IMPLEMENTATION OF PLACING TRANSMIGRATION CITIZENS IN CREATING AN INDEPENDENT COMMUNITY IN AYUMOLINGO VILLAGE, PULUBALA DISTRICT, GORONTALO REGENCY

Abdurahman Abdullah¹⁾, Yosef P. Koton²⁾, and Sudarsono³⁾

- 1) Bina Taruna University Gorontalo, Indonesia
- ²⁾ Gorontalo Provincial Government, Indonesia
- 3) Bina Mandiri University Gorontalo, Indonesia

E-mail: indra8484.abdullah@gmail.com

ABSTRACT

This study aims to determine the implementation of the placement of transmigration residents in realizing an independent society in Ayumolingo Village, Pulubala District, Gorontalo Regency and the factors that hinder the implementation of Transmigration Residents' placement in creating an Independent Society in Ayumolingo Village, Pulubala District, and Gorontalo Regency.

Research method used is a qualitative research method with data collection techniques including: 1) observation; 2) interview; and 3) documentation. Activities in data analysis, namely: 1) data reduction stage; 2) data presentation stage; and 3) data verification stage.

The results in this study are the implementation of the placement of transmigration residents from planning has not been maximized because it does not include or involve residents around the transmigration area or area as required and the implementation is not optimal because it still causes so-cial jealousy of local residents and complaints from transmigration residents because the land is determined/given by the government is not in accord- ance with what is in the location of the transmigration area and the supervi- sion has not been effective, so that there are transmigration residents who have been placed away from their homes/settlement locations, so that the government's goal in an effort to achieve business independence and make transmigration residents feel at home or settle in the location of the transmi- gration area has not can be realized. As for the factors that hinder the im- plementation of the placement of Transmigration Citizens in Ayumolingo Village, Pulubala District, Gorontalo Regency, namely commitment is still low, transparency is still lacking and human resources are still limited, both implementing apparatus resources and community resources, thus hamper- ing the implementation and implementation placement of transmigrants.

Keywords: implementation, transmigration, transmigrant

INTRODUCTION

The development of transmigration follows a market mechanism and is tiered, i.e. the resulting production flow pattern is from the Settlement Unit (SP) to the central Regional Unit.

Development (SKP), and SKP centers to the center of the Partiil Development Area (WPP) and then collected at the center of the Development Area Unit (SWP) which is the marketing gateway to outside the region. Furthermore, in relation to meeting the needs of the transmigrant commu-

nity, the first entry into the area is through the gate in the center of the Development Area Unit (SWP), and then it is distributed to the lower centers of the Development Area Unit (SKP) to the centers of the Set-tlement Units. (SP).

Through this pattern, the areas surrounding the transmigration settlements are expected to develop because of the mutually beneficial relationship between the settlement area and the surrounding area. However, in practice it does not always take place according to this concept. This is because areas outside of transmi- gration settlements which are scenarios as centers of production process services (providers of inputs, financial services, product processing and marketing) cannot function as expected, due to the unavaila- bility of adequate infrastructure and institutions to support the role as service ters in areas outside transmigration settlements.

regional autonomy, After the transmi- gration policy perspective has basically shifted from an exclusive transmigration paradigm inclusive paradigm, or conceptually involves the surrounding vil- lage communities as part of the transmigration area. As stated in Law no. 15 of 1997, PP. No. 2 of 1999 and Law No. 29 of 2009, the geographical scope of the transmigration area consists of new transmigration settlements, mani- fests in forms of treatment, programs, and inputs (gifts), which are biased towards local residents in the transmigration settlement unit. Meanwhile, the local villag- ers are still neglected.

Gorontalo Regency is one area that still requires the implementation of a transmigration program to support region- al development. It is evident that in the Gorontalo Regency Medium-Term Devel- opment Plan 2013, 2015, 2016, there is one of its missions, namely to utilize the potential of resources by growing invest- ment and increasing economic empowerment agriculture, tourism and mi- cro, small and medium enterprises (MSME) sectors to support growth. econ- omy, by containing programs and activi- ties in the form of local transmigration programs develtransmigration area opment programs, so that in the Gorontalo Regency area they still carry out transmi- gration programs, among others with the opening of the Ayumolingo Settlement Settlement Unit (UPT) in early 2013 total-ing 100 families, in 2015 a number of 150 families and in 2016 there were 25 fami- lies, the number of transmigrants who had been placed in Ayumolingo Village, Pulubala District, Gorontalo Regency was 275 families with a total of 972 people.

Empirical reality in the field and based on the observations of researchers in Ayumolingo Village, Pulubala District, Gorontalo Regency shows that the placement of transmigration in the Ayumolingo Transmigration Placement Unit (UPT) is less transparent and pays less attention to aspects of Transmigration Area Planning, this can be shown from the placement of transmigration does not include local residents around the location. Settlements as required, so that many problems arise from local residents, local residents object to the placement of transmigration in their territory, because most local residents are

ex-transhigration virlages and local villages. However, practically

Published: December 10th, 2021

From the aspect of the implementation of transmigration placements, they do not pay attention to the conditions of local communities in the development area of the transmigration area, so that transmigration residents who have been placed in the Ayumolingo Transmigration Placement Unit (UPT) come from several regencies on the island of Java, such as from Ngawi Regency, East Java, 50 families and 175 people, Purbalingga

Submit: September 1th, 2021

Accepted: October 2th, 2021

Regency, East Java 75 families and 252 people, Salatiga Regency East Java 50 families and 177 people, Ciamis Regency West Java 50 families and 189 people, and Subang Regency 50 families and 171 peo-ple. Generate social jealousy for local residents who are around residential locations because many of them are not included as transmigration residents.

From the aspect of supervision that has not been effectively carried out, this can be seen from the development of Transmigration Residents in the Ayumolingo Transmigration Placement Unit (UPT), because it is still found that some transmigration residents very rarely residential houses occupy cultivate the business land that has been given, so that abandoned house and business land not used. They only come to residential locations when there is distribution of aid from the government, so this creates so- cial jealousy for the transmigrants and other local residents. so that the purpose of implementing transmigration in the Ayumolingo Transmigration Settlement Unit (Level of Development of Transmi- gration Settlement and Transmigrant Wel-fare) is not achieved because the average income of transmigrants is currently still low as a result of the large number originating of transmigrants Indonesia [1].

These various problems and fundamental issues are obstacles faced in realiz-ing transmigration as a center of economic growth. These problems and issues have also become a major factor in the declin- ing performance of transmigration since the era of regional autonomy, including the commitment, transparency, and awareness factor of transmigration resi- dents, so that some regions no longer place the

transmigration program as a pri- ority policy, because there are so many obstacles faced. In formulating state policy making as a process of transformation or changing political inputs into political outputs [2].

Transparency is the provision of information about government to the public and the guarantee of ease in obtaining accurate and adequate information [2]. From this understanding, it is explained that transparency is not only providing information about governance, but must be accompanied by convenience for the public to obtain this information [3]. Transparency is the openness of the government in providing information related to public resource management activities to parties who need information. [4]. Meanwhile. transparency is one of the fundamental aspects for the realization of good governance [5].

The realization of good governance requires openness, involvement and easy access for the public to the administration of government. Openness and ease of information on government administration has an influence on realizing various other indicators [6]. The administration of the government also cannot escape the role of human resources.

Human resource management in general is to obtain the highest level of employee development, harmonious working relationships among employees and effective integration of human resources or the goal of cooperation efficiency so that it is expected to increase employee work productivity [7].

Another opinion says that human resource management is the design of a formal system in an organization to ensure the effective and efficient use of human talent to achieve organizational goals. HR management (HRM) is the preparation and implementation of a coordinated plan to ensure that existing human resources can be utilized as well as possible to achieve organizational goals [8].

Data collection technique

The approach used in this research is qualitative. Qualitative research is re-search that uses a natural setting, with the aim of interpreting phenomena that occur and is carried out by involving various existing methods [9]. Descriptive research is a study to find facts with proper interpretation. accurately describe charac- teristics of some group or individual phe- nomena, determine the frequency of oc- currence of a situation to minimize bias and maximize reliability. [10]. Data col- lection methods in this study, as follows:

- 1. Observation , the method participa- tory observation can be defined based seven on characteristics, namely: spe-cial interest in meaning and human interaction based on the perspective of people in or members of certain situa- tions or circumstances, the foundation of research and methods are local and contemporary in everyday life-day, a form of theory and theorizing that em- phasizes the interpretation and under- standing of human existence, logic and research processes that are open, flexible. opportunistic, demand a re- definition of what is problematic, based on facts obtained situations of human existence, in-depth approaches and designs, qualitative, and case studies, the application of the role of partic-ipants that demands a direct relation- ship with the natives of the field [11]
- 2. Interview, is a conversation with a spe-cific purpose. The conversation was carried out by two parties, namely the interviewer who asked the question andthe interviewer who gave the answer tothe question [12]

Interviews are used to

communicate with related parties.

3. Documentation, a technique of collecting data using secondary data sourced from public records on important matters related to research which can be in the form of books, papers, and tables. Data analysis in qualitative research is carried out during data collection, and after completion of data collection within a certain period. At the time of the interview, the researcher had analyzed the answers to the interviewees.

If the interviewee's answers after being analyzed feel unsatisfactory, then the researcher will continue the question again, until a certain stage, obtained data that is considered credible. Activities in qualitative data analysis are carried out interactively and continuously until complete, so that the data is saturated. Activities in data analysis, namely: 1) data reduction stage; 2) data presentation stage; and 3) data verification stage [9].

The analytical technique used in this research is descriptive qualitative analysis. This data analysis technique describes, interprets and describes data that is collected systemically and systematically.

The validity test includes the credibility test, transferability, depend-ability (reliability), and confirmability (objectivity), as follows:

- 1. Credibility, or data credibility testing, is carried out by extending observations, increasing persistence in research, triangulation, discussion with friends, negative case analysis, and member checking (process checking the data obtained by the researcher to the data provider).
- 2. Transferability, namely transferring data according to other social contexts and situations.
- 3. Dependability, carried out to audit the entire research process by an independent auditor, or supervisor.
- 4. Confirmability, carried out similar to dependability so that the testing can be done simultaneously, namely testing

the results of the research, associated with the research process carried out[9].

RESEARCH RESULT

Implementation of the Placement of Transmigration Residents in Ayumolingo

Village, Pulubala Sub-district. Gorontalo Regency. The sub -focus are: 1) planning; implementation; and 3) supervision. Based on data collection through inobservation and depth interviews, documentation, each is described according to the sub-focus of the research.

1. Planning

The planning referred to in this research is the process of compiling the required activities according to the work program, so the placement that transmigration residents is in accordance with the predetermined plan. Assuming that the planning is not op- timal, the impact on the placement transmigration of residents is less effect tive in Ayumolingo Village, Pulubala District, and Gorontalo Regency.

This happened because the plan- ning for the placement of transmigra- tion residents in the Ayumolingo UPT Ayumolingo Village carried out by the regional government and the central government did not include or involve residents around the transmigra- tion area or area as required.

In relation to the above, the researcher conducted a document study on the Regulation of the Minister of Villages for Development of Disad-vantaged Villages and Transmigration Number 5 of 2021 concerning procedures for planning

transmigration are- as. Stated that the Transmigration De- velopment Area, hereinafter abbrevi- ated as WPT, is a potential area des- ignated as a transmi-gration settle- ment development con-sisting of sev- eral developments area units, one of which is planned to create a new re- gional growth center as a new urban area in accordance with the regional spatial plan. .

2. Implementation

The implementation referred to in this study is the application of the placement of Transmigration residents in Ayumolingo Village, Pulubala District, Gorontalo Regency which is adjusted to the Republic of Indonesia Government Regulation Number 2 of 1999 concerning the implementation of transmigration, in the regulation it states that the implementation of Transmigration is an activity the arrangement and distribution of the population through movement to and in the Transmigration Development Area and Transmigration Settlement Locations to improve welfare through the activities of preparing settlements, directing and placing as well as fostering transmigrants and fostering transmigration settlement environ-ments. Assuming that the implementation has not been optimal, it will have an impact on the ineffective placement of transmigration residents Ayumolingo Village, Pulubala District, and Gorontalo Regency.

Ayumolingo Village, Tibawa District, is not included as transmigration. So far, they have only worked on land belonging to other people.

Implementation of the Placement of Transmigration Residents in Ayumolingo Village, Pulubala Sub- district, Gorontalo Regency which is seen from the implementation aspect has not been optimally carried out.

This happens because the imple-

Submit: September 1th, 2021

Accepted: October 2th, 2021

Published: December 10th, 2021

mentation of the placement of transmigration residents from the island of Java, which is located at UPT Desa AyumoLingo, creates social jealousy for local residents who are around the settlement location because many of them are not included as transmigration residents. In addition, transmigration residents who were placed in the Ayumolingo UPT Ayumolingo Village complained about the implementation of this placement, because the promised agricultural land assigned to them was around 3.5 ha, but the location was not like that, which was only around 2.5 ha and there were the 3.ha. The condition of the land is also slightly sloping in the mountains, so that the harvest has not been as expected. However, they are transmigration residents who remain in the transmigration area, because it is a manifestation of their commitment to improve welfare and independence in doing business.

3. Supervision

Supervision referred to in this study is a process of monitoring and directing the achievement of goals and systematic efforts to set performance standards on plans to design infor- mation feedback systems, to compare actual performance with predeter- mined standards, to determine wheth- er there has been an irregularity in the placement of transmigration residents at Ayumolingo UPT, Ayumolingo Village, Tibawa District, Gorontalo Regency. With the assumption that the lack of supervision has an impact on the ineffectiveness of the imple-mentation placement of transmigra- tion Ayumolngo Village, residents in Tibawa District, Gorontalo Regency.

Implementation of the Placement of Transmigration Residents in Ayumolingo Village, Pulubala District, Gorontalo Regency, which is seen from the aspect of supervision has not been

effectively carried out. This is because field officers who car- ry out surveillance are rarely seen in transmigration areas. Only at the be- ginning of the transmigration residents were placed in the Ayumolingo UPT Ayumolingo Village, the officers often went to the location to monitor the transmigration residents.

The level of development is the conditions of settlement development where transmigrants are independent in the sense of being able to develop their potential and the form community in of participation to develop business and life in a sustainable manner. Monitoring Evaluation of transmigration development perfor-mance is part of management actividevelopment transmigration systematically collects and analyze data and information on results, bene- fits impacts planned transmigration development, to assess and eval- uate the achievement transmigraof tion development goals and objectives.

2. The inhibiting factors for the implementation of the place- ment of Transmigration Residents in Ayumolingo Village, Pulubala District,
Gorontalo Regency

a. Commitment

Commitment is the focus and fac-tor studied in the research. Commit- ment in question is an attitude that is shown by the existence of a form of attachment to something. such as relationships. activities, and the like. Commitment is also a person's dedica-tion to something for a long period of time. Including the commitment of transmigration residents who were placed in the Ayumolingo UPT, Ayumolingo Village, Tibawa District, and Gorontalo Regency.

The factors that hinder the implementation of the placement of Transmigration Residents in Ayumolingo Village, Pulubala Sub- district, and Gorontalo Regency which are seen from

the aspect of commitment are hampering. This happened because the transmigration residents who were placed in the Ayumolingo UPT Ayumolingo Vil- lage lacked a high commitment, be- cause there were already 6 transmigration families who no longer lived in the transmigration area, it is notknown where they are.

There are several transmigration residents as farmers who have switched to other professions, for example in the small industry sector there are 5 families, 7 families open basic food stalls, 3 family food stalls,

6 public transportation drivers, 2 household workers/furniture.

b. Transparency

Transparency is the focus and factor studied in this study. Transparency means the openness of decisions that are taken and their implementation is carried out in a way or mechanism that follows the rules or regulations that have been set. Transparency can also mean that information relating to the organization is easily and freely available and accessible to those affected. Including the transparency of the placement of transmigration residents in the UPT Ayumolingo, Ayumolingo Village, Tibawa District, and Gorontalo Regency.

The factors that hinder the implementation of the placement of Transmigration Citizens in Ayumolingo Village, Pulubala District, Gorontalo Regency, which are seen from the transparent aspect, hinder. happened because the local government was less transparent in the placement of transmigration residents at the UPT Ayumolingo Ayumolingo Village, so this was complained by local residents living in the transmigration area, because local residents felt that the local government was unfair, and discriminated against local residents. the underprivileged/poor who live

Ayumolingo Village, where most of the local community members, around 31 families, do not have agricultural land to work on, but are not included as transmigration residents. Human Resources

Human resources are the focus and factors studied in this study. Human resources in question are human re-sources in the form of knowledge and skills possessed by the implementing apparatus in implementing the placement of transmigration residents. Human resources in the form of knowledge and skills also need to be owned by the community, in this case transmigration residents in supporting government programs for the commu- nity, in realizing independence in busi- ness.

This happens because the scientific specifications of the implementing apparatus, especially those related to immigration, are still limited, and the training on immigration that is followed is also still lacking. So that indirectly this can become an obstacle in carrying out their main tasks, including in planning and implementing the placement of transmigration residents. In addition, the resources of transmi- grated residents are still low.

DISCUSSION

 Implementation of the Placement of Transmigration Residents in Ayumolingo Village, Pulubala Subdistrict, Gorontalo Regency.

a. Planning

Planning is one of the focuses dis- cussed in this study, planning is the process of compiling the required ac- tivities according to the work program, so that the placement of transmigration residents is in accordance with the pre- determined plan.

Placement of transmigration residents, especially in the village of Ayumolingo, Tibawa sub-district, seemed unfair to the people around

the transmigration area, so that this condition caused many problems. This result is considered not to be consistent with

the Regulation of the Minister of Dis- advantaged Villages and Transmigra-tion Number 5 of 2021 concerning pro-cedures for planning transmigration ar- eas.

b. Implementation

Implementation is one of the fo- cuses discussed in this study; imple- mentation is the application of the placement of Transmigration residents in Ayumolingo Village, Pulubala District, and Gorontalo Regency which is adjusted to the Government of Indonesia Regulation Number 2 of 1999 concerning the implementation of transmigration.

The regulation states that the im- plementation of Transmigration is an activity of structuring and dispersing the population through moving and the to in Transmigration Development Area Transmigration Settlement improve Locations to welfare through the activities of preparing settlements, directing and placing as well as foster-ing transmigrants and transmigrants. Fostering the transmigration settlement environment.

This result is considered not to be consistent with the Government Regulation of the Republic of Indonesia Number 2 of 1999 concerning the implementation of transmigration. Which states that implementation the of Transmigration is the activity of placing and dispersing population through movement to and in the Transmigration Development Area and Transmigration Settle- ment Location to improve welfare by preparing settlements, directing and placing as well as fostering transmi- grants and fostering transmigrationsettlement environments.

c. Supervision

Supervision is one of the focuses discussed this in research, supervisionis a systematic effort to set perfor- mance standards in planning to design information feedback systems, moni- tor and direct the achievement of goals and compare actual performance with predetermined standards, determine whether there has been an irregularity in the placement transmigration res- idents in the UPT Ayumolingo, Ayumolingo Tibawa District ,Gorontalo Regency.

The implementation of the Placement of Trans-migration Citizens, viewed from the aspect of supervision, has not been effectively carried out. This is because field officers who carry out surveillance are rarely seen in transmigration areas. Only at the beginning of the deployment of transmigration residents, officers often went to the location to monitor transmigration residents.

2. Inhibiting Factors The inhibiting factors for the implementation of the placement of Transmigration Residents in Ayumolingo Village, Pulubala District, Gorontalo Regency.

a. Commitment

Commitment is a factor studied in the study. Commitment is an attitude that is shown by the existence of a form of attachment to something, such as relationships, activities, and the like. Commitment is also a person's ded- ication to something for a long period of time. The factors that hinder the im- plementation of the placement of Transmigration Citizens, which are seen from the aspect of

Submit: September 1th, 2021

Accepted: October 2th, 2021

Published: December 10th, 2021

commitment, are hampering, because the transmigra-tion residents who are placed in UPTAyumolingo,

Ayumolingo Village, lack a high commitment, because there are already several transmigration resi-dents who do not live again in the transmigration area, it is not known where they are . Attitude related to identification, involvement and loyalty, while the will depends on the circumstances to behave in a willingness to display effort.

b. Transparent

Transparent is a factor that is ex- amined in research, transparent is the openness of decisions taken and their implementation is carried out in a way or mechanism that follows the rules or regulations that have been set.

The results showed that the factors hindered that the implementation of the placement of Transmigration Residents from a transparent aspect were hampering, because the local government was less transparent in the placement of transmigration residents at UPT Ayumolingo, Ayumolingo lage, so this was complained by local residents living in the area. transmi- gration area, because local residents feel that the local government is fair, and undiscriminate against prehistoric/poor local residents living in Ayumolingo Village, where most of the local community members do not have agricultural land to work on, but are excluded as transmigrants.

c. Human Resources

Human resources are the factors studied in the research, human re- sources in the form of

knowledge and skills possessed by the implementing apparatus in implementing the place- ment of transmigration residents, as well as human resources in the form of knowledge and skills possessed by the community in this case transmigration residents. clemency in supporting the implementation of government programs, in realizing independence in business.

CONCLUSION

- 1. The implementation of the placement of trans-migration residents as seen from the planning has not been maximized because it does not involve or involve residents around the trans-migration area or area as required
- 2. Implementation has not been optimal because it still causes social jealousy from local residents and complaints from transmigration residents because the land assigned/given by the government is not in accordance with what is in the location of the transmigration area.
- 3. Supervision has not been effective, so that there are transmigration residents who have been placed away from their homes/residential locations, so that the government's goal in realizing business independence and making transmigration residents feel at home or settle in the transmigration area has not been realized.

Inhibiting Factors The inhibiting factors for the implementation of the placement of Transmigration Residents in Ayumolingo Village, Pulubala District, Gorontalo Regency.

- 1. Commitment is still low
- 2. Transparency is still lacking
- 3. Human resources are still limited, both the resources of the implementing apparatus and community resources, thus hampering the implementation and implementation of the placement of

transmigration residents.

SUGGESTION

From the research results and conclusions, the suggestions in this study are, as follows:

- 1. The need for local governments in planning the placement of transmigra- tion residents to include local residents by identifying local communities around the transmigration area devel- opment plan, whether these local residents really deserve to be included or included as transmigration residents.
- 2. In order for the implementation of the placement of transmigration residents to go according to plan, it is highly ex- pected that there will be cooperation through cross-program activities be- tween the services, as well as coordina- tion between relevant agencies in terms of expanding residential areas, building transmigration settlements, building access roads to residential areas, and other facilities that support implementation of the transmigration program.
- 3. The need for intensive supervision by involving the village head in the location of the transmigration area, so that there are no transmigration residents who leave their homes/settlement locations for no reason.
- 4. Commitment, implementing officials realize that what they do is a form of responsibility to the nation and state, transmigration residents must have a high commitment, and realize that the placement of transmigration residents is a manifestation of the government's attention in realizing people's welfare.
- 5. Transparency, that the government must be open in its policies, including the implementation or placement of transmigration

residents.

6. Human resources, implementing apparatus really have adequate competence by participating in formal and nonformal education in accordance with the tasks they carry out. Likewise, transmigration residents need to be given training or technical guidance related to their business.

REFERENCES

- [1] Bintoro, Tjokroamidjojo. 2006. Introduction to Development Administration. Jakarta: LP3ES
- [2] Hasibuan, Malaysia. 2016. Human Resource Management . Jakarta: Haji Masagung.Idrus. A. 2014. Pioneering Communi-ty Organizations. Youth in PoliticalEducation. Bandung: UPI.
- [3] Islamy M., Irfan, 2011, Principles of State Policy Formulation, Jakarta, PT. Bumi Aksara.
- [4] Poerwadarminta, 2012. Big Indonesian Dictionary, Jakarta: Center for Language Development, Ministry of Education and Culture.
- [5] Kartawidjaja Darajat, 2018. Public Policy. Analysis of Occupational Safety and Health (K3) Policy Implementation. Alphabet: Bandung.
- [6] Keban, YT 2014. Six Strategic Dimensions of Public Administration. Yogyakarta. Gava Media
- [7] Krina, 2012. Guidelines for Preparing Agency Performance Accountability Reports. Yogyakarta: Andi Yogyakarta
- [8] Mangkunegara, AAA Prabu, 2012. Human Resource Management Company . PT. Rosda Karya Bandung
- [9] Prosperous. 2015. Effectiveness of Institutional Supervision Policies. Bandung: Refika Aditama
- [10] Mardiasmo, 2010. Regional Finance Autonomy and Management. Jakarta: Rineka Cipta.
- [11] Moleong, J, Lexy, 2018. Qualitative Research Methods, Bandung: PT

Abdurahman Abdullah, Yosef P. Koton, and Sudarsono

Implementation of Placing Transmigration Citizens in Creating an Independent Community in Ayumolingo Village, Pulubala District, Gorontalo Regency

Pemuda Rosdakarya.

- [12] Mulyana, Deddy. 2016. Communication Science An Introduction. Rosdakarya Youth. Bandung.
- [13] Munawardi, 2014. Public Administration and Services. Bandung: Rosda- karya Youth.
- [14] Moenir, 2013. Organizational Per- formance & Public Service Reform, Jakarta: Bumi Aksara