

# Reducing the Risk of State Civil Apparatus Indiscipline Violations During Pandemic Using the SiPERLU Application in Lumajang

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## ABSTRACT

This study focused on the urgency of the SiPERLU application in reducing the risk of State Civil Apparatus violations and human resource management crises during the COVID-19 Pandemic in Lumajang. The data noted that by the end of 2020 had recorded 1,333 access violations and abuse of State Civil Apparatus electronic attendance in Lumajang Regency. The Regional Civil Service Body (BKD) is obliged to assist the Regent in carrying out government duties which are regional obligations in the fields of staffing, education, and training, as well as formulating procurement policies, congestion, and personnel information systems. An android-based attendance system is required to make it easier to conduct attendance and reference. The online attendance application system enables the State Civil Apparatus (ASN) to be more disciplined and responsible for their work and manages bureaucratic governance in the Lumajang Regency Government. The effectiveness of SiPERLU improving performance and service quality in Lumajang Regency at the Regional Civil Service Body that programmed. The approach employed in this study was the qualitative method, where the data were obtained from the apparatus performance assessment and awards sector and the data and information sector. The results of the discussion of the effectiveness of the program in improving the performance and the quality of service providers had several aspects including the Accuracy of program targets, socialization, objectives, and monitoring. During the implementation of the program, it had been said to be effective in disciplining and reducing the risk of State Civil Apparatus violations in the Lumajang Regency Government during the pandemic.

**Keywords:** *SiPERLU App, State Civil Apparatus violations, COVID-19 Pandemic.*

## 1. INTRODUCTION

State Civil Apparatus (ASN) or Civil Servants generally violate employment regulations such as employee absenteeism. Efforts are made to improve the discipline of State Civil Apparatus, especially in attendance. Discipline is a benchmark in any job because when a person is disciplined, it can be seen that his human resources are also good and superior. Accordingly, good governance is formed and bureaucratic governance goes well and services to the community are also better.

Discipline as a force that grows and develops in

workers, voluntary adjustment to decisions, regulations, values, and work behavior. Discipline is awareness and willingness to comply with prevailing social institutions and norms consciously of their duties and responsibilities properly, not because of coercion. [1]

The government issues Government Regulations to improve discipline, by Regulation no. 53 of 2010 concerning the discipline which was later issued by Government Regulation no. 24 of 2011 which regulates obligations that must be obeyed. Efforts to enforce discipline in Law no. 5 of 2014 concerning: (a) That in the context of implementing the ideals of the nation and realizing the goals of the state as stated in the preamble to

the 1945 Constitution of the Republic of Indonesia, it is necessary to build a State Civil Apparatus that has high integrity, neutrality, professionalism, is free from corruption, collusion, and nepotism, provides quality services for the community capable of becoming a unifying nation based on Pancasila and the 1945 Constitution of the Republic of Indonesia; by looking at the competencies and qualifications of a position with the competencies and qualifications possessed by candidates in recruitment, appointment, placement, and promotion of positions in accordance with good governance, (c) that to realize the State Civil Apparatus as part of bureaucratic reform, it is necessary to be determined by State Civil Apparatus as a profession that has an obligation to manage and develop themselves and are obliged to account for their performance and apply the principle of merit in carrying out management. To manage the government bureaucracy well, an attendance system is needed [2]–[4].

The current rapid advanced technology development provides several solutions to existing problems, one of which is through the use of more advanced facilities. The facilities referred to here are online attendance for employees using the applications that have been provided. Innovations that are useful for the progress of the community, one of which is that the Lumajang Government has implemented online attendance and left manual attendance. The Lumajang Government with the Regional Civil Service Body has been monitoring, using online attendance, namely SiPERLU (Lumajang Government Attendance Information System) which can be downloaded via Android phones.

The Regional Civil Service Body has the task of assisting the Regent in carrying out government affairs which are the regional obligations in the field of staffing, education, and training. The Regional Civil Service Body also formulates policies for procurement, dismissal, and personnel information systems, one of which is SiPERLU. This android-based attendance system is easy to use, every State Civil Apparatus who has an android phone must be equipped. This attendance information system is not only applied to State Civil Apparatus but also applies to non-civil servants. Thus, all workers in any agency can be recorded for discipline in terms of attendance.

State Civil Apparatus are expected to be more disciplined and responsible for their work and improve bureaucratic governance in the Lumajang Regency Government. However, in fact, from January 2 to 11, 2019, recorded 1,333 violations of abusing State Civil Apparatus electronic attendance information in Lumajang Regency. One of the types of violations committed in online attendance is, one device is used for more than one person, and some attendances are outside

the coordinates, all of these violations have been detected [5], [6].

The Regent and Deputy Regent of Lumajang fix the bureaucratic order of the Lumajang Government by disciplining by referring to Government Regulation (PP) No. 53 of 2010 concerning civil servant discipline and Regent Regulation no. 50 of 2018 concerning the Lumajang Government Attendance Information System. The application still cannot be a benchmark in disciplining because there are still many frauds and violations that occur in the use of the application. Deputy Regent of Lumajang, Mrs. Indah Amperawati, will optimize the application by adding new features such as facial features, coordinate points. [7],[2],[8]

The accuracy of working hours affects the performance of State Civil Apparatus and the quality of services in every government agency, especially during this pandemic, an online attendance information system can be used effectively. If they are disciplined in time, the performance is good and the services provided to the community are also better. The attendance carried out in the Lumajang Government is slightly different from the attendance carried out by other regional governments with android, in contrast to the attendance using a machine such as a fingerprint. The attendance system is used in an agency to record or record the attendance list of each employee, profile, and time attendance that is useful for reporting and evaluation. Attendance is also useful as a form of discipline and responsibility in their work because a good bureaucracy is seen from its human resources. The government's goals in regional development can be achieved by having superior, responsible, and disciplined human resources in their work [9].

Based on the explanation and background elaborate above, this study was conducted to explain and analyze how to reduce the risk of State Civil Apparatus disciplinary violations during the pandemic and how the effectiveness of SiPERLU during the pandemic in improving performance and service quality in Lumajang.

## **2. LITERATURE REVIEW**

### ***2.1. Government Regulation on Employee Discipline***

The discipline of the State civil apparatus is the ability of civil servants both at the Center and in the Regions to fulfill their obligations and try to avoid the prohibitions specified in the legislation and/or service regulations and will be subject to sanctions and disciplinary penalties if violated [2].

Disciplinary violations can be in the form of every

word, writing, or action of a civil servant (Central and Regional) that violates the prohibition on disciplinary provisions for civil servants or does not fulfill their obligations, both inside and outside working hours. Disciplinary punishment through civil penalties.

Administrative measures are procedures by the state civil apparatus who do not agree or are dissatisfied with the results of the disciplinary decision imposed on them in the form of administrative objections or appeals. Objections are carried out administratively by state civil apparatus who are dissatisfied with the disciplinary punishment imposed by the competent authority. An administrative appeal is an administrative effort that can be taken by a state civil apparatus who is not satisfied with the disciplinary punishment in the form of a respectful dismissal not at his request or dishonorable discharge as an imposed state civil apparatus by an official with the authority to punish, to the Personnel advisory board.

State civil apparatus as civil servants are obliged to set an example for the community, by behaving following the provisions of the applicable laws and regulations. Civil servants are required to comply with regulations under their position as state servants. If a civil servant commits a form of violation (indiscipline), the civil servant will be given a staffing sanction. Employment sanctions are administrative sanctions in the form of disciplinary penalties intended for civil servants who violate the disciplinary regulations of civil servants. There are several types of sanctions for civil servants, including criminal sanctions, civil sanctions, and administrative sanctions.

The provision of disciplinary punishment for civil servants is carried out by officials who have the authority to guide in terms of personnel administration of a civil servant, in accordance with the provisions of Government Regulation (PP) Number 53 of 2010 concerning Civil Service Discipline.

The risk of disciplinary punishment for civil servants is divided according to the level and type of violation committed, as well as the rank or position held.

**Low-Level Discipline Punishment:** This punishment is divided into 3 types of punishment, namely verbal warning, written warning, and statement of dissatisfaction.

**Medium-Level Disciplinary Punishment:** Medium level disciplinary punishment is divided into 3 types, namely postponement of periodic salary increases for one year, promotion postponement at least one year, and demotion to a lower level for one year. Especially for disciplinary sanctions in the form of demotion to a lower

level for one year, the authority to give sanctions is only given by the Minister as the highest Personnel Guidance Officer in an institution.

**High-Level Disciplinary Punishment:** High-Level disciplinary punishment is divided into 5 types of disciplinary punishment consisting of demotion to a lower level for 3 years, transfer in the context of demotion to a lower level, release from office, honorable dismissal not at his personal request as a state civil apparatus, and dishonorable dismissal.

### **3. METHOD**

This study employed a descriptive qualitative method approach, according to [10] descriptive research is a type of research that provides a description or description of a situation on the object under study. This research used the theoretical approach due to its effectiveness, since according to Sondang P. Siagian (2001:24), effectiveness as the utilization of resources, facilities, and infrastructure in large quantities certain things are consciously determined beforehand to produce several goods or services the activities they carry out [11].

This research was conducted at the Regional Civil Service Body of Lumajang Regency, due to the operation of SIPERLU carried out by the Regional Civil Service Body of Lumajang Regency, carried out from April to June 2021.

The data were obtained from secondary data through interviews, documents, and other archives that support the research problem. Observation and systematic recording of the elements that appear in a phenomenon on the object of research were also conducted. The type of observation used by the researcher was participant observation where the observations made involve themselves directly to go directly to the field [12]. The documentation method was conducted from important records from institutions or organizations as well as individuals such as direct interviews, as well as a list of interview guidelines using description fields on the google form, as well as interviews via WhatsApp and telephone. Documentation is very important in supporting research, it can present pictures and concrete evidence to strengthen research results [13].

Determination of informants in this study was carried out using purposive sampling, where researchers sort and select informants. The criteria for the informants appointed in this study were informants who know about the application of the electronic attendance information system SIPERLU: Head of Apparatus Performance Assessment and Awards, Head of Discipline and Awards Sub Division, Head of Data and Information Sub Division, State Civil Apparatus implementing the program.

The data analysis method used in this research was interaction analysis. Miles and Huberman There are 4 components in the analysis of the interaction model: data collection, data reduction, data presentation, and concluding. In this case, to present the research results, it was structured in analyzing the data that has been obtained [14].

## **4. RESULT AND DISCUSSION**

### ***4.1. The Effectiveness of SiPERLU in Improving State Civil Apparatus Performance and Service Quality in Lumajang Regency During the Pandemic***

SiPERLU is a Lumajang electronic attendance information system that is used by all State Civil Apparatus from civil servants to noncivil servants. This system was created to regulate the discipline of State Civil Apparatus in Lumajang, by terms of discipline during office hours. The Regional Civil Service Body collaborates with the Surabaya Institute of Technology (ITS) consultant in the construction and development of the application [15].

This system has been implemented since early October 2018 in Lumajang Regency and has been perfected to reduce violations and fraud committed by State Civil Apparatus. SiPERLU in version 3.0 there are several changes and new features that support:

- 1) Transfer of attendance location when the employee is assigned to outside the office location;
- 2) Attendance at the designated location when the employee is assigned to the Foreign Service;
- 3) The attendance of entry and exit on the implementation of SKJ;
- 4) Selfie photo feature when making attendance at the specified time and location;
- 5) The selection of the employee's working mood during work;
- 6) Features for recording and reporting daily activities of employees;
- 7) The employee home location tag feature.

From the data recapitulation of the Lumajang attendance information system (SiPERLU) from January to April 2021, in one of the offices there were still employees who did not attend without explanation, of the total number of employees, only a few violated. As well as the results of the data recap of the Heavy

Discipline Punishment from 2017-2021, there has been a significant change, it can be seen that in 2019 there was an increase in the severe category of Disciplinary Penalties from a high level, 2021 2 violators, 2020 7 violators, 2019 11 violators, 2018 1 violator, 2017 8 violators, this data is obtained from the application.

Effectiveness in the implementation, the most important thing is the technicians and human resources, without the attendance information system of SiPERLU technicians it cannot be controlled properly and the main thing is human resources in implementing the system, the role will determine the success of a program [16].

Work commitment of employees is responsible for their work, carrying out duties and functions according to established regulations. SiPERLU is stipulated in Regent Regulation No. 55 of 2019 where all State Civil Apparatus in the Lumajang Regency Government are required to carry out an online attendance information system is also responsible for the implementation of this system and is responsible for their work according to their respective OPD.

### ***4.2. Reducing the Risk of State Civil Apparatus Indiscipline Violations During Pandemic through the SiPERLU Application in Lumajang***

Based on the SiPERLU electronic attendance information system application database report, the number of violations committed by State Civil Apparatus is quite large. State Civil Apparatus discipline must be reaffirmed because it is very influential on benefits. Pj. Regional Secretary for Lumajang Regency, Agus Triyono, stated that violations of the application were in the light, moderate, and severe categories, a total of 1,166. Anticipation is carried out through the application database which has stored the IMEI (International Mobile Equipment Identity) code of the device being used, if any violations are committed, they can be detected and evaluated.

In the future it will be further refined by being equipped with face detection features, attendance information system, uploading face photos, coordinates will appear. Violation risk affects civil servants, namely a 10% reduction in performance allowances or additional income for civil servants (TPP). The disciplinary rules in terms of the completeness of official attire are according to Lumajang Regent Regulation Number 23 of 2016 on Official Uniform in the Lumajang Regency Government [17], [18].

The Lumajang Regency Government requires all State Civil Apparatus to share locations during the holiday period. This rule is applied as a measure to

anticipate not to travel outside the service. State Civil Apparatus government employees with work agreements (PPPK) and monthly workers must still make an online attendance information system during joint leave and national holidays, using SiPERLU and sharing location twice a day. Certain allowances for those who have the task of carrying out official trips must have an official letter of assignment signed by the head of the OPD. When traveling on business, you must pay attention to the zoning map of the risk of spreading the Coronavirus, in order not to get exposed to COVID-19 when you return home. If there are State Civil Apparatuses who violate these policies, they will receive disciplinary sanctions. Through the Circular of the Task Force for the Acceleration of Handling COVID-19 Number 4 of 2020 concerning Criteria for Restricting People's Travel in the Context of Accelerating Handling of COVID-19 [19]–[23].

State Civil Apparatus consists of Civil Servants (PNS) and Government Employees with Work Agreements (P3K) as regulated in Article 1 number 2 of Law Number 5 of 2014. Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 46/2020 has revoked and replaced the Circular Letter of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 36 of 2020 on Restrictions on Activities for Traveling Outside the Region and/or Homecoming Activities for State Civil Apparatus in Efforts to Prevent the Spread of COVID-19 (Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 36/ 2020) as amended by Circular Letter of the Minister for Empowerment of State Apparatus and Bureaucratic Reform Number 41 of 2020 concerning Amendments to Circular Letter of the Minister of Empowerment of State Apparatus and Bureaucratic Reform Number 36 of 2020 concerning Restrictions on Traveling Activities Outside the Region and/or Homecoming Activities for Civil Apparatus Countries in Efforts to Prevent the Spread of COVID-19. [19], [24], [25], [26].

State Civil Apparatus does not apply for leave as long as the COVID-19 public health emergency is in effect, so staffing officials also do not grant leave permission. Leave restrictions may be excluded for maternity leave and/or sick leave and/or leave for reasons important to civil servants and first-aid workers. Leave for important reasons is only given for reasons that one of the nuclear family members (mother, father, wife or husband, child, sister, brother, mother-in-law, or daughter-in-law) of the civil servant concerned is seriously ill or has died. The granting of leave for civil servants above is carried out in an accountable manner according to the requirements stipulated in Government Regulation Number 11 of 2017 concerning Civil Servant

Management and its amendments. Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 46/2020 comes into effect from April 9, 2020, until a further policy is stipulated [27].

Disciplinary Punishment, If the civil servant continues to go home without complying with the provisions as described above, then the person concerned will be given a disciplinary punishment as regulated in Government Regulation Number 53 of 2010 concerning Discipline of Civil Servants [28].

Discipline violations in the form of traveling and/or homecoming activities for State Civil Apparatus are categorized as follows: Category I, namely traveling outside the region and/or going home as of March 30, 2020, or at the time of issuance of Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 36/2020. Category II, namely traveling outside the region and/or going home as of April 6, 2020, or at the time of issuance of Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 41/2020. Category III, namely traveling outside the region and/or going home since April 9, 2020, or at the time of issuance of the Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 46/2020. In the event that the violation of State Civil Apparatus discipline is carried out when the appeal to not go home according to Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 36/2020, a light disciplinary sentence can be imposed [28], [29].

Meanwhile, disciplinary violations committed when a ban on traveling outside the region and/or going home has been stipulated according to Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 41/2020 and Circular Letter of Ministry of State Apparatus Utilization and Bureaucratic Reform No. 46/2020, can be subject to moderate or severe disciplinary sanctions. As for the types of light disciplinary punishment: verbal reprimand; written warning; and a written statement of disagreement with the results of the decision or dissatisfaction. Moderate type of disciplinary punishment: postponement of salary periodic increases at least 1 year; postponement of promotion for 1 year; and demotion to a lower level for 1 year. While the types of severe disciplinary punishment: demotion to a lower level for 3 years; transfer in the context of demotion to a lower level position; release from office; honorable dismissal not at his personal request as a civil apparatus; and dishonorable dismissal as civil apparatus [30], [31].

The Ministry of State Apparatus Utilization and Bureaucratic Reform (PANRB) asks the public to report State Civil Apparatuses who violate the provisions for eliminating going home that have been set by the

government, through the Ministry of State Apparatus Utilization and Bureaucratic Reform website [www.menpan.go.id](http://www.menpan.go.id) or [www.lapor.go.id](http://www.lapor.go.id). The Minister of State Apparatus Utilization and Bureaucratic Reform has issued Circular Letter (SE) Number 8 of 2021 regarding restrictions on the mobility of employees. The Circular contains a prohibition on traveling outside the region and/or going home during the period from 6-17 May 2021. If any State Civil Apparatus violates the law, he or she will be given a disciplinary punishment as stipulated in Government Regulation Number 49 and 53 of 2010 on Employee Management with Work Agreements. The State Civil Apparatus, especially the Personnel Guidance Officer (PPK). PPK is obliged to provide reports to enable supervision for each government agency to PPKs who are asked to regulate technically according to the characteristics of their respective jobs or agencies. State Civil Apparatus who will travel outside the region must also not violate the regulations and policies of the local government of origin and destination of travel regarding restrictions on entry and exit of people. Traveling also needs to pay attention to the criteria, requirements, and travel protocols set by the Ministry of Transportation and the COVID-19 Handling Task Force, and continue to pay attention to health protocols. In SE 8/2021 it is also stated that is not permitted or is not allowed to apply for leave during the specified period. However, there are exceptions as well, such as maternity leave, sick leave due to serious illness and others, or leave for important reasons [32].

State Civil Apparatus must minimize and reduce the risk of violations, as well as provide examples of the application of health protocols for the public to behave in a healthy life to support government policies in preventing the transmission of COVID-19. During this pandemic period, State Civil Apparatus employees are required to carry out clean and healthy living behaviors, with discipline in applying 5M and 3T, using masks properly, regularly washing hands with soap and running water, maintaining distance, staying away from crowds, limiting mobility and interaction, conducting early checks, close contact tracing, and treatment of confirmed positive patients.

## 5. CONCLUSION

From the above discussion, the following conclusions can be drawn: To reduce the risk of State Civil Apparatus discipline violations during the pandemic, the SiPERLU application is used effectively to improve performance and service quality in Lumajang Regency. The use of the application has been effective in improving the performance of State Civil Apparatus and disciplining in terms of official working

hours, as well as bringing up data on findings of some violations. Efforts to minimize the risk of violations are used to discipline and reduce violations and frauds that have been a disease of the government bureaucracy. If the State Civil Apparatus is disciplined, the services provided will also be faster and better. The application was made based on the needs of the government and aimed at managing the government bureaucracy of Lumajang Regency, with this program the discipline of the State Civil Apparatus obeys official hours and is responsible for their work to improve employee performance and service quality, and the risk of violations can be reduced.

## 6. SUGGESTION

The researchers suggest the government, especially the Regional Civil Service Body of Lumajang Regency, is to be further socialized if it is seen from the data that there are still State Civil Apparatuses who commit violations and are not present without information and reaffirmed the problem of sanctions for those who violate. Therefore, the risk of State Civil Apparatus violations can be reduced. It is also necessary to give awards for the performance of employees who do not have a record of violations and carry out their duties properly in compliance with the rules. This award is intended to make employees more diligent and motivated to do better in providing better service quality.

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