

Conference Paper

Level of Civil Servant Legal Awareness in Providing Public Services

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ORCID**Abstract.**

This research aims to find out; (1) the level of legal awareness of Parepare municipal civil servants; (2) the level of quality of public service for Civil Servants of Parepare municipality; and (3) the significance of the influence of the level of legal awareness on the quality of public services for civil servants in Parepare City. This research is a survey. The population consists of two groups, namely, (1) all civil government officials working at the Parepare City secretariat who are registered in 2022, which has 134 people. A total sample of 35 people was taken using stratified random sampling, and a total sample of 35 people was taken using accidental sampling. Data were collected through questionnaires, observation, documentation, and interviews, and were analyzed using descriptive statistics and simple regression. The research results show that; (1) the level of legal awareness of civil servants at the regional secretariat office of Parepare City in providing public services seen from the aspects of legal knowledge, understanding of the law, legal attitudes, and patterns of legal behavior, is included in the low category; (2) the level of quality of public services in the field of civil servant administration at the regional secretariat office of Parepare City is seen from the aspects of friendliness, simplicity, clarity and certainty, openness (transparency), efficiency, economy, equitable justice, and timeliness of service, including in medium category; (3) there is a significant influence of the quality level of legal awareness on the quality of public services in the field of administration of civil servants at the regional secretariat office of Parepare City.

Keywords: legal awareness, civil servant, public service

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1. Introduction

The relationship between the government and the people has a very important role in administering government, because the main requirement for governance is the existence of a community, apart from that there is territory and recognition from other regions. Just as the government and people have rights and responsibilities, so does society in general

The government as the bearer of the mandate of the state constitution, has the functions of regulation, development, empowerment and service. This function is intended

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to serve the interests of the community in accordance with its existence as a servant of the state and a servant of the community.

The implementation of excellent public services is one of the characteristics of good governance. Public service is the fulfillment of the desires and needs of the community by administering the state, because the state was established by the community with the aim of improving people's welfare. [1]

The function mentioned above in its implementation has lost its meaning, because the government system has been contaminated by collusion, corruption and nepotism (KKN) practices. These three diseases have paralyzed the functioning of an ideal government so that the government cannot properly respond to the community's needs in the service sector so that the level of people's welfare is still far from what was expected.

For the implementation of government functions as expected, employees who have the ability, dedication and high discipline are needed and are able to realize the vision of the future Indonesian nation as stated in the Preamble to the 1945 Constitution of the Republic of Indonesia, namely to protect the entire nation. and all of Indonesia's bloodshed, promote public welfare, educate the nation's life, and participate in carrying out world order based on independence, eternal peace, and social justice in the form of the formulation of the vision, mission and direction of National Development. [2] And it is described in the Decree of the MPR RI Number IV/MPR/1999 regarding the 1999-2004 GBHN and its amendments namely; "The realization of an Indonesian society that is peaceful, democratic, just, competitive, advanced and prosperous, within the framework of the Unitary State of the Republic of Indonesia supported by Indonesian people who are independent, have faith, have piety, have noble character, love the motherland, are aware of law and the environment, master knowledge knowledge and technology, has a high work ethic and is disciplined. [3]

The vision as above indicates that one of the factors that every state apparatus, servant of the state, and servant of the community needs to have is the spirit of legal awareness. Because with legal awareness inherent in every state apparatus, they will be able to carry out the duties and responsibilities mandated by the state to the best of their ability as regulated in Law Number 43 of 1999 concerning amendments to Law Number 8 of 1999. 1974 concerning Personnel Fundamentals article 3 (1) namely: "providing services to the public in a professional, honest, fair and equitable manner in carrying out state, government and development tasks." [4]

So one of the dominant factors influencing the success of every activity of an organization or government agency is the legal awareness of every individual involved in it. Langemeijer said as quoted by Soekanto that "legal awareness actually comes

from every member of society and is a determining factor for the upholding of a law” [5]

According to Lopa that legal awareness is the effort of community members to comply with the law because of their sincerity, because they feel that the law is useful and protects it. In other words, they consciously fulfill the law, because they are aware that the law comes from their conscience, this is what is said to have a steady legal awareness [6]. Meanwhile, according to Utuh, what is meant by legal awareness is knowing and understanding about the law and then implementing it with full obedience and awareness, so as to give oneself a sense of security. [7]

Therefore, legal awareness is absolutely necessary in a society, because with this legal awareness, legal objectives will be easily achieved, namely the creation of order, security and prosperity in people’s lives. However, it is emphasized that only legal regulations that have three elements of behavior can function properly in people’s lives, namely legal regulations that apply juridically, apply sociologically and apply philosophically. Besides that, the active role either directly or indirectly from the leadership is influenced by the existence of legal awareness that grows from the subordinates.

Given the importance of legal awareness for every Civil Servant in providing services to the community, it is necessary to instill and develop a sense of legal awareness for every Civil Servant, and one of the steps that can be taken is to provide legal guidance in a planned and sustainable manner and take place objectively. This is the forerunner to the growth of legal awareness within every civil servant.

Based on observations in the field, it was found that the factor of legal awareness for each Civil Servant still varied, such as civil servants who were late to the office, left the office quickly, did not dress in accordance with the provisions, left the office during working hours, played in the office during working hours, not being on time in completing the tasks assigned to him and so on. This phenomenon is a form of non-compliance by civil servants with applicable regulations, this indicates that these employees do not have adequate legal awareness and even have a negative impact on the services provided to the community.

At the regional secretariat office for the city of Parepare, the services provided by Civil Servants to the public are inseparable from various problems related to the service itself. According to the author’s assumption, this is inseparable from the factor of the lack of legal awareness of Civil Servants in carrying out services as elements of the state apparatus, servants of the state, and servants of the community. In addition, the community as the party served, must also have legal awareness in order to create a

group of people who are aware of and understand what and how the law is so as to create a conducive atmosphere for community life.

Based on the description above, the core of the problem in this study can be formulated as follows: (1) What is the level of legal awareness of Civil Servants at the regional secretariat office of Parepare City; (2) What is the level of quality of civil servants' public services at the regional secretariat office of Parepare City; (3) Is there any influence of the level of legal awareness on the level of quality of civil service public services at the regional secretariat office of Parepare City.

2. Research Methods

This research is a survey research, namely research conducted on large and small populations, but the data studied is a sample taken from the population, so that relative events, distribution and relationships between variables, sociological and psychological can be found [8, 9]. [10] This survey research was used to find a relationship between the level of legal awareness of employees and the quality of public services in the city of Parepare

Based on these limitations, the population in this study was divided into two groups namely; (1) all Civil Servants working at the regional secretariat office of Parepare City who are registered in 2022 are 134 people with the following classification; group I as many as 1 person, group II as much as 59 people, group III as many as 64 people, and group IV as many as 10 people, and (2) all people who are in need of services at the regional secretariat office of Parepare city.

Sampling in this study, for the category of Civil Servants at the regional secretariat office of the city of Parepare was carried out by grouping according to rank and class, then the sample was determined by means of Stratified Random Sampling. Based on this sampling technique, from 134 employees a sample of 100 percent was taken from class I employees, 27.73 percent from class II, 23.44 percent from group III, and 50 percent from group IV. As for the community category, it was carried out by accidental sampling. Data collection was carried out through questionnaires, observations, documentation and interviews. To analyze the data in this study, two types of analysis were carried out, namely descriptive statistics and inferential statistics.

3. Results and Discussion

3.1. Variable description of legal awareness and quality of public service

The main things that will be discussed in this section are the characteristics of civil servants at the regional secretariat office of the Municipality of Parepare who were used as respondents in this study. The characteristics referred to are focused on the variables that are considered, namely the level of legal awareness and the level of quality of public service for Civil Servants at the regional secretariat office of Parepare City. To analyze the data, the SAS (Statistics Analysis System) data processing program was used.

The purpose of the research material description is to provide an overview of the data distribution in terms of diffusion, concentration, and frequency distribution. Previously reported values were processed using descriptive statistical methods, namely the average value, standard savings, mode, median, variance and frequency distribution.

Based on the variables and referring to the research problem, the material description can be grouped into two parts, namely; (1) The level of legal awareness of Civil Servants of the Regional Secretariat of the City of Parepare and (2) The quality of service for Civil Servants of the Regional Secretariat of the City of Parepare. A brief description of the results of the descriptive statistical analysis can be presented as follows:

3.1.1. Level of legal awareness of civil servants

The results of the descriptive statistical analysis obtained a measure of concentration on the level of legal basis of Civil Servants at the regional secretariat office of Parepare City, namely; the average score is 61.6857, the median is 61.0000, the mode is 61.00. This shows that the level of legal awareness of civil servants is at 48.57 percent. Qualitatively, the legal awareness of Civil Servants at the regional secretariat office of Parepare Municipality is in the low category. It appears that the three measures of concentration do not show significant differences, but because the average score is greater than the median, it can be said that there are more Civil Servants whose level of legal awareness is below the average. Furthermore, from the results of the descriptive statistical analysis, the size of the distribution was obtained, namely; the highest score is 73, the lowest score is 52, the median value (Me) is 61.0000, the mode value (Mo) is 61.00, the standard deviation or standard deviation is 4.48377, and the variance is 20.10. based on the acquisition of these measurements, it can be said that the distribution of variable data on the level of legal awareness of civil servants at the secretariat office of the City of

Parepare tends to be heterogeneous. The frequency distribution of the percentage of civil servant legal awareness variables can be seen in Table 1.

TABLE 1: Variable Frequency Distribution of the Quality Level of Legal Awareness of Civil Servants at the Regional Secretariat Office of the City of Parepare.

Class Interval	Legal Category	Awareness	$f_{absolut}$	$f_{relatif}$
51,5 – 56,5	Very Low		4	11,43
56,5 – 61,5	Low		17	48,57
61,5 – 66,5	Moderate		8	22,86
66,5 – 71,5	High		5	14,29
71,5 – 76,5	Very High		1	2,86
	Total		35	100

Source: 2022 Survey

The data shown in the frequency distribution above, when compared to the average, shows that the legal awareness score is below the average group of 21 respondents (60 percent), while in the average group of 8 respondents (22.85 percent), and those above the average group were 6 respondents (17.14 percent). This could also mean that of the 35 respondents investigated, there were 2.86 percent of respondents who showed legal awareness of Civil Servants in the very high category, this means that these employees have very good knowledge and understanding of law, a solid legal attitude, and patterns the pattern of legal behavior is very much in accordance with the provisions of the applicable law, especially those directly related to the implementation of daily duties as a Civil Servant. A total of 14.29 respondents who showed legal awareness of Civil Servants were in the high category, this means that these employees have a lot of knowledge and understanding of the law, a solid legal attitude, but the patterns of legal behavior are sometimes not in line with the provisions of the applicable law, especially directly related to the implementation of daily duties as a Civil Servant. A total of 22.86 respondents who showed legal awareness of Civil Servants were in the medium category, this means that these employees have a lot of knowledge and understanding of law, good legal attitudes, but their patterns of legal behavior are not in accordance with the provisions of the applicable law, especially those related to directly with the implementation of daily duties as civil servants. A total of 48.57 respondents who showed legal awareness of Civil Servants were in the low category, this means that these employees have a lot of legal knowledge and understanding, lack of legal attitudes, patterns of legal behavior are not in accordance with applicable legal provisions. And as many as 48.57 respondents who showed that the legal awareness of civil servants was in the very low category, this means that these employees have

a lot of knowledge and understanding of the law, inadequate legal attitudes, as well as patterns of legal behavior that are not in accordance with the provisions of the law. apply.

Based on the description above, it can be concluded that the level of legal awareness of Civil Servants at the regional secretariat office of the City of Parepare is generally included in the low category.

3.1.2. The level of quality of public services

The results of the descriptive statistical analysis obtained a measure of concentration on the level of public service for Civil Servants at the Regional Secretariat Office of the City of Parepare, namely; the average score is 27.6000, the median is 28.0000, the mode is 27.00. This shows that the level of public service for civil servants is around 40 percent. Qualitatively, the level of public service for Civil Servants at the regional secretariat office of Parepare Municipality is in the moderate category. It appears that the three measures of concentration do not show significant differences, but because the average score is smaller than the median, it can be said that there are more Civil Servants whose level of service is above the average. Furthermore, from the results of the descriptive statistical analysis, the size of the distribution was obtained, namely; the highest score is 35, the lowest score is 19, the median value (Me) is 28.0000, the mode value (Mo) is 27.00, the standard deviation or standard deviation is 3.2285, and the variance is 10.4235. Based on the acquisition of these measurements, it can be said that the distribution of variable data on the level of public service civil servants at the secretariat office of the City of Parepare tends to be heterogeneous. The frequency distribution of the percentage of civil servant public service variables can be seen in Table 2.

TABLE 2: Distribution of Public Service Variable Frequency.

Class Interval	Public Service Category	<i>f_{absolut}</i>	<i>f_{relative}</i>
18,5 – 22,5	Very Low	3	8,57
22,5 – 26,5	Low	8	22,86
26,5 – 29,5	Moderate	14	40
29,5 – 32,5	High	9	25,71
32,5 – 36,5	Very High	1	2,86
	Total	35	100

Source: 2022 Survey

The data shown in the frequency distribution above, when compared with the average, shows that the score of public services is below the average group of 11 respondents (31.43 percent), which is in the average group of 14 respondents (40 percent), and those above the average group were 10 respondents (28.57 percent). This may also mean that of the 35 respondents investigated, there were 2.86 percent of respondents who indicated the quality level of public service civil servants was in the very high category. services which amount to about nine indicators, namely; (1) friendliness (2) simplicity, (3) clarity and certainty, (4) security, (5) openness, (6) efficiency, (7) economy, (8) equitable fairness, and (9) timeliness of service . A total of 25.71 respondents who indicated the quality level of civil servant public services were in the high category, this means that these civil servants understand and master the ins and outs and principles of service delivery, which total around eight indicators as mentioned. As many as 40 respondents indicated that the level of quality of civil servant public services was in the medium category, this means that the civil servant understands and masters the ins and outs and principles of service delivery, totaling around six indicators as mentioned. A total of 22.86 respondents indicated that the level of quality of civil servant public services was in the low category, this means that these civil servants understand and master the ins and outs and principles of service delivery, which total around five indicators as mentioned. And as many as 8.57 respondents who indicated the level of service quality for Civil Servants was in the very low category, this means that these civil servants understand and master the ins and outs and principles in providing services, which total around three or four indicators as mentioned.

Based on the description above, it can be concluded that the level of quality of public services for Civil Servants at the regional secretariat office of the City of Parepare is generally included in the medium category.

3.2. Analysis of the influence of the level of legal awareness on the quality of public services.

The influence of the level of legal awareness of civil servants at the regional secretariat of Parepare City on the quality of public services was tested statistically using a simple regression analysis technique with a conclusion.

The hypothesis put forward is “The level of legal awareness has a significant effect on the quality of public services for Civil Servants of the Parepare City Secretariat”, in other words it is assumed that the higher the level of legal awareness of Civil Servants,

the higher the quality of public services, conversely the weaker legal awareness, then the worse the quality of public services.

Based on the results of a simple linear regression analysis on the level of legal awareness of Civil Servants of the City Secretariat of Parepare and the quality of public services, the results were obtained using the SPSS 11.5 for windows program. it is known that the value of the constant a is -4.58 and the value of the regression coefficient b is 0.522 ie. Thus the effect of the level of legal awareness on the quality of public services is expressed by the regression line equation $\hat{Y} = -4.58 + 0.522 X$.

The t test value of 6.03 means that the regression coefficient to determine the variable level of legal awareness of Civil Servants has a significant effect on changes in the value of the quality of public services and the magnitude of the sig. 0.000 is smaller than the significance level of 0.05. and for more details can be seen in Table 3 as follows:

TABLE 3: Results of the t-test on the level of legal awareness and the level of quality of public services.

Model	Unstandardized Coefficients		Unstandardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-4,581	5,343 ,086	,725	-,957	,397 ,000
legal awareness	,522			6,039	

Based on the table above, it can be concluded that there is an influence on the level of legal awareness on the quality of public service for Civil Servants at the regional secretariat office of Parepare City.

To find out whether the regression line equation model can be used in drawing conclusions, it can be known by using analysis of variance (F-Test). from the calculation results obtained an F value of 36.464 with sig. 0.000 is smaller than the significance level of 0.05, thus the regression equation model obtained is stated to be significant, so it is concluded that the regression equation $\hat{Y} = -4.58 + 0.522 X$. can be used to estimate the magnitude of the quality of public services for Civil Servants at the City regional secretariat office Parepare.

More details on the results of the analysis of variance for simple regression on the effect of the level of legal awareness on the quality of public service civil servants at the regional secretariat office of Parepare City can be seen in Table 4 as follows:

TABLE 4: Results of the Analysis of Variance of Legal Awareness with Public Service Civil Servants at the Regional Secretariat Office of the City of Parepare.

Model	Sum of Squares	df	Mean Squares	F	Sig.
1 Regression	186,036	1	186,036	36,464	,000 ^a
Residual Total	168,364	33	5,102		
	354,400				

To find out the percentage of the effect of the level of legal awareness on the quality of service to the civil servant community at the regional secretariat office of the city of Parepare, the termination coefficient (R square) is used. The termination coefficient value is 0.525 or 52.5 percent. This means that the magnitude of the influence of the level of legal awareness on the quality of civil servants' public services at the regional secretariat office of Parepare City is 52.5 percent. While the remaining 47.5 percent is influenced by variables other than the level of legal awareness.

The regression coefficient $b = 0.522$ illustrates that if the legal awareness of Civil Servants at the regional secretariat office of Parepare City is optimally increased (100 percent), it is estimated that the level of quality of public services will increase by around 0.522 percent. The results of the analysis above also prove that the hypothesis that has been proposed is proven and proven.

4. Conclusion

Based on the results of testing the hypothesis and discussing the results of the research, the following conclusions can be drawn: (1) The level of legal awareness of Civil Servants at the regional secretariat office of Parepare City in providing public services is seen from the aspects of legal knowledge, legal understanding, legal attitudes, and patterns of patterns of legal behavior, included in the low category; (2) The level of quality of public services in the field of Civil Servant administration at the regional secretariat office of Parepare City is seen from the aspects of friendliness, simplicity, clarity and certainty, openness (transparency), efficiency, economy, equitable justice, and timeliness of service, including in medium category; (3) There is a significant influence on the level of quality of legal awareness on the quality of public services in the field of administration of Civil Servants at the regional secretariat office of Parepare City

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