

The Rationality of the Max Weber Bureaucracy Model in the Modernization of the Public Services Bureaucracy of the Industrial Era 4.0 (Case Study of Medan City E-KTP Services)

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Abstract

Bureaucracy is the most important part in the course of a government. Like the Max Weber Model which still exists in the bureaucratic system in Indonesia. This can be seen how the Weber Model is still an option in implementing a powerful bureaucracy from time to time. However, is this model still a bullet and a selling point that has a high character in creating good governance as described by de Gay who in his bureaucratic theory states that the most important thing in bureaucracy and a service is work ethic. This research is to see the rationality of Max Weber's Bureaucracy Model in the Modernization of Public Service Bureaucracy in the Industrial Era 4.0 (Case Study of Medan City E-KTP Service). This study uses a qualitative descriptive approach with strengthening the literature to analyze cases and conduct discussions. The results of this study are first, the Medan Department of Population and Civil Registration implementation still mostly uses administration and written documents and this tends to make the office (bureau) the center of a modern organization, secondly, staff members are personally free, in the sense that they only carry out their duties. This impersonal task according to their position looks stiff and still exists in some staff, third, the separation of powers also still needs to be considered because it can also have positive and negative effects with the quality of performance and limited employee skills and amateur administration is still in the Department of Population and Civil Registration Medan. Recommendations from this research Department of Population and Civil Registration Medan need to develop and strengthen services through digitization, the concept of team work needs to be strengthened and it needs to be strengthened and developed the competence of staff expertise with soft skills to reduce the meaning of amateur administration using honorary staff

Keywords

bureaucratic model; service industry 4.0; E-Ktp services



I. Introduction

Bureaucracy is one of the series in the course of government, this is reflected in the implementation of the concept of bureaucracy that has existed in ancient Greece. Several European states such as France, Germany have echoed the concept of bureaucracy marked by the emergence of French philosophers and philosophers such as Vincen de Gounay, Baron de Grimm. Modernized bureaucratic conditions that encourage the need for a money economy, capitalism and large-scale organizations require a bureaucracy (Aluko And Adesopo, 2004). In the implementation of the bureaucracy also has a fairly broad meaning so that the term

bureaucracy appears as a conceptual one in bridging the interaction and integration between the interests of the state and society and vice versa. This concept is also described by Cohen, Gabriel, and Terrell 2002; Newman and Ashworth 2009) according to them the concept of bureaucracy is a representation that summarizes the public's ideas that require the provision of services. Therefore, countries in the world make laws to enforce the concept of bureaucracy as the meaning of equality.

Meanwhile, according to du Gay (2000), the most important part of a bureaucracy is the work ethic, this is reflected in the bureaucracy using an efficiency system. The concept is reinforced by sections on the terms effectiveness, efficiency and productivity. These three concepts are the most important part of a well-implemented bureaucracy. The journey of bureaucracy is certainly not always smooth in a country, especially regarding the concept of public services that are directly related to the community. These ideas were also used by China in the past in the examination process for selecting officials by prioritizing the requirements of ability and expertise. The culture of work ethic is a powerful weapon at this time for China and France in running the government bureaucracy.

Based on the Presidential Regulation of the Republic of Indonesia Number 81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010-2025, there is a separate reason why this policy is needed because it is necessary to accelerate the achievement of good governance by applying the principles of Clean Government and Good Governance with the concept of excellent service to the public. In the course of the government bureaucracy above, of course it does not always run smoothly as expected by the implementation of Good Governance, there are still many bureaucratic diseases such as the rise of patron clients, rigid bureaucracy, making it difficult for the community and KKN, even more so there is the term "ABS". Mr. Happy. While the demands for bureaucratic reform in the integration of governance, apparatus resources, institutions and organizational behavior in Law No. 17 of 2007 concerning the National Long-Term Development Plan of 2005-2025 that ASN development is carried out through bureaucratic reform to improve professionalism by realizing good governance. both in central and local government.

The concept of bureaucracy with the context of public service is also one of the important goals in government, let alone interpreting the power of modernization in this digital era. How the power of the service bureaucracy becomes the main model. There is another service in our bureaucracy that still uses the old and classic methods. Sometimes these ways are the one obstacles and challenges in the future how our service bureaucracy has characteristics that are suitable in the era of industry 4.0. Is this model still productive to be implemented in the industrial era 4.0? and should the staffing model be developed by strengthening technology-based administration? So on this occasion, this article looks at the Implementation of Weber's Bureaucratic Model Rationality in the Modernization of Public Services in the Industrial Era 4.0 (Case Study of Medan City E-KTP Services).

II. Review of Literatures

Bureaucracy is one of the series in the course of government, this is reflected in the implementation of the concept of bureaucracy that has existed in ancient Greece. Several European states such as France, Germany have echoed the concept of bureaucracy marked by the emergence of French philosophers and philosophers such as Vincen de Gounay, Baron de Grimm.

The condition of the modernization bureaucracy that encourages the need for a money economy, capitalism and large-scale organizations requires a bureaucracy (Aluko And Adesopo, 2004) In the implementation of the bureaucracy also has a fairly broad meaning so that the term bureaucracy appears as a conceptual one in bridging the interaction and integration between the interests of the state and society and vice versa. This concept is also described by Cohen, Gabriel, and Terrell, 2002; Newman and Ashworth, 2009) according to them the concept of bureaucracy is a representation that summarizes the public's ideas that require the provision of services. Therefore, countries in the world make laws to enforce the concept of bureaucracy as the meaning of equality.

Meanwhile, according to du Gay (2000), the most important part of a bureaucracy is the work ethic, this is reflected in the bureaucracy using an efficiency system. The concept is reinforced by sections on the terms effectiveness, efficiency and productivity. These three concepts are the most important part of a well-implemented bureaucracy. The journey of bureaucracy is certainly not always smooth in a country, especially regarding the concept of public services that are directly related to the community. These ideas were also used by China in the past in the examination process for selecting officials by prioritizing the requirements of ability and expertise. The culture of work ethic is a powerful weapon at this time for China and France in running the government bureaucracy.

The ideal concept, service professionalism and organizational behavior are the keywords in Weber's bureaucratic rationality, for example Weber's bureaucratic model, Weber's conceptual model which we are familiar with first, ideal type (ideal typhus) in the context of rational legal authority including:

1. The duties of officials are organized on the basis of continuous rules.
 2. The tasks are divided into different fields according to their functions, each of which is equipped with conditions of authority and sanctions.
 3. The positions are arranged in a hierarchical manner, accompanied by details of the rights of control and complaints.
 4. The rules that are in accordance with the work are directed both technically and legally. In both cases, a trained human being is required.
 5. Members as organizational resources are different from members as private individuals.
 6. The office holder is not the same as his position
 7. Administration is based on written documents and this tends to make the office (bureau) the center of a modern organization; and
 8. Systems of legal authority can take many forms, but in their original form they remain within a bureaucratic administrative staff.
1. Second, the workers (staff) in rational legal organizations are as follows:
1. Staff members are personally independent, in the sense that they only carry out impersonal tasks according to their position
 2. There is a clear hierarchy of positions
 3. The functions of the position are clearly defined.
 4. Officials are appointed under a contract.
 5. Officials are selected on the basis of professional qualifications, ideally based on a diploma (diploma) obtained through examinations

6. Officials have salaries and are usually also provided with pension rights. Salaries are tiered according to position in the hierarchy. Officials can always occupy their posts, and in certain circumstances, officials can also be dismissed.
7. Post office is the main job field for officials
8. A career structure and promotion is possible on the basis of seniority and expertise (merit) and according to considerations of excellence (superior)
9. The official is very likely not in accordance with his position or with the sources available at the post, and.
10. Officials are subject to a uniform system of discipline.

Third, Weber also divides the meaning of power in the bureaucracy with several points including: Collegiality, Separation of Power, Amateur Administration, Direct Democracy and Representation. Conceptual of the bureaucratic model above, it has become a reference and habit of bureaucratic travel in Indonesia, of course there are also many pros and cons among experts regarding the model that Weber has set, including Philip Selznick on bureaucratic dysfunctionalization, Alvin Gouldner on the basis of compliance (punishment centered and representative). and other experts. Weber's three concepts above are characteristic of the bureaucracy in several democracies in the world. Especially regarding services involving an organization or office.

III. Research Methods

The research uses a qualitative approach with several data collection techniques and the development of research references. Information on data is also strengthened by analysis of problems in the field or case research. Library research is also used to obtain information data from news sources, articles and print and electronic media.

IV. Discussion

Weber divides the three models and conceptual with the right portion according to his development, including:

Table 1. The Ideal Type (Ideal Typhus) in the Context of a Rational Legal Authority on the E-KTP Service in Medan City

No.	Draft	Information
1.	The duties of officials are organized on the basis of continuous rules	Duties are strengthened by the public service law number 25 of 2009 concerning Public Services. The division of tasks with an understanding of the main duties and functions of the Medan Department of Population and Civil Registration refers to the regulation.
2.	Tasks are divided into different fields according to their functions, each of which is equipped with conditions of authority and sanctions.	The main tasks and functions are in accordance with the service regulations, with indicators of understanding punishment, the Medan Department of Population and Civil Registration has divided the main tasks of work, but the strengthening of authority and sanctions still

		looks weak.
3.	The positions are arranged in a hierarchical manner, accompanied by details of pension rights and complaints.	Positions are structured structurally starting from Echelon I-IV both at the Central and Regional levels. Management control has been strengthened with a service complaint tax center. Department of Population and Civil Registration field has a Smart Application for complaints and procedures for submitting services with "SIBISA DISDUKCAPIL"
4.	The rules that are appropriate to the work are directed both technically and legally. In both cases, a trained human being becomes necessary	The rules regarding services have been ascribed to the law, the legality of the law is strengthened by the soft skills of public servants (administrators and bureaucrats) such as training, training and competency development, but the Department of Population and Civil Registration Medan still lacks technical human resources.
5.	Members as organizational resources are different from members as individuals	This division is appropriate for team work, that understanding the strength of organizational resources is reflected in performance, which means that the difference between individuals and teams must be distinguished. Department of Population and Civil Registration Medan has a slight weakness in organizational sensitivity because it is bound by standard rules so that it looks rigid.
6.	The office holder is not the same as the position	This understanding explains that bureaucrats or administrators have differences with positions. Department of Population and Civil Registration Medan clarified positions by law.
7.	Administration is based on written documents and this tends to make the office (bureau) the center of the modern organization; and	Documents manually are a challenge in the industry 4.0. Department of Population and Civil Registration Medan started to run online administration with the Management Information System. SIBISA Department of Population and Civil Registration Medan
8.	Legal authority systems can take many forms, but seen in their original form, they remain within a bureaucratic administrative staff	Service authority systems with a staffing system. Department of Population and Civil Registration Medan still uses the staffing system in the implementation of the service bureaucracy.

Source: Data Analysis Results

Table 2. The type of worker (staffing) in rational legal organizations at the Medan City E-KTP Service

No.	Draft	Information
1.	Staff members are privately independent, in the sense that they only carry out impersonal tasks according to their position.	The concept of team work is expected, but services at the Department of Population and Civil Registration Medan are still carried out with provisions on the service system.
2.	There is a clear hierarchy of positions	It is clear that there is a hierarchy of positions with a map of the structure of the Main Tasks and Position Functions.
3.	The functions of the position are clearly defined	The determination of services has been stipulated in the division of duties and responsibilities of the ASN law and is supported by the Public Service Act. Department of Population and Civil Registration has determined the functions of the position in accordance with the provisions of the Service.
4.	Officials are appointed based on a contract	Appointment of positions at Department of Population and Civil Registration Medan In accordance with the provisions of the position of ASN and appointment of officials with a Mayor's Decree. Not with a contract system
5.	Officials are selected on the basis of essential qualifications, ideally based on a diploma (diploma) obtained through examinations	The Medan Department of Population and Civil Registration selects officials and leaders based on criteria in accordance with the provisions of the applicable law, the main criteria, adequacy analysis and competency tests are carried out.
6.	Officials have salaries and are usually also provided with ensional entitlements. Salaries are tiered according to position in the hierarchy. Officials can always occupy their posts, and in certain circumstances, officials can also be dismissed	Department of Population and Civil Registration Medan is still implementing this system and model. Determination of salary, hierarchy of positions and dismissal of officials with the provisions of ASN.
7.	Post office is the main job field for officials	Position is one of the rewards for performance and achievement in accordance with the analysis of adequacy, competence and others. Officials at the Department of Population and Civil Registration Medan get a post with the provisions of ASN.
8.	A career structure and promotion is possible on the basis of seniority	Department of Population and Civil Registration Medan does not promote

	and expertise (merit) and on the basis of merit (superior)	positions on the basis of seniority. However, with the provisions of ASN competence when it is fulfilled and is said to be an advantage.
9.	Officials are very likely not in accordance with their position or with the sources available at the post, and.	Department of Population and Civil Registration Medan there are still some staff post positions that are not in accordance with the competence of the position and expertise so that it affects the service process, especially the system.
10.	Officials are subject to a uniform system of discipline and ension.	Department of Population and Civil Registration Medan implements a work discipline system with the provisions of a work service schedule.

Source: Data Analysis Results

Table 3. Types of Meaning of Rational Legal Power in the Medan City E-KTP Service.

No.	Draft	Information
1.	Collegiality	Department of Population and Civil Registration Medan develop a service system with collegiality and tries to strengthen collectivity. So that the involvement of stakeholders reduces the corruption of power
2.	Separation of Powers	The service system used is the division of main tasks and functions power. Department of Population and Civil Registration Medan performs the separation.
3.	Amateur Administration	Department of Population and Civil Registration Medan still uses bureaucratic workers who are still beyond competence by using honorary staff.
4.	Direct democracy	Department of Population and Civil Registration Medan uses service democracy with collegial collectives. Open services directly and openly.
5.	Representation	Officials represent the interests of the need for service. Department of Population and Civil Registration implements services with a representative bureaucratic system.

Source: Data Analysis Results

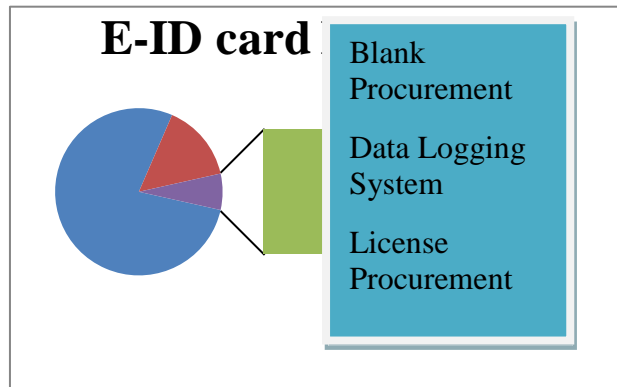


Figure 1. Problem with E-KTP

Based on problems outside of services related to the system, there are 3 main problems at the Department of Population and Civil Registration Medan including: Procurement of Blanks, Data Collection System, and Procurement of Licenses which are still problematic.



Figure 2. E-KTP Service



Figure 3. E-KTP Service

While the rationality obtained by looking at the Weber model, the things that are considered necessary to be reconstructed in the Medan E-KTP Service are:

1. Ideal Typhus

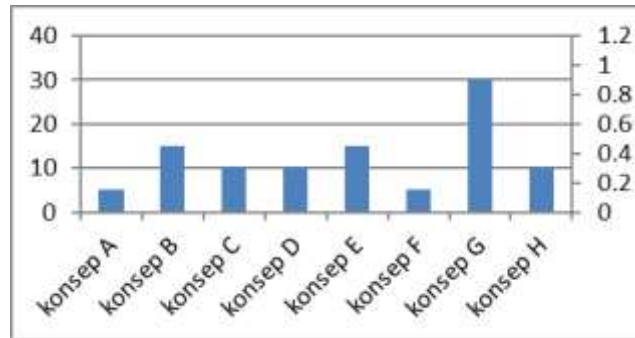


Figure 4. Ideal Typhus

Based on the explanation of the diagram of the observations based on the Weber model in the E-KTP service in Medan, there are several concepts that look high ineffectiveness so that it needs to be considered, including Administration is based on written documents and this tends to make the office (bureau) the center of a modern organization. So the next development Department of Population and Civil Registration Medan should have developed a digitalized document system. Then to work and the position holder is not the same as his position.

2. The Type of Employee Side (Staffing) In Rational Legal Organizations

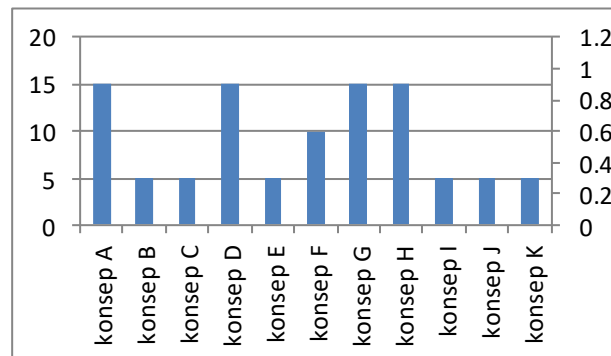


Figure 5. Staffing Type Diagram

Based on the explanation of the diagram of observations based on the Weber model in the E-KTP service in Medan, there are several concepts that look high ineffectiveness so that it should be noted that staff members are personally free, in the sense that they only carry out impersonal tasks according to their positions. there are still some staff who do not use the concept of team work so that the service may look less effective and efficient because of the large amount of data that has accumulated. Then the officials appointed based on this concept contract are also not suitable for the Medan Department of Population and Civil Registration because the appointment at the Medan Department of Population and Civil Registration is in accordance with the provisions of the ASN position and the appointment of officials with the Mayor's Decree, and A career and promotion structure is possible on the basis of seniority and expertise (merit) and according to considerations The superiority of this concept is also not suitable Department of Population and Civil Registration Medan does not promote positions on the basis of seniority. However, with the provisions of ASN competence when it is fulfilled and is said to be an advantage.

3. Types of Meaning of Rational Legal Power in the Medan City E-KTP Service

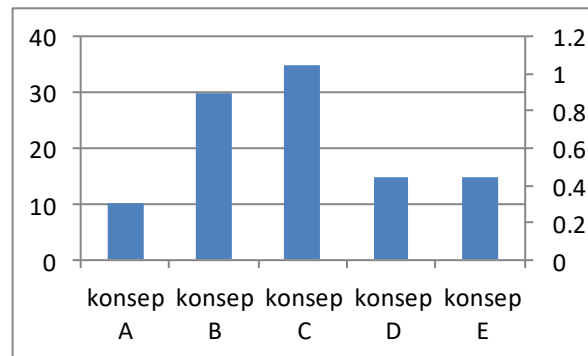


Figure 6. Legal Rational Type Diagram

Based on the explanation of the diagram of observations based on the Weber model in the E-KTP service in Medan, there are several concepts that look high ineffectiveness so that it needs to be considered, including the separation of powers that still needs to be considered because it can also have positive and negative effects with limited performance quality and employee skills, then administration This amateur is also an important note and needs to be considered because many of us still use honorary staff as the main staff so that the perception of service by ASN is getting lower.

IV. Conclusion

Based on the results of the above discussion, it can be concluded that several Weber bureaucratic concepts are not suitable to be implemented in the Department of Population and Civil Registration Medan City and need attention, including:

1. Department of Population and Civil Registration Medan still mostly uses administration and written documents and this tends to make the office the center of a modern organization. So, it is necessary to strengthen and develop digitalization documents in the service of the 4.0 revolution era even though the Department of Population and Civil Registration has started using the SIBISA Department of Population and Civil Registration digital service system in Medan.
2. Staff members are free personally, in the sense that they only carry out impersonal tasks according to their positions. This looks stiff and there are still some staff who do not use the concept of team work so that services may look less effective and efficient because of the large amount of data that accumulates. Then the officials appointed based on this concept contract are also not suitable for the Medan Department of Population and Civil Registration because the appointment at the Medan Department of Population and Civil Registration is in accordance with the provisions of the ASN position and the appointment of officials with the Mayor's Decree, and A career and promotion structure is possible on the basis of seniority and expertise and according to considerations The superiority of this concept is also not suitable Department of Population and Civil Registration Medan does not promote positions on the basis of seniority. However, with the provisions of ASN competence when it is fulfilled and is said to be an advantage.
3. The separation of powers also still needs to be considered because it can also have a positive and negative effect on the quality of performance and limited employee skills, then this amateur administration is also an important note and needs to be considered because many of us still use honorary staff as the main staff so that the perception of service by ASN Getting lower.

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