; 2.) Occurrence of internal employee conflict between superiors and subordinates in hierarchy organization 3.) The occurrence of obstacle sin communication that follows structure in an organization causes delays in making decisions.

Excessive power (*Excessive Power*)

Power is an ability that is characteristic of somebody To do something contradictory to her wishes (Barbara Goodwin, 2003). At this point second from evaluation to bureaucracy is bureaucracy own connection with strength politics created by Max Weber.

Following characteristic features bureaucracy that can considered elitist and have impact on the political process democratic namely : 1.) Bureaucracy tend support group elite or ruler in system politics, 2.) Bureaucrats considered No represent interest need society and tend to support people in power , 3.) Bureaucrats always prioritize interest from the group that has power or great influence than interest society , 4.) Bureaucrats given freedom use Discretion in making policy without Lots consider rule or existing laws .

Oppression to Individual (*Oppression of the individual*)

Oppression is form action social that implements strong restrictions to individual , group , or

institutions by the government or entity politics in power, good in a way direct and also No direct For exploit and limit ability they in compete with other groups in society (Robert L. Barker, 2003). At this point third from evaluation to bureaucracy discuss about oppression to individual that bureaucracy can it is said bad Because bureaucracy often treat man normal with method oppressive rights owned as well as No required in a way fair .

Charles T. Goodsell (2004) to argue that oppression to individuals carried out by bureaucracy shared into two parts that is :

1. Oppression to fellow member organization, thing the happen due to : a.) Attachment principle hierarchy considered create pattern inequality, and subordination, b.) Having rigid rules that can insulting individuality, c.) Members organization forced to become passive and not given chance for they For follow participate in a way active in making policy or repair in organization, d.) Specialization in bureaucracy produce very limited and monotonous routine, causing member organization integrated fully in structure bureaucracy .
2. Oppression carried out by bureaucracy to public such as : a.) Bureaucracy in handle a number of case, can behave No human to individuals. They only see individual as problem that must be solved or as data in system without notice feelings, needs or understanding to individual b.) Bureaucrats look at individual only as object to be subject to the rules, without notice feeling they, c.) Form treatment bad in bureaucracy can appear Because drive and need bureaucrat, d.) Form abuse to public other is oppression to group less social fortunate, such as the poor, minorities and individuals who are considered difficult need help .

METHODS

Research methods in study This use method quantitative descriptive non -correlational . According to explanation (Silalahi, 2015) method study quantitative is type research that explains phenomenon social with method data collection in the form of the numbers analyzed use statistics .

In this researcher use amount population No infinite or No known . Because the population is very large so they No capable For identify every member . Population is a collection of a group individuals, objects, events and measures others who become object attention for researchers where sample taken For measured in A ongoing research conducted (Suharyadi and Purwanto S. K, 2016). Research This use method Simple Random Sampling with purposive sampling, where researchers can determine taking sample with method set characteristic features specifically appropriate with objective study so that expected can answer problem research . In research This use criteria sample as the following : 1.) Residents of Bandung City, 2.) Ever access administrative services carried out by the Population and Registration Service Civil Engineering of Bandung City. The sampling method used in study This use stratified sampling method disproportionate considering amount large and widespread population to in deep strata the amount that is not evenly .

In the research This researcher succeed gather Respondent in accordance amount samples that have been set namely 100 samples from 30 Subdistricts results calculation use formula Lemeshow . In collecting data, researchers use survey design, with method collect data with spread questionnaire in a way random to community that accesses service administrative at the Population and Registration Service Civil Engineering of Bandung City. Researcher in study This use scale Likert as technique scaling .

The researcher did testing instrument with using 30 respondents. So, the number $N= 30$ and level significant (α) = 5%, the obtained r table value is 0.361. Based on results testing validity, it is known that all over statements submitted in evaluation to bureaucracy own r - count value $>$ r - table 0.361, which shows that all over statements submitted are valid. Furthermore, the researcher do testing reliability aiming For shows the level of trust on a instrument size . Instrument This measured with using the

Cronbach's Alpha formula assisted with using the Statistical Package for the Social Science (SPSS) program . Based on Cronbach's Alpha formula, if test results show that the α value is more than or The same as 0.7, then the instrument can be said to be worthy of use as a tool for measuring research . Instrument in study This to obtain Cronbach's Alpha figure of 0.957 can be it is said outside normal Good (excellent).

RESULTS

Statement submitted to in questionnaire must own good quality and easy understood , so that help researcher in do survey analysis and make it easier Respondent in give answer . In research this , researcher use question closed (*closed-ended questions*) . In the distribution questionnaire researcher use design survey *on line* that is with using *Google form* media , and distributed via Twitter , *Instagram* , and *WhatsApp* . The statement contained in questionnaire study This will submitted to respondents who have determined previously For see How evaluation Respondent to bureaucracy Disdukcapil of Bandung City. The statement that will be given by researchers through questionnaire distributed to Respondent in the form of statement every dimensions , as following :

1. Poor performance

- a. Bureaucracy government Bandung City Population and Civil Registry Office prioritizes ownership public ,
- b. Bureaucracy government The Bandung City Population and Civil Registry Service is carrying out monopoly ,
- c. Bureaucracy government Work No For maximize profit ,
- d. Bandung City Population and Civil Registry Office is lacking responding and less notice interest public ,
- e. Bandung City Population and Civil Registry Office tends to focus on management allocation and not consider profit and efficiency (such as : bureaucrats given high salary , given facility luxurious),
- f. Bandung City Population and Civil Registry Service is carrying out manipulation need For increase expenditure budget ,
- g. Bandung City Population and Civil Registry Service uses budget For create service programs that are not beneficial or No give impact positive ,
- h. Apparatus bureaucracy at the Bandung City Population and Civil Registry Office received bribe / bribery ,
- i. Apparatus bureaucracy in the Bandung City Population and Civil Registry Service behaves No Honest ,
- j. Apparatus bureaucracy in the Bandung City Population and Civil Registry Service behaves No polite / less polite friendly ,
- k. Apparatus bureaucracy at the Bandung City Population and Civil Registry Service does not responsive ,
- l. Apparatus bureaucracy at the Bandung City Population and Civil Registry Service does not Good in communicate (difficult) contacted , slow in give response) .

2. Excessive power

- a. Apparatus bureaucracy The Bandung City Population and Civil Registry Office tends to support group elite / rulers ,
- b. Apparatus bureaucracy The Bandung City Population and Civil Registry Service does not represent interest need public ,
- c. Apparatus bureaucracy Bandung City Population and Civil Registry Office prioritizes interest group or personal ,
- d. Apparatus bureaucracy The Bandung City Population and Civil Registry Service uses Discretion

make policy or rule For interest personal .

3. Oppression of the individual

- a. The officers at the Bandung City Population and Civil Registry Office took a stance No human to society , lack of empathy and relationships between personal with public not enough Good,
- b. Officials at the Bandung City Population and Civil Registry Office look at individual only as object to be subject to the rules , without notice feeling they,
- c. The community is considered low by bureaucrats,
- d. Officers at the Bandung City Population and Civil Registry Service use harsh and difficult language understood in give information,
- e. Officials at the Bandung City Population and Civil Registry Office avoid not quite enough answer with method divert not quite enough the answer to colleague Work other,
- f. Officers at the Bandung City Population and Civil Registry Service took action No fair and discrimination to public prone to.

Next, the researcher use The Likert scale proposed by Ulber Please accept 2015 as scale measurement every dimensions . The Likert scale used in the study This using five categories answer respondents, such as : 1.) Very dissatisfied agree, 2.) Disagree, 3.) Neutral, 4.) Agree, 5.) Strongly agree.

Test Results Instrument

Recapitulation score answer respondents on the Poor Performance dimension

Table 1. Recapitulation score answer respondents on the Poor Performance dimension

No.	Poor performance	Actual Score	Average score	Category
1.	Statement 1	395	3.95	High
2.	Statement 2	393	3.93	High
3.	Statement 3	393	3.93	High
4.	Statement 4	388	3.88	High
5.	Statement 5	394	3.94	High
6.	Statement 6	377	3.77	High
7.	Statement 7	386	3.86	High
8.	Statement 8	409	4.09	High
9.	Statement 9	401	4.01	High
10.	Statement 10	379	3.79	High
11.	Statement 11	379	3.79	High
12.	Statement 12	384	3.84	High
13.	Statement 13	410	4.10	High
14.	Statement 14	380	3.8	High
15.	Statement 15	382	3.82	High
Total		5850	3.9	

Table 1 shows recapitulation results score answer Respondent in a way overall on the Performance dimension is poor (*Poor performance*) on each statement and obtained score current in a way overall as much as 5850 of the fifteen statement items answered by 100 respondents so that get the average answer Respondent of 3.9 which is categorized tall .

Next , after know distribution frequency answer Respondent about fifteen statement in dimensions performance bad (*poor performance*) , researcher categorize results response public use ordinal scale. Table 2 shows the results categorization response public to dimensions performance bad (*Poor performance*).

Table 2. Categorization response public to Poor Performance Dimension

Interval	Category	Frequency	Percentage
15 – 44	Low	6	6
45 – 74	Tall	94	94
Total		100	100%
Median		2	

Categorization results dimensions performance bad on the table on show 94 % response public evaluate that the Population and Registration Service Civil (Disdukcapil) of Bandung City performance not enough good . While 6% of responses public state that Bandung City Population and Civil Registry Office 's performance with good . Tendency center (*central tendency*) median value of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research This dimensions performance bad measured to in 15 indicators about performance bad bureaucracy government . Findings show Respondent tend answer agree on statement performance bad bureaucracy government . This means that the assessment public as Respondent about bureaucracy government Bandung City Population and Civil Registry Office is lacking Good .

Recapitulation of answer scores respondents on dimensions excessive power

Table 3 Score answer respondents on dimensions excessive power

No.	Excessive power	Actual Score	Average score	Category
1.	Statement 1	384	3.84	High
2.	Statement 2	401	4.01	High
3.	Statement 3	400	4	High
4.	Statement 4	378	3.78	High
Total		1563	3.9	High

table 3 shows recapitulation results score answer Respondent in a way overall in dimensions Power excessive power on each statement and obtain actual score in overall as much as 1563 of four statement items answered by 100 respondents so that average answer obtained Respondent of 3.90 which is categorized tall .

Next, after know distribution frequency answer Respondent about four statement from dimensions excessive power , researcher categorize results response public use ordinal scale . Here results categorization response public to dimensions excessive power (*Excessive power*).

Table 4. Categorization response public to dimensions excessive power

Interval	Category	Frequency	Percentage
4 - 11	Low	4	4
12 – 20	Tall	96	96
Total		100	100%
Median		2	

Table 4. shows categorization results dimensions power over 96 % response public evaluate that bureaucrat Bandung City Population and Civil Registry Office in use power in a way excessive classified as high . While 4% of respondents public evaluate that bureaucrat Bandung City Population and Civil Registry Office in use power in a way No excessive classified as low .

Tendency center (*central tendency*) median value of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research This dimensions excessive power measured to in 4 indicators about bureaucrat in use excessive power . Findings show Respondent tend answer agree on statement that bureaucrat Bandung City Population and Civil Registry Office in use power in a way excessive .

Recapitulation score answer respondents on dimensions oppression of the individual**Table 5. Score answer respondents on dimensions Oppression to individual**

No.	Oppression of the individual	Actual Score	Average score	Category
1.	Statement 1	380	3.8	High
2.	Statement 2	383	3.83	High
3.	Statement 3	376	3.76	High
4.	Statement 4	376	3.76	High
5.	Statement 5	371	3.71	High
6.	Statement 6	415	4.15	High
Total		2301	3.7	High

Table 5 shows recapitulation results score answer Respondent in a way overall in dimensions Oppression to individual (Oppression of the individual) on each statement and obtain actual score in overall amounting to 2301 of six statement items answered by 100 respondents so that average answer obtained Respondent of 3.7 which is categorized tall .

Next , after know distribution frequency answer Respondent about six statement from dimensions oppression to individual (Oppression of the individual), researcher categorize results response public use ordinal scale . Here results categorization response public to dimensions oppression to individual (*Oppression of the individual*).

Table 6. Categorization response public to dimensions oppression of the individual

Interval	Category	Frequency	Presentation
6 – 17	Low	6	6
18 – 30	Tall	94	94
Total		100	100%
Median		2	

Categorization results dimensions oppression to individuals in the table on show 94 % response public evaluate that bureaucracy The Bandung City Population and Civil Registry Service is carrying out oppression to individual classified as high . While 6% of responses public evaluate that bureaucrat The Bandung City Population and Civil Registry Service does not do oppression to individual classified as low .

Tendency center (*central tendency*) median value of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research This dimensions oppression to individual measured into 6 indicators about bureaucrat do oppression to individual . Findings show Respondent tend answer agree on statement that bureaucrat do oppression to individual .

DISCUSSION

Poor performance

Based on findings obtained by researchers related dimensions performance bad (*Poor performance*) that bureaucracy the government at the Bandung City Population and Civil Registry Service can it is said performing bad . This is seen from corner view field economics and sociology , proven based on results findings researcher results categorization dimensions performance bad on the table on show 94 % response public evaluate that the Population and Registration Service Civil (Disdukcapil) of Bandung City performance not enough good . While 6% of responses public state that Bandung City Population and Civil Registry Office 's performance with good . Tendency center (*central tendency*) median value

of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research This dimensions performance bad measured to in 15 indicators about performance bad bureaucracy government . Findings show Respondent tend answer agree on statement performance bad bureaucracy government . This means that the assessment public as Respondent about bureaucracy government Bandung City Population and Civil Registry Office is lacking Good .

This can be seen from from corner view field economy that bureaucracy Bandung City Population and Civil Registry Office prioritizes ownership public where government obliged For give information in a way transparent about finance and operations other to public general , because public general play a role as holder shares (Goodsell, 2004). However , the party private tend skeptical to government in Company management in matter this , private market considered more efficiency and more profitable compared to with ownership controlled by the government . In addition , the bureaucracy government The Bandung City Population and Civil Registry Service is carrying out monopoly on administrative products and services , where only Disdukcapil which can emit products and services administrative population and not There is other competitors who can emit product and also service administrative the .

Furthermore , (Goodsell, 2004) sees the emergence pathology bureaucracy based on results findings researcher that bureaucracy The Bandung City Population and Civil Registry Service can it is said performing bad because of arise behavior deviations committed by bureaucrats who are not in accordance with norms, regulations and values applicable ethics or in other words it is called with pathology bureaucracy . Majority response public state agree that bureaucrat Bandung City Population and Civil Registry Office behaves No honestly , no friendly and also complicated / convoluted in give service to society , where processes and governance administrative government become slow . In addition , the structure too much bureaucracy hierarchical can cause taking decision hampered by a lengthy approval process . The findings show trend answer response public classified as enter into the category height , thing This proven with an average answer agree against fifteen indicator from Poor Performance Dimension (*Poor performance*).

Excessive power

Based on findings obtained by researchers related dimensions excessive power (*Excessive power*) that bureaucracy government at the Bandung City Population and Civil Registry Service was found bureaucrat in use power in a way excessive . This is proven based on results findings researcher 96 % response public evaluate that bureaucrat Bandung City Population and Civil Registry Office in use power in a way excessive classified as high . While 4% of respondents public evaluate that bureaucrat Bandung City Population and Civil Registry Office in use power in a way No excessive classified as low . Tendency center (*central tendency*) median value of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research This dimensions excessive power measured to in 4 indicators about bureaucrat in use excessive power . Findings show Respondent tend answer agree on statement that bureaucrat Bandung City Population and Civil Registry Office in use power in a way excessive .

Findings show trend answer response public classified as enter into the category height , thing This proven with an average answer agree to four indicator from dimensions power excessive (*Excessive power*). This is that bureaucrat The Bandung City Population and Civil Registry Office tends to Work more leaning to direction interest group elite or ruler besides that , tends to give priority in give service and prioritize interest group or personal certain than interest public general . With thus can impact negative to society , such as case , injustice in services provided by bureaucrats Civil Registry Office public general Possible feel neglected and treated No fair Because No get same service like group elite , this can result in dissatisfaction and distrust towards government institutions Bandung City Population and Civil Registry Office .

Oppression of the individual

Based on results findings obtained by researchers related dimensions oppression to individual (Oppression of the individual) that bureaucracy government at the Bandung City Population and Civil Registry Service was found bureaucrats who do oppression to individual . This is proven based on results findings researcher show 94 % response public evaluate that bureaucracy The Bandung City Population and Civil Registry Service is carrying out oppression to individual classified as high . While 6% of responses public evaluate that bureaucrat The Bandung City Population and Civil Registry Service does not do oppression to individual classified as low . Tendency center (*central tendency*) median value of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research This dimensions oppression to individual measured into 6 indicators about bureaucrat do oppression to individual . Findings show Respondent tend answer agree on statement that bureaucrat do oppression to individual .

Findings show trend answer response public classified as enter into the category height , thing This proven with an average answer agree to four indicator from dimensions oppression to individual (*Oppression of the individual*) . This means that apparatus bureaucracy government No treat individual and also public with a friendly , humane , or empathetic in give service individual and also society . Often treated in a way cold by bureaucrats and only follow procedure rule or policy just without consider side humanity . In addition , society evaluate that bureaucrat The Bandung City Population and Civil Registry Service often avoid not quite enough answer bureaucrats and often divert problem that is not normal to superior or to another office for finish the problem that causes delay service . The public assesses that bureaucrat The Bandung City Population and Civil Registry Service is carrying out action that is not fair and discriminatory to public vulnerable , such as poor people and disadvantaged groups minority . The discovery bureaucrat The Bandung City Population and Civil Registry Office is currently serve a mother who looks like from circles economy lower currently take care of family card his however , bureaucrats The Bandung City Population and Civil Registry Service treats Mother the No This is proven to be friendly through interview with the mother whose initials are F *"I'm here come to take care of the name listed on the Family Card different with the name stated in the Deed Birth , said the officer I must request letter from district court first , then Later I process. But there is Friend I Yesterday with same problem with I No must request letter from district court first formerly Because he has acquaintances from civil registry office here . I am a commoner Can it is said not enough capable sis , so the process is complicated and also takes a long time."*

CONCLUSION

Based on analysis that has been done, results show that public evaluate bureaucracy government Population and Registration Service Civil City of Bandung is assessed not enough Good. Viewed from dimensions performance bad (*poor performance*) to obtain results 94 % response public evaluate that the Population and Registration Service Civil (Disdukcapil) of Bandung City performance not enough good . While 6% of responses public state that Bandung City Population and Civil Registry Office 's performance with good . Tendency center (*central tendency*) median value of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research This dimensions performance bad measured to in 15 indicators about performance bad bureaucracy government .

Viewed from dimensions power excessive (*Excessive power*) to obtain results 96 % response public evaluate that bureaucrat Bandung City Population and Civil Registry Office in use power in a way excessive classified as high . While 4% of respondents public evaluate that bureaucrat Bandung City Population and Civil Registry Office in use power in a way No excessive classified as low . Tendency center (*central tendency*) median value of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research

This dimensions excessive power measured to in 4 indicators about bureaucrat in use excessive power .

Viewed from dimensions oppression to individual (*Oppression of the individual*) researcher to obtain results 94 % response public evaluate that bureaucracy The Bandung City Population and Civil Registry Service is carrying out oppression to individual classified as high . While 6% of responses public evaluate that bureaucrat The Bandung City Population and Civil Registry Service does not do oppression to individual classified as low . Tendency center (*central tendency*) median value of 100 respondents obtained number 2. The median shows categorization response Respondent tall Because There is trend agree on all statement . In the research This dimensions oppression to individual measured into 6 indicators about bureaucrat do oppression to individual . Findings show Respondent tend answer agree on statement that bureaucrat do oppression to individual .

Suggestions that can be given researcher give based on conclusion above , researcher recommend that bureaucrat must comply rules , norms and SOPs that apply at the Bandung City Population and Civil Registry Office for minimize problem about reception bribe For speed up service , unfriendliness bureaucrats and complicated services . In addition , it is necessary existence enforcement rule strict supervision For prevent practice nepotism and interests group certain in service public . And finally , it is necessary done training for bureaucrat For increase awareness will importance friendly and humane service to all individual without look at background behind or status. It is expected with implementing the steps the quality service bureaucracy at the Bandung City Population and Civil Registry Service can improve and ensure fair treatment for all individual .

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