Management of Personnel Administration through the Employee History Application System (*SARIP*) at Tomohon Regional Personnel and Human Resources Development Agency

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ARTICLE INFO

ABSTRACT

This study aims to describe the administration of personnel administration through the Employee History Application System (*SARIP*) at the Regional Personnel and Human Resources Development Agency of Tomohon. This study uses qualitative research methods and uses data collection techniques: Observation, Interview, and Documentation. The primary data source for this research is the Tomohon Government, in this case, the Civil Servant at the Tomohon Regional Personnel and Human Resources Development Agency, and the secondary data sources are supporting documents, archives, and literature. The results of the study show that: Management of Personnel Administration through *SARIP* has not been carried out optimally, although the SARIP component is adequate, SARIP managers or users have not maximized their role through inputting data and personnel documents so that the number of employees whose data is inputted in SARIP has only reached approximately 38% of the total number of all Civil Servants in the Tomohon Government. The results of the study concluded: (1) *SARIP* as a digital archiving forum is sufficient in terms of software components, hardware, and also networks but still needs to be improved on Human Resources as users. All components must work together so that Document Archiving through *SARIP* can be carried out; (2) The management of the promotion administration is quite helped by the existence of *SARIP*, but there are still frequent technical errors in data input and document uploads which become obstacles in the promotion process.

INTRODUCTION

In dealing with the growth and development of such a complex organization, it is necessary to have a management information system capable of assisting the provision of data and information as material for determining development policies and strategies as well as for the availability of operational data and information (Kumorotomo & Margono, 2004). Regional growth is the use of local resources to improve the region's or district's social welfare and improve the human development index (Tang, 2021). The implementation of Regional Autonomy demands that each region be more independent in managing its household and reduce dependence on the central government, the process of independence at the same time is the empowerment of human resources in the region (Bunga, 2020). To improve the quality of service to the community, local governments strive to provide effective and efficient services through innovations that make it easier for the public to obtain information and services by utilizing increasingly

developing technological advances (Fauzi, 2019). One of the current government innovations is to build a personnel information system.

Tomohon Regional Personnel and Human Resources Development Agency are one of the Regional Apparatuses with main duties and functions related to development and management of the personnel information system as stated in the Tomohon Mayor Regulation Number 43 of 2016 which was later changed to the Tomohon Mayor Regulation Number 23 of 2019 concerning Elaboration of the Main Duties and Functions of the Organizational Structure of the Tomohon Personnel and Human Resources Development Agency.

1. Based on the Letter of the Head of the State Civil Service Agency Number D.26-30/V.79-5/99 regarding the Determination of Promotion and Retirement of Civil Servants after the promulgation of Government Regulation Number 11 of 2017, it was stated that the State Civil Service Agency would implement an Automatic Rank Promotion service (*KPO*) and Determination of Automatic Pension (*PPO*) based on less paper. This is intended to reduce excessive use of paper and aims to avoid piles of documents so that Civil Servants who will be promoted or retired do not need to submit physical files at the Regional Agency Personnel Agency or the State Personnel Agency. All completeness of documents that are administrative requirements in Automatic Promotion (*KPO*) and Automatic Pension Determination (*PPO*) are submitted through data/documents in digital form.

2. Since 2018 the Tomohon Regional Personnel and Human Resources Development Agency have created and developed a program namely the Employee History Application System, hereinafter referred to as *SARIP* as an instrument in managing personnel data and information. *SARIP* is an application that contains data on the career history of every Civil Servant of the Tomohon Government since being appointed as a Candidate for Civil Servants. The main purpose of making *SARIP* is to serve as a place for digitally archiving data and/or civil servant employee documents and to support the government's call for less paper movement, which is to reduce excessive use of paper in the implementation of office activities.

3. More than that, SARIP is expected to be able to develop into a personnel information system that is integrated with vertical agencies managing personnel so that it becomes easier for employees and each Regional Apparatus in managing personnel administration. The

implementation of e-Government in the Tomohon Regional Personnel and Human Resources Development Agency through *SARIP* still has shortcomings that need to be improved and addressed. As in the process of inputting civil servant data/documents which is quite slow.

4. Based on the observations made by the author, several factual conditions faced by the Tomohon Personnel and Human Resources Development Agency in the management of SARIP are the lack of attention from each Regional Apparatus regarding data input for all Civil Servants within the Tomohon Government in the *SARIP* application. Based on the results of preliminary observations conducted by researchers at the Tomohon City Regional Personnel and Human Resources Development Agency, several facts related to the management of *SARIP* were found, namely: The percentage of civil servant data entered into SARIP from 2019 to 2021 has only reached 40% of the total number of civil servants in Tomohon, which is 2,566 civil servants (Data as of April 1, 2021).

5. The management of personnel administration has not been optimal because *SARIP* has not been integrated with the Employment System of Vertical Agencies such as the State Civil Service Agency.

6. Based on the background of the above problems, the authors are interested in further research on "Management of Personnel Administration through the Employee History Application System (SARIP) at the Tomohon Regional Personnel and Human Resources Development Agency"

7. The formulation of the problem in this research is how to manage employment administration through the Employee History Application System (*SARIP*) at Tomohon Regional Personnel and Human Resources Development Agency?

The essence of management is how an ordinary activity runs more regularly based on procedures and processes. Moreover, human resources management, in comparison to other types of resources (financial resources, technologies), involves a more comprehensive strategy and long-term planning (Kazakovs, Verdina, & Arhipova, 2015). In general, management is a typical process consisting of planning, organizing, mobilizing, and controlling actions to achieve the goals that have been set through the use of human resources and other resources (Terry, 1977).

In the Big Indonesian Dictionary, it is stated that management is the process or method of

managing or the process of carrying out certain activities by mobilizing the energy of other people, processes that help formulate policies and organizational goals or processes that provide supervision on all matters involved in implementing policies and achieving goals.

In the administrative dictionary, personnel administration is defined as all activities related to the problem of using human labor in a cooperative effort to achieve certain goals. Personnel Administration according to Manullang (1967) is the art and science of planning, implementing, and controlling the workforce to achieve predetermined goals, leaving the workers with satisfaction.

Personnel administration is administration or management that handles personnel matters in an agency, institution, or agency. Personnel Administration is the most basic process in gathering information related to the personnel system where this is done by collecting information related to the completeness or equipment of the general administration relating to personnel.

METHOD

This study uses the qualitative research method, in which the qualitative research method according to (Sugiyono, 2019) is a research method used to examine the condition of natural objects, (as opposed to an experiment) where the researcher is the key instrument, data collection techniques are carried out manually. triangulation (combined), data analysis is inductive, and qualitative research results emphasize meaning rather than generalization.

Based on the explanation above, it can be concluded that the Qualitative Research Method aims to understand phenomena that occur in individuals and groups and then describe them in words and sentences. The reason for choosing to use qualitative research methods is that researchers want to gain a deep understanding of the Management of Personnel Administration through the Employee History Application System (*SARIP*).

RESULTS AND DISCUSSION
A. Overview of Tomohon

Tomohon is a highland area with an average height of 768 meters above sea level, with an area of 147.21 km2. Based on the results of the 2020 Population Census, the population of Tomohon is 100,587 people.
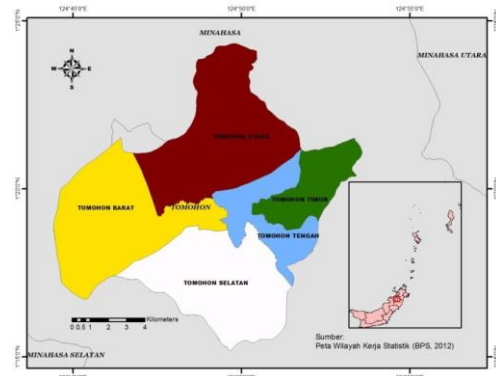
Astronomically, Tomohon is located at 01 18' 51 "North Latitude and 124 49' 40" East Longitude. Tomohon consists of 5 (five) Districts namely South Tomohon District, Central Tomohon District, East Tomohon District, West Tomohon District, and North Tomohon District. With a geographical position entirely limited by the Minahasa Regency.

B. Tomohon Regional Personnel and Human Resources Development Agency

Tomohon Regional Personnel and Human Resources Development Agency are one of the technical implementing elements to carry out operational technical activities and/or technical support activities in the field of Personnel and Human Resources Development which is led by a head of the Agency and is responsible to the Mayor through the Regional Secretary. In the Tomohon Regional Regulation Number 6 of 2016 as amended into the Tomohon Regional Regulation No. 9 of 2018 concerning the Formation and Structure of the Tomohon Regional Apparatus, in article 3 it is stated that the Type C Personnel and Human Resources Development Agency carries out the functions of supporting staffing and education and training.

C. Organization structure

Based on Tomohon Mayor Regulation Number 23 of 2019 concerning the Elaboration of the Main Duties and Functions of the Organizational Structure of the Tomohon Regional Personnel and Human Resources Development Agency which consists of:
1) Head of Agency
2) Secretariat
   a) General Sub-Section of Personnel Planning and Legal
   b) Sub Division of Asset Finance and Reporting
3) Personnel Planning and Administration
   a) Sub-Sector Movement and Career Development of State Civil Apparatus

b) Sub-Sector of Data Information and Professional Facilitation of State Civil Apparatus
c) Sub Division of Procurement of Ranks and Dismissals
4) Field of Competency Development and Apparatus Performance Assessment
   a) Apparatus Competency Development Sub Sector
   b) Apparatus Performance Appraisal Sub Division
   c) Apparatus Award and Discipline Sub Division

D. Archiving of Civil Service Documents through SARIP

The initial purpose of making *SARIP* was to serve as a place for filing personnel documents to make it easier for every Civil Servant to find documents related to his career history. This is in line with the statement of the Head of the Midwifery Planning and Personnel Administration, based on the results of interviews which stated that:

"The main purpose of *SARIP* is for digital archiving as well as for presenting information in the form of employee history data, so that later employee documents if needed, we no longer need to rummage through filing cabinets to look for files because they just need to be downloaded from *SARIP*"

With the *SARIP*, Civil Servants do not need to come to the Office of the Tomohon Regional Personnel and Human Resources Development Agency only to request an archive of personnel documents in the form of a Decree for Promotion of Rank, Decree of Appointment in Position and so on. Likewise, with employees at the Tomohon Regional Personnel and Human Resources Development Agency, there is no need to look for Civil Servant files in piles of documents or physical archives which are quite time-consuming. SARIP is present as a manifestation of the implementation of e-government in terms of services to Civil Servants in the Tomohon Government.

The documents that are archived in SARIP are as follows:
1) Position/ Employment History Documents, which contain documents in the form of Decrees on the Appointment of Civil Servants in Structural Positions
2) Ranking Documents, containing documents in the form of Decision Letters for Appointment

as Candidates for Civil Servants, Up to Decrees on Promotion of Civil Servant Ranks
3) Educational Documents, containing certificates and transcripts for Civil Servants
4) Documents about courses or training that you have attended, such as Pre-service Education and Training, Leadership Education and Training, and so on
5) Documents about the Organizations followed, Before and after becoming a Civil Servant
6) Documents regarding Disciplinary Sentence History, if the Civil Servant has been sentenced to disciplinary punishment
7) Other supporting documents, usually containing documents such as the PT. ASPEN, TIN, and others.

Archiving of personnel documents in the SARIP application began at the end of 2019, which began with the Technical Guidance Activities held by the Tomohon Regional Personnel and Human Resources Development Agency regarding Inputting the Employment Database in the *SARIP* Application.

The activity involved operators from all Regional Apparatuses within the Tomohon Government to introduce *SARIP* and provide the understanding and explain how to use *SARIP* and the process of inputting data or personnel documents.

The process of inputting data/documents in the SARIP application begins with giving an account to all operators, then the operator collects documents related to staffing data to be uploaded. The documents are then scanned and uploaded in Portable Document Format (PDF). However, until now, no SOP explains the Document Archiving procedure through SARIP. This was conveyed by the Head of the Sub-Division of Data Information and Facilitation of the State Civil Apparatus who stated that:

"*SARIP* doesn't have an SOP about it yet, but later on, an archiving SOP will be made to make it clearer and so that outside employees can better understand the flow"

In terms of collecting employment documents, the Tomohon Regional Personnel and Human Resources Development Agency have issued a Circular to All Heads of Regional Apparatuses within the Tomohon Government to accommodate all Civil Servants in each Regional Apparatus to be able to collect the required employment documents to the SARIP operator in each Regional Apparatus to speed up the data archiving process. However, until now the number of Civil Servant data that has been

inputted into *SARIP* is still very far from the amount that should be. The Head of the Sub-Division of Data Information and Facilitation of the State Civil Apparatus through interviews stated that: from 2019 until now the number of data has not reached half of the total number of employees. Even that which has been inputted is not necessarily complete with all the data and documents.

The number of employees whose data has been inputted is 981 employees from the total number of active Civil Servants as many as 2,534 or only about 38% of the total number of active Civil Servants in the Tomohon Government. This proves that there is still a lack of attention from the Regional Apparatus in this case the Head of Regional Apparatus, Operators and Civil Servants to the management of *SARIP*. Circumstances such as those that become obstacles in the process of archiving personnel documents through SARIP. This is evidenced by the statement of the Head of Planning and Personnel Administration, namely: What often hinders this is civil servants and operators, if employees are indifferent, operators are also indifferent as a result the data is also late.

By the initial purpose of its creation, *SARIP* is expected to be a digital archiving forum and an electronic-based personnel data information facility that can facilitate users in this case are Civil Servants in the Tomohon Government. Commitment and good cooperation between the Regional Apparatus and the Human Resources Development and Personnel Agency are needed to reconcile data so that in the future the data presented through SARIP is right on target and by the expected goals.

E. Archiving of Civil Service Documents Through SARIP

According to Gie and Sutarto (1993), administration is the whole series of structuring activities for the work carried out by a group of people in cooperation to achieve certain goals. Archiving of personnel documents is an activity of structuring and storing personnel documents such as Decrees for Promotion, Decisions on Appointments in Structural and Functional Positions, Letters of Discipline Sentences, Certificates of Graduate Training, and so on. All of these documents are collected and archived to achieve one of the objectives of making SARIP, namely as a place for digitally archiving personnel documents and to present online-based personnel information.

Gordon B. Davis in his book entitled "Management Information System" suggests that "Management Information System is an integrated human or machine system to present information to support management operations functions and decision making in an organization" (Davis, 2003). *SARIP* is a system consisting of Hardware, Software, Brainware (Human Resources), and Netware (network). All of these components are combined to present information in the form of personnel data as a consideration in making decisions in the management of personnel administration at the Tomohon Regional Personnel and Human Resources Development Agency.

SARIP in the Regional Personnel and Human Resources Development Agency of Tomohon consists of components that are interconnected with each other that are used to process data into information. These components greatly affect the *SARIP* management process from input, processing, storage, output, to supervision. These components are:

1) Hardware (hardware)

Hardware is one of the components used to carry out data preparation, data entry, storage, and expenditure of required data. The hardware components used by the Tomohon Regional Personnel and Human Resources Development Agency in the use and management of *SARIP* are as follows:

a) Monitor
b) Printer
c) Scanner
d) Keyboard
e) Mouse
f) Central Processing Unit (CPU)

The hardware used in the Planning and Administration of Personnel to manage SARIP is quite complete, it's just that in the future something needs to be updated to improve the quality of service through *SARIP*.

2) Software (software)

Software is a system that connects computers (hardware) with users to carry out tasks or translate commands performed by users. In the implementation of *SARIP*, the software is used to carry out the task of processing data and documents so that they can work according to procedures.

In the development and management of SARIP, the Tomohon Regional Personnel and Human Resources Development Agency cooperate with the Tomohon Regional Communication and Information Office in

designing and implementing *SARIP* software and applications to make it easier for users to use and utilize the results of data processing through *SARIP*. The display on the *SARIP* application is made quite easy to understand and use. The web-based *SARIP* management managed by the Sub-Sector of Data Information and Facilitation of the State Civil Apparatus is currently not fully by the functions of the menus in the *SARIP* application because some are still in the development stage. In the future, SARIP will need to undergo software updates to anticipate an increase in the amount of data that will be inputted.

3) Network (Netware)

Network is a component that plays a role in accessing information and personnel data, with a network, the delivery process can be achieved quickly. Tomohon Regional Personnel and Human Resources Development Agency use the internet network for online-based management. *SARIP* has used the website so that it can be accessed from anywhere using the internet network. So that civil servants do not need to come to the Office of the Regional Personnel and Human Resources Development Agency to input personnel data or access staffing information contained in *SARIP*.

4) Human Resources (brainwave)

Human resources are component that determines the success or failure of *SARIP* management in the Tomohon Regional Personnel and Human Resources Development Agency. Three components previously described can only operate if they are enabled by Human Resources. In the management of computer-based Information Systems, it is necessary to pay attention to the element of Human Resources, in this case, employees in the Sub-Sector of Information Data and Professional Facilitation of State Civil Apparatuses who manage SARIP directly so that the information system implemented can be useful and carried out by the expected goals. In addition, operators in Regional Apparatus also need to have basic skills in operating computers so that they can easily use *SARIP*.

SARIP at the Tomohon Regional Personnel and Human Resources Development Agency starting from the application login to the final stage, namely data information can be described as follows:

a) The SARIP operator in charge of processing personnel data shall enter employment data

by first logging in with username and password validation;

b) After logging in, the dashboard will appear, then the operator or user can select the Personnel menu on the left side of the dashboard screen.

c) The next step is to search for Civil Servant data by typing the name or NIP of the employee in the search column (at the top right of the display) and a list of the names of the Civil Servants you are looking for will appear;

d) To process the data, the operator or user can click on the NIP of the Civil Servant to open the personnel information and input the required documents according to the existing information display;

e) The last stage is the output in the form of employee history data information along with evidence in the form of employment documents which can be downloaded again if needed.

f) When viewed from the data obtained at the research site, the implementation of filing personnel documents through *SARIP* has not been carried out properly due to delays in inputting data and documents into *SARIP*. (Terry, 1977) mentions that to achieve goals in management it takes several elements namely men, money, material, machine, method, and market. Based on these elements, it can be seen that one of the elements, namely Men or Human Resources, which in this case is a Civil Servant in the Tomohon Government, has not participated properly so that the important role of employees as managers and users of *SARIP* has not been implemented. This certainly affects other management elements because all of them have an inseparable relationship or carry out their functions.

F. Administrative Management of Civil Servant Promotion through SARIP

Management of Civil Servants according to Government Regulation Number 17 of 2020, one of which is rank and position. Rank is a position that shows the level of a Civil Servant based on position in a series of staffing structures and is used as the basis for salary. The promotion is an award given for the work performance and dedication of Civil Servants to the State, as well as an encouragement to Civil Servants to further improve their performance and service achievements. The composition of

the ranks and groups of civil servants is as follows:

1) Junior Interpreter, I/a
2) Junior Level I, I/b
3) Interpreter, I/c
4) Interpreter Level I, I/d
5) Young Manager, II/a
6) Level I, II/b Muda Young Managers
7) Regulator, II/c
8) Level I, II/d. regulator
9) Young stylist, III/a
10) Young stylist Level I, III/b
11) Stylist, III/c
12) Level I, III/d. stylist
13) Supervisor, IV/a
14) Level I, IV/b. coach
15) Young Principal Advisor, IV/c
16) Middle Principal Advisor, IV/d
17) Principal Advisor, IV/e

The promotion of Civil Servants every year is divided into two periods in April and October. As the stages in management according to (Terry, 1977) which consist of Planning, Organizing, Actuating, and Controlling, which *SARIP* has been planned and built to achieve organizational goals in this case the Tomohon Regional Personnel and Human Resources Development Agency. The organization of SARIP, in this case, is that technical guidance and guidance have been carried out to coordinate the components so that they can work together to achieve the objectives of making SARIP. However, at the action stage (actuating) it has not been carried out by what has been planned, where there are still operators and civil servants, especially those who have not completed the data and uploaded the required staffing documents in *SARIP*. The controlling stage is a fairly important point to control actions that occur outside the plan by providing sanctions and finding solutions or follow-up to existing problems. The sanction given to Civil Servants whose data is not complete in *SARIP* is that the proposal for promotion will not be processed.

The process for the proposed promotion of civil servants at the Agency for Personnel and Human Resources Development has been well planned to simplify and shorten the time. The existence of *SARIP* is one of the innovations in addition to realizing e-government in terms of services for the State Civil Apparatus as well as for the use of information and communication technology as an answer to the challenges of progress in the current global era. However, if the management of SARIP has not been carried out properly according to the desired expectations, it will certainly affect the goals of the organization in this case the Tomohon Regional Personnel and Human Resources Development Agency. Therefore, as the manager of *SARIP*, the Tomohon Regional Personnel and Human Resources Development Agency always strives to carry out a controlling function in the use of *SARIP*. Supervision can be carried out through the implementation of Technical Guidance activities as already implemented, then through coordination and staffing technical meetings as well as providing confirmation through circulars and imposing strict sanctions so that SARIP gets sufficient attention from all Regional Apparatuses, especially Civil Servants in the Government Environment.

CONCLUSION

Based on the discussion of the results of the research in the previous chapter, the researcher can conclude the Management of Personnel Administration through SARIP at the Tomohon Regional Personnel and Human Resources Development Agemcy.

Management of Personnel Administration in terms of document archiving through SARIP has not been carried out optimally due to Human Resources factors, in this case, are Regional Apparatus operators and most Civil Servants have not actively participated in inputting personnel data and documents in *SARIP*. *SARIP* as a digital archiving forum for personnel documents and electronic-based personnel information facilities in its management is good and adequate in terms of hardware and software components, but all of that will certainly not run well if it is not supported by the participation of all Regional Apparatuses through Head of Regional Apparatus, Operators and also all Civil Servants in the Tomohon Government to jointly manage *SARIP*. The Tomohon Regional Personnel and Human Resources Development Agency also has a very large role in pengoperasian *SARIP* sehingga perlu perhatian yang besar dari semua pihak yang terlibat demi mencapai tujuan pembangunan SARIP.

The role of *SARIP* in the administrative management of the promotion process for civil servants is quite helpful in terms of presenting the documents for the completeness of the proposed promotion. Problems that are still encountered in the process of proposing promotions through *SARIP* are incomplete employee documents or document uploads that cannot be read properly. The Tomohon Regional Personnel and Human Resources Development Agency through the Promotion Circular have emphasized the importance of

inputting employee data completeness in *SARIP*, especially those who will propose promotions. Civil servants who will propose promotions but do not have complete data in SARIP will not be processed. This certainly needs to be a concern for all Civil Servants in the Tomohon City government. Although it has not optimally facilitated employees in the promotion process, *SARIP* has considerable opportunities in the future if it is developed properly.

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