

**BUREAUCRACY CULTURE OF PUBLIC SERVICE**

by  
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**ABSTRACT**

This research intends to describe the bureaucracy culture of public service in One Stop Service Administration Unit (Samsat) at Konawa Regency. The description is based on Artifact dimension: jargon, oral speech, written speech, office interior design, human directory and dress; espoused value: standard operational procedure of vehicle number registration service; basic assumptions and values: honesty, independence, intelligence, pursuance, manner, responsibility and discipline. This research employed qualitative method by phenomenology strategy. The respondents of this research were the Head of Konawe's One Stop Service Administration Unit, Head of Traffic Unit, Head of Jasa Raharja as key informant and six staffs of Konawe's One Stop Service Administration Unit, four staffs of Traffic Unit and ten of taxpayer as informant. The research was done by collecting, showing, reducing and concluding the data to be collected and analyzed. The research shows that artifact dimension: jargon, oral speech, written speech, office interior design, human directory and dress; espoused value is the strongest cultural factor in supporting the public service. Basic assumptions and values dimension have not been the definite factor. *Meohai* culture is a discriminative habit which takes disadvantage for other society to get equitable service in Konawe Regency.

**Keywords:** Culture, Bureaucracy, Service.