



## Administrative Service Standards Based on Local Wisdom

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### Abstract

This study aims to describe the Local Wisdom-Based Administrative Service Standards at the Buntulia District Office, Pohuwato Regency. The research method uses a qualitative approach with data collection through observation, interviews and documentation. The results of the study indicate that the implementation of Local Wisdom-Based Administrative Service Standards at the Buntulia District Office, Pohuwato Regency is not optimal. This can be seen from the unclear service flow and prioritizes subjectivity, where someone who has influence can get services without going through the proper procedures. Furthermore, no documents or written rules were found that show the rules related to the service time required for each type of service, in fact there were exceptions for certain people to get much faster services than ordinary people who have to wait according to the arrival queue. Likewise, in terms of service costs, there are no rules or standards that regulate it so that there is the potential for illegal levies from irresponsible individuals even though basically related to service costs have been regulated in the Pohuwato Regent Regulation Number 6 of 2022 concerning Integrated Population Administration Management Without Fees and Population Administration Management for Zoning Villages

## Introduction

All services provided by public service providers are an effort to meet the needs of the community while enforcing laws and regulations. Government officials are responsible for providing the best possible service to the public in order to create public welfare through the provision of public services. Because the public has provided funds in the form of taxes, levies, and various other levies, they are entitled to receive the best possible service from the government. Therefore, according to Mahmudi, public service is a service activity carried out by public service providers to meet public demands (Lumbanraja, 2020; Purdiono et al., 2025; Lucyana et al., 2024).

Moenir (2010: 26) defines service as "an activity carried out by an individual or group of individuals based on material elements using specific systems, processes, and techniques to serve the interests of others in accordance with their rights." Service is a process because it is essentially a series of actions. Service occurs steadily and continuously as a process that encompasses all human existence in society. Meanwhile, financial and political policy services, according to Sampara in Sinambela (2011: 5), are direct relationships between one person and another or a physical mechanism that provides satisfaction to customers/the public.

The provision of public services involves not only actions but also the quality of service provided to the public. Service standards serve not only as guidelines but also as a tool for assessing service effectiveness and public satisfaction. This assessment serves as the basis for

continuously improving service quality, making it better, faster, more affordable, and measurable (Rukayat, 2017; Amanah & Mulka, 2026; Saqib & Berg, 2026).

One type of public service frequently discussed in the community is population administration services, provided at the District Office. Population administration is a series of activities that organize and regulate the issuance of population documents and data through population registration, civil registration, and population information management, as well as utilizing the results for public services, governance, and development.

Law Number 24 of 2013 concerning Amendments to Law Number 23 of 2006 concerning Population Administration, as contained in Chapter 2, Articles 3 and 4, states that every resident is required to report population-related incidents and significant events they experience to the implementing agency by fulfilling the requirements for population registration and civil registration. It is further explained that Indonesian citizens residing outside the territory of the Unitary State of the Republic of Indonesia are required to report population-related incidents and significant events they experience to the local civil registration agency and/or to representatives of the Republic of Indonesia, fulfilling the requirements for population registration and civil registration.

Population administration is a system for managing and organizing population data carried out by the government or related institutions. The purpose of population administration is to obtain accurate and reliable data on the population of a region. This population data is used as a basis for development planning, decision-making, and the implementation of public policy. Population administration involves various activities, such as birth registration, death registration, marriage and divorce registration, and the issuance of population documents such as family cards, birth certificates, and ID cards.

Through population administration, the government can identify residents entitled to public services, regulate government policies related to the population, and take strategic steps in the development of a region. Population administration is the process of collecting, processing, and storing data regarding the population of a country or region. Population administration aims to obtain accurate and reliable information regarding the population, demographic characteristics, and individual residency status.

A Standard Operating Procedure (SOP) is a set of instructions/standardized steps for completing certain routine work processes (Guidelines for preparing accreditation documents, 2012:12). A Standard Operating Procedure (SOP) is a standard that must be used as a reference in providing every service. This performance standard can also be used to assess the performance of government agencies internally and externally. Every quality management system is always based on SOPs and then disseminated to all competent parties to implement them.

## **Methods**

The method used in this research was descriptive qualitative method. This approach was deemed suitable as the study was designed to describe and interpret government's understanding, practice and experiences of administrative service standards in the local public service delivery context. The qualitative design enabled the researcher to delve deeper into the service practices especially concerning service flow, service time and service costs as the key parameters of the standards of administrative services.

The study was carried out at Buntulia District Office of Pohuwato Regency. The research location was made in consideration of the fact that the district office is one of the important

administrative service units which directly interacted with the community in providing population and public administration services. The study focused on the implementation of service standards that are transparent, consistent, and implemented based on the values and norms of local wisdom including values of honesty, fairness, respecting others, and social responsibility.

In this study, the informants were purposely selected because they knew and had a role and were directly involved in the activities of administrative services. The informants comprised sub-district heads, sub-district secretaries, administrative staff, local community institution representatives and members of the community that have been served with administrative services at the Buntulia District Office. These informants were deemed pertinent since they could offer information from both the service provider and service user standpoint.

Fundamental data collection included observation, interviews and documentation. Observation was used to observe the actual service process, which included the availability of service flow information, waiting time, service procedures, and officers and community interaction. Interviews were conducted to gain in-depth data on the administrative service standards and their implementation, perceived barriers, and the influence of local wisdom on the development of services. Written rules, service guidelines, regulations and other supporting documents were explored using documentation, such as policies on service fees and population administration services, as examples of administrative service standards.

Qualitative Descriptive Analysis was applied in analyzing the data. The analysis was carried out in three stages, namely data reduction, data display and conclusion drawing or verification, based on the study proposed by Semiawan (2010). Data reduction involved in selecting and structuring data to the research topic. Data display was done by presenting the results based on indicators of service flow, service time and service costs. The last step was to come to conclusions and to interpret patterns in the field and to draw comparisons with the concept of public service standards and local wisdom based administration.

## **Result and Discussion**

The findings of this study indicate that the implementation of local wisdom based administrative service standards at the Buntulia District Office, Pohuwato Regency, has not been fully optimal. The results were obtained through observation, interviews, and documentation, with the analysis focused on three main indicators of administrative service standards, namely service flow, service time, and service costs. These three indicators were examined to understand whether administrative services were delivered in a transparent, measurable, fair, and culturally appropriate manner. The findings show that local wisdom values are present in daily service interactions, especially through politeness, familiarity, respect for leaders, and mutual assistance. However, these values have not yet been supported by clear written service standards, resulting in service practices that still depend on informal explanation, personal familiarity, and the availability of certain officials.

### **Service Flow**

The first finding concerns the service flow in administrative services. Observation at the Buntulia District Office showed that the service process had not been supported by a clearly displayed service flow. There was no visible information board explaining the stages of each administrative service, the required documents, the responsible officers, or the sequence of procedures that must be followed by the community. As a result, service users generally had to ask officers directly when they came to the office. This condition shows that the service

procedure exists more as internal knowledge among officers than as public information that can be accessed equally by all service users.

One community member explained that the absence of clear service flow information often caused uncertainty when accessing administrative services.

*“When I came to process an administrative letter, I did not see clear information about the steps. Usually, I just asked the staff directly because I was afraid of going to the wrong desk. If the officer explained it, then I followed the direction.”*  
Community Member

The statement indicates that the public still depends heavily on direct verbal explanation from officers. Although this practice may be considered normal in a small community where many people know each other, it creates a problem of transparency because service users do not receive the same level of information independently. For citizens who are unfamiliar with administrative procedures, the absence of written service flow may lead to confusion, repeated questions, and possible delays in completing administrative matters.

An administrative staff member also confirmed that service procedures were known by officers but had not yet been displayed in a formal and visible manner.

*“The officers already know the steps for each service. People usually bring the required documents, then we check them, and after that the file is forwarded for signature. However, the flow has not been clearly displayed on the wall or in the service room.”* Administrative Staff

This finding shows that service flow has not been institutionalized as a public service standard. The procedure is practiced by officers, but it is not yet presented as written information that can guide the community. This weakens service accountability because the public cannot independently assess whether the procedure is being followed consistently. A clear and publicly displayed service flow is necessary so that citizens know what to prepare, where to go, and how the service process should proceed.

The interviews also revealed that social familiarity could influence the order and speed of service. Some community members perceived that people who were close to officers or socially influential could receive faster attention. One informant stated the following.

*“Sometimes people who are close to the officers or are known in the village can be served more quickly. We understand because many people know each other here. But for ordinary people, it feels unfair when we have arrived first but others are served earlier.”* Community Member

This statement shows that local social relations influence the practice of administrative services. In the context of local wisdom, familiarity, kinship, and mutual respect are important values that can create a warm service atmosphere. However, when these values are not balanced with clear service procedures, they can create subjective treatment. Local wisdom should strengthen fairness, honesty, and mutual respect in public service, not become a basis for giving priority to certain individuals.

Based on these findings, the service flow at the Buntulia District Office is still not optimal. The absence of a visible and written service flow makes citizens dependent on oral instructions from officers. This condition also opens space for unequal treatment because there is no common procedural reference that applies equally to all service users. Therefore, the office

needs to prepare and display service flow information for each type of administrative service in a public area that is easily read by the community.

### **Service Time**

The second finding concerns service time. Observation and interviews showed that the Buntulia District Office did not yet have a written standard that clearly regulated the completion time for each type of administrative service. The community was not provided with definite information about how long a service should take. In practice, the duration of service often depended on the availability of officers and the presence of officials authorized to sign documents.

A community member described the uncertainty of service completion time as follows.

*“Sometimes the service can be completed quickly, especially if the officer and the sub district head are available. But if the official who must sign the document is not in the office, we may have to come back again. We are not always told how long the process will take.”* Community Member

This statement shows that the main problem is not only the length of waiting time, but also the absence of certainty. Citizens do not always know whether their documents can be completed on the same day or whether they must return on another day. This situation can reduce public satisfaction because service users have to adjust their time and activities without clear information from the office.

An administrative staff member confirmed that some services could not be completed immediately because they required approval or a signature from the sub district head.

*“For some documents, the process can be completed at the staff level. But for documents that require the signature of the sub district head, we have to wait until he is in the office. Sometimes he has official duties outside or attends community and customary activities.”* Administrative Staff

This finding indicates that service time is affected by the availability of authorized officials. In the local context, the sub district head is not only an administrative leader but also a respected community figure. His presence is often expected in social and customary events, including weddings, funerals, and community meetings. This reflects the close relationship between bureaucratic leadership and local cultural life. However, from the perspective of service standards, excessive dependence on one official can delay service completion.

A community leader explained this situation by emphasizing the cultural position of the sub district head.

*“In our area, the sub district head is respected not only as a government official but also as a community figure. People often invite him to attend traditional and social events. This is part of our respect for leadership. But the office also needs a system so that services do not stop when he is outside.”* Community Leader

The statement shows that local wisdom has a dual influence on service delivery. Respect for leaders is part of the community's cultural values, but public service must still be organized through a clear administrative system. A delegation mechanism, scheduled signing process, or clear estimated completion time is needed so that services do not depend entirely on the physical presence of a particular official.

Another community member emphasized that citizens mainly need certainty in the service process.

*“The problem is not only waiting. The problem is that we do not know whether the document will be finished today or tomorrow. If there is clear information from the beginning, we can understand.”* Community Member

This finding confirms that service time standards are important because they provide predictability for the public. Even when a service requires more time, citizens can accept the situation more easily if they are informed from the beginning. Without written standards and clear communication, delays may be perceived as poor service or unequal treatment.

Based on these findings, service time at the Buntulia District Office has not been managed through a measurable written standard. The office has not provided clear information about the estimated completion time for each type of service. Service completion is still affected by the presence of authorized officials, especially for documents requiring formal approval. This condition shows the need for a clearer service time standard and a more effective internal coordination mechanism.

### **Service Costs**

The third finding concerns service costs. The study found that administrative services at the Buntulia District Office were generally understood as free services, especially population administration services. This is in line with Pohuwato Regent Regulation Number 6 of 2022 concerning integrated population administration services without fees. However, the findings also show that information about free services has not been communicated clearly enough through visible written announcements in the service room. This condition creates space for misunderstanding and informal payment practices.

An administrative staff member explained that population administration services were not officially charged.

*“For population administration services, there is no official fee. We follow the existing regulation that these services are free. If people complete the requirements, we process the service without asking for payment.”* Administrative Staff

This statement confirms that the formal policy supports free administrative services. However, the absence of visible information about service costs means that not all citizens have the same understanding. Some may know that services are free, while others may remain uncertain about whether certain administrative processes require payment. Clear written information is therefore needed to ensure that the policy is understood by all service users.

A community member stated that although services were known to be free, informal giving still occurred in practice.

*“Actually, we know that the service is free. But sometimes people give money voluntarily after the service is completed. They call it cigarette money or thank you money. Some people feel uncomfortable if they do not give anything, especially when the officer helps them quickly.”* Community Member

This finding shows that informal payment may appear in the form of gratitude. In local social relations, giving something after receiving help may be considered a common expression of appreciation. However, in public service delivery, this practice can create ambiguity between voluntary gratitude and unofficial payment. If such a practice becomes normalized, it may influence public perception and create the impression that faster or better service is connected to giving something to officers.

Another community member expressed concern about the lack of visible cost information.

*“If the service is free, it should be clearly written that it is free. That way, people will not feel pressured to give money. Officers also will not be suspected of asking for payment.”* Community Member

This statement highlights the importance of service cost transparency. Written announcements stating that services are free would protect both the public and service officers. For the community, such information reduces uncertainty and prevents pressure to give money. For officers, it reduces suspicion and strengthens institutional accountability.

A community leader also explained that local cultural practices should not create unclear service costs.

*“In our culture, saying thank you and giving something to someone who helps us is common. But in government service, this must be clear. Gratitude should not become an obligation. If the service is free, then all people must receive the same service whether they give something or not.”* Community Leader

This finding shows that local wisdom must be interpreted within the framework of public service ethics. Values such as gratitude, respect, and social closeness are positive when they support polite and humane interaction. However, these values should not create informal obligations, unequal treatment, or unclear service costs. Public service must remain based on legality, fairness, and transparency.

Based on these findings, the service cost indicator at the Buntulia District Office is not yet fully optimal. Although the formal regulation states that population administration services are free, this information has not been displayed clearly enough in the service area. Informal giving practices still exist and may create perceptions of unofficial payment. Therefore, service cost transparency needs to be strengthened through written information, public announcements, and internal supervision.

### **Local Wisdom in Administrative Service Practices**

The findings also show that local wisdom influences daily administrative service practices at the Buntulia District Office. Local values such as politeness, respect for leaders, familiarity, mutual help, and social closeness are reflected in interactions between officers and community members. These values contribute to a friendly and respectful service atmosphere. However, they have not yet been fully integrated into formal service standards.

An administrative staff member explained the importance of maintaining respectful communication with the community.

*“When serving the community, we try to speak politely and respect them because most people who come here are also people we know. We cannot serve them harshly. In our area, maintaining good relations is very important.”* Administrative Staff

This statement shows that local wisdom contributes positively to the interpersonal aspect of public service. Officers attempt to maintain politeness and social harmony when interacting with the community. This is an important cultural strength because public service is not only a technical activity, but also a social relationship between government and citizens.

However, a community member emphasized that friendliness must still be accompanied by clear administrative standards.

*“We appreciate officers who are friendly and respectful. That is good. But friendliness alone is not enough. We also need clear procedures, clear time, and clear information about costs.”*, community member

This statement reflects the main finding of the study. Local wisdom can support good public service when it strengthens politeness, respect, honesty, and mutual care. However, these values need to be supported by written procedures, measurable service time, and transparent cost information. Without formal standards, local wisdom may remain limited to personal behavior and may not be strong enough to ensure consistent and fair service delivery.

The results show that the implementation of local wisdom based administrative service standards at the Buntulia District Office remains suboptimal. The service flow has not been clearly displayed, service time has not been regulated through measurable written standards, and service costs have not been communicated transparently enough to the public. Local wisdom values are present in daily service interactions, but they still need to be institutionalized into formal service standards. By integrating local wisdom with clear standard operating procedures, the Buntulia District Office can provide administrative services that are not only polite and culturally appropriate, but also transparent, fair, measurable, and accountable.

The results of this research indicate that the use of local wisdom, in the form of administrative service standards, in the Buntulia District Office is not just a problem of incomplete technical procedures. Most important of all, the results highlight the disconnect between the formal public service values and public service as it is actually implemented at the local level. The standards for public services must give citizens certain, clear, equal and accountable access. When there is no proper institutionalization of service flow, service time and service cost, however, citizens rely on informal explanation and personal familiarity. This supports the general idea that the commitment of public servants to serve is not only influenced by their willingness to serve, but also by the existence of visible, coherent and publicly accessible standards (Farhan, 2023; Rifai, 2024; Sudrajat & Andhika, 2021). The central problem in the Buntulia context is that service standards seem to be known internally by the police officers, but have not yet been made public knowledge for citizens to assert their rights.

The hazy nature of the service flow in this study is in line with more recent research indicating that transparency of public services does not come from administration alone. According to Erinaldi et al. (2025), transparency of the public services at the village level relies on the provision of easily accessible information on service procedures, service requirements, service mechanisms and costs. Also, Simatauw et al., (2021) suggest that transparency is compromised in public service when citizens are unable to access information about what they should prepare, where they should be directed and how long a service process takes. These studies provide insight into how the non-existence of service flow is a governance issue at the Buntulia District Office. But it's not just that citizens must approach officers personally. The root issue here is that the process is not equally accessible to all the citizens. If the service information is provided verbally, the access to it would be uneven because those who are well acquainted with the officers would receive more and quicker information than others.

This is also a sign of the fact that the quality of a public service cannot be simply equated with being friendly and/or polite. In many of the local offices, there is a good interaction with citizens and that is thought to be enough to mean good service. Meanwhile, the results of the study on service quality assessment in administration of population in recent years indicate that citizens assess the quality of services by the certainty, reliability, accessibility, and clarity of the procedures for their services (Aini, 2023; Sussilo, 2023; Renyaan & Ilham, 2023). For instance, Aini (2023) concluded that these uncertainty in completion time, unfamiliarity with service mechanisms and slow service delivery are the major issues in rural administrative service. This is particularly important in the Buntulia case as community members will likely value respectful communication from officers, but respectful communication does not equal

formal standards. A reliable public service system is only when citizens know what documents they need, the order of procedure, the expected turnaround time, and if the service requires payment.

In addition, the service time finding is related to structural weaknesses among local administrative governance. The study reveals that some administrative documents only can be completed when the sub district head or other officials are available. This condition results in uncertainty for citizens as the authorized process may be delayed when the authorized official is not in the office. In line with this, Afifuddin et al. (2023), Malinda et al. (2024), and Sujana et al. (2024) conducted studies on service innovation in the administration of population services, which highlight that service innovation efforts also require good coordination and delegation mechanisms inside the administration, as well as the ability to predict the service that will be delivered. Afifuddin et al. (2023) illustrate the need for regular implementation stages to ensure that services are not limited to individual actors in terms of innovation in the hybrid population administration services. Malinda et al (2024) also say that revisions of civil registration processes, service approaches, and service products, with a systematic focus on innovation, will increase efficiency and citizen satisfaction with the services. The message to the Buntulia District Office is loud and clear. Service time should not be determined by the availability of any one official. It must be complemented with delegation, service scheduling and written completion criteria.

It can also be seen from the role of the sub district head as the administrative leader and the respected community that the emergence of local wisdom is not free from complexity in relation to the process of providing public services. Local wisdom can reinforce social legitimacy, politeness, respect and trust among government officials and citizens on the one hand. In contrast, the absence of clear bureaucratic rules in conjunction with local wisdom can be a source of dependence on personal authority and social closeness. Since public administration cannot be separated from the local context, as each region has its own cultural and administrative logic, there is a need to understand the subject by exploring the local context as noted by Arniti (2022). This is crucial for the Buntulia District Office as it is situated in a community that has a culture and social structure, as well as a bureaucracy that has its own leadership. It is important to note, however, that local wisdom in public service is required to be transparent, accountable, collaborative, flexible and innovative (Iman, 2025). So, giving respect to local leaders shouldn't mean sacrificing service or relying too heavily on a single person. The idea of local wisdom should be translated into ethics of administration, and not uncertainty.

The results further indicate the possibility of a local social closeness effect on service priority. It is an important problem because the local wisdom can be confused as a blessing to the officers to give special consideration to persons who are in their social circle. The local wisdom-based public service innovation needs to transcend the general rhetoric of culture and transform it into an inclusive service model (Suranto and Darumurti 2024). The argument is very pertinent to this study because the local wisdom in Buntulia must not be just in the form of friendliness, kinship and respect. It needs to be institutionalised in standards that will ensure equal treatment for everyone. The same thing is obtained by Farhan (2023) which shows that public service innovation in the local government of Indonesia is more and more oriented to administrative and process innovation. Buntulia's process innovation doesn't have to be a complicated digital system. It can start with simple but significant changes: introduce service flow, a queue mechanism, the completion time and same treatment for all citizens.

The topic of service cost is also relevant because it involves directly with public trust. While the formal law stipulates that providing population administration services is to be free, the results indicate that giving is still present as a form of gratitude, “cigarette money” or “thank you money.” This practice should be read through carefully. In local culture, to give something after receiving aid may be interpreted as an expression of appreciation. In the public administration, however, it can lead to a confusion between gratitude and unofficial payments. Transparency and accountability in public service have been studied, and it is found that transparent cost information reduces public mistrust and creates room for maladministration (Erinaldi et al., 2025; Simatauw et al., 2021; Rifai, 2024). In Buntulia, the issue isn't just if officers are asking for money. The real question is, does the general public believe that they will be compelled to do something due to poor service cost information? The service policy must be visible, repeated and institutionally protected as a free service.

It's also a reminder of the need for cultural sensitivity and administrative discipline in public service reform in local government. Based on digital transformation studies, it is found that technology can be used to improve transparency, accessibility, efficiency and accountability, provided that there is organization readiness and good governance (Al Muttaqin & Nugroho, 2025; Sundari & Sartika, 2025; Sujana et al., 2024; Tahir et al., 2025). But the Buntulia case shows that digitisation is not the only or first option. The office needs to define its simple service requirements first before using digital platforms. If the service flow, service time, cost information, officer responsibility and document approval processes are not determined in the office, the use of digital tools will be ineffective. Technology can increase transparency but it isn't enough to substitute for good institutional rules.

Finally, the study helps advance the body of knowledge on population administration by demonstrating that district-level service problems tend to arise from the lack of synergy between formal policy and the day-to-day implementation of the policies. Researches conducted by Sussilo (2023), Aini (2023), Renyaan and Ilham (2023) and Malinda et al. (2024) indicate that the administration of the population is an important aspect of local governance, as it has an impact on the identity of citizens, their access to welfare, and administrative rights. This places a great deal of emphasis on the standards of service in the district offices. If citizens have no idea how to do it, how long it will take or how much it will cost, they are not just inconvenienced, they are frustrated. Their admin privileges are up for grabs. Hence it is not appropriate that the service flow, service time and service cost are treated as minor technical details at the Buntulia District Office. These are fundamental tools in the fight to defend citizens' rights and against discrimination.

Theoretically, the results indicate that the local wisdom public service standards be understood as a synthesis between the culture and ethics and certainty in the bureaucracy. The moral foundation of the service is based on local wisdom which is embodied in values of politeness, respect, mutual assistance, social harmony, honesty, and fairness. Bureaucratic standards offer an operating base of written procedures, measurable completion time, transparent pricing, complaint procedures and internal supervision. If there is no local wisdom, public service can be stifled, formal, static and culturally alienated. Bureaucratic standards are necessary to ensure that local wisdom is not open to unequal treatment, subjective, and inconsistent. This interpretation is in line with the concept of Arniti (2022), Iman (2025), and Suranto and Darumurti (2024) which state that local wisdom must be used to strengthen, not to reduce, the accountability of public administration.

In practical terms, this study suggests that the Buntulia District Office should shift from the informal practice of providing services to the institutionalized procedures of service standards.

The office must draw up written SOPs for each category of administrative services, put up service flow in public places, distribute free service information, calculate the time required for service, set up delegation procedures when the key personnel are not at the office, and create citizen-friendly complaint channels. These enhancements must not be interpreted as casting aside local customs. Rather it should be presented as a means to preserve the greatest values of local wisdom. You need to be honest, so have clear information about the costs. Fairness is assured if there is an equal service flow. Citizens' time is to be respected in mutual respect. Officers are expected to provide the same service to every citizen in the spirit of social responsibility. In this way, local wisdom can be used not only for formal and informal practices for the self and the other but also to serve as a basis for ethical public service.

The results indicate that the Buntulia District Office has not yet fully incorporated the local wisdom in the administration of standards for service, since the cultural values have not yet been fully integrated in the formal service mechanisms. The office already has social capital – respectful interaction and familiarity with the community – and these needs to be reinforced by clear service standards. This study aims to present a new concept and understanding of local wisdom in public service, which is not only friendly and culturally polite service. It is expected to be accountable, transparent, fair and measurable with a local value as its ethical basis. This means that not only in Buntulia, but also in other locations, administrative service standards need to be improved, both in terms of the procedures used and its institutional commitment to turn local wisdom into public accountability.

## **Conclusion**

Based on the research and discussion, it can be concluded that the implementation of Local Wisdom-Based Administrative Service Standards at the Buntulia District Office, Pohuwato Regency, is suboptimal. This is evident in the unclear service flow and the emphasis on subjectivity, where individuals with influence can obtain services without following the proper procedures. Furthermore, no documents or written regulations were found specifying the required service time for each type of service. Similarly, regarding service fees, there are no apparent rules or standards governing them, potentially leading to illegal levies by irresponsible individuals. The apparent absence of administrative service standards at the Buntulia District Office, Pohuwato Regency, could potentially lead to public services that violate cultural values or are inconsistent with local wisdom in Pohuwato Regency, particularly in Buntulia District, such as honesty, fairness, and mutual respect, particularly in the provision of public services.

It is recommended that the Buntulia District Office, Pohuwato Regency, develop and design Standard Operating Procedures (SOPs) for each type of service provided. The Buntulia District Office, Pohuwato Regency, is also expected to publish the SOPs for each work unit in a public space accessible and readable by all members of the public and employees of the Buntulia District Office, Pohuwato Regency

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