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Reducing the Risk of ASN Indiscipline Violations During Pandemic through the SiPERLU Application in Lumajang

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Abstract.

This research focuses on how the urgency of the SiPERLU application in reducing the risk of ASN violations and human resource management crises during the Covid-19 Pandemic in Lumajang. The data noted that by the end of 2020 SiPERLU had recorded 1,333 access violations and abuse of ASN electronic presence in Lumajang Regency. The Regional Personnel Agency (BKD) has the duty 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 system. An android-based attendance system must be owned by every ASN that has the SiPERLU application, to make it easier to conduct attendance and reference. The online presence application of the State Civil Apparatus (ASN) is more disciplined and responsible for their work and manages bureaucratic governance in the Lumajang Regency Government. The effectiveness of SiPERLU improving ASN performance and service quality in Lumajang Regency⁶ at the regional Civil Service Agency that programmed SiPERLU. The method used in this study is a qualitative approach, the source of data 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 SiPERLU program in improving the performance of ASN and the quality of service providers have several aspects including the Accuracy of program targets, socialization, objectives and monitoring. During the implementation of the SiPERLU program, it has been said to be effective in disciplining ASN and reducing the risk of ASN violations in the Lumajang Regency Government.

Keywords: SiPERLU App, ASN violations, Covid-19 Pandemic

1. Introduction

State Civil Apparatus (ASN) employees generally violate employee regulations such as employee attendance. Efforts are made to improve the discipline of State Civil Apparatus employees, 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, so that good governance is formed and bureaucratic governance goes well and services to the

community are also better.

Discipline is a force that develops within a worker, leading to voluntarily adapting to decisions, regulations, and job values and behavior. Discipline is also called the awareness and willingness of a person to comply with all company or agency regulations and applicable social norms. Awareness here is the attitude of someone who voluntarily obeys all the rules and is aware of his duties and responsibilities well, not because he is forced to. Furthermore, the will is the attitude, behavior, and actions of a person in accordance with the provisions of an institution. [1]

In improving the discipline of ASN, the government issued Government Regulation no. 53 of 2010 concerning the discipline of ASN 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 ASN: (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 an ASN that has integrity, is professional, neutral and free from political intervention, clean from practices of corruption, collusion, and nepotism, and able to provide public services for the community and able to carry out the role as an element of national unity and integrity based on Pancasila and the 1945 Constitution of the Republic of Indonesia; based on the comparison between the competencies and qualifications required by the position with the competencies and qualifications possessed by candidates in recruitment, appointment, placement, and promotion in positions in line with good governance, (c) that to realize ASN as part of bureaucratic reform, it is necessary to determined by ASN as a profession that have the obligation to manage and develop themselves and are obliged to account for their performance and apply the principle of merit in carrying out ASN management. To manage the government bureaucracy well, an attendance system is needed. [2, 3, 4]

With the development of increasingly advanced technology today, there are 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 the Lumajang Government has implemented online attendance and left manual attendance. The Lumajang Government with the regional Civil Service Agency has been monitoring for ASN, using online attendance, namely SiPERLU (Lumajang Government Presence Information System) which can be downloaded via Android phones.

The Regional Personnel Agency 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 Personnel Agency 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 ASN who has an android phone must be equipped with the SiPERLU application. This presence is not only applied to ASN, but also applies to non-civil servants, so that all workers in any agency can be recorded for discipline in terms of attendance.

It is hoped that SiPERLU ASN will be more disciplined and responsible for their work and improve bureaucratic governance in the Lumajang Regency Government. But in fact, during January 2 to 11, 2019, SiPERLU recorded 1,333 violations of abusing ASN electronic presence in Lumajang Regency. One of the types of violations committed in online attendance is, one device is used for more than one person, and there are also attendances that are outside the coordinates, all of these violations have been detected by SiPERLU. [5, 6]

The Regent and Deputy Regent of Lumajang fix the bureaucratic order of the Lumajang Government by disciplining ASN 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 Presence Information System. The SiPERLU application still cannot be a benchmark in disciplining ASN because, there are still many frauds and violations that occur in the use of the SiPERLU application. Deputy Regent of Lumajang, Ibu Indah Amperawati, will optimize the SiPERLU application by adding new features such as facial features, coordinate points. [7, 2, 8]

The accuracy of working hours affects the performance of ASN and the quality of services in every government agency, especially during this pandemic, online presence can be used effectively. If ASN is disciplined in time, the performance is good and the services provided to the community are also better. The presence carried out in the Lumajang Government is slightly different from the presence carried out by other regional governments with android, in contrast to the presence using a machine such as a finger print. 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 for ASN 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 this explanation and background, the researchers explains and analyzes how to reduce the risk of ASN disciplinary violations during the pandemic and how the effectiveness of SiPERLU during the pandemic in improving ASN performance and service quality in Lumajang.

2.Literature Review

Government Regulation on Employee Discipline

Civil Servant Discipline is the ability of Civil Servants both at the Center and in the Regions to comply with their obligations and avoid the prohibitions specified in the laws and regulations and/or official regulations which, if not obeyed or violated, will be subject to disciplinary punishment. [2]

Disciplinary violations are any words, writings, or actions of PNS (Central and Regional Civil Servants) who do not comply with their obligations and/or violate the prohibition of civil servants disciplinary provisions, both inside and outside working hours. Disciplinary punishment is a punishment imposed on civil servants who violate the

disciplinary regulations of civil servants.

Administrative measures are procedures ³ that can be taken by civil servants who are not satisfied with the disciplinary punishment imposed on them in the form of administrative objections or appeals. An objection ³ is an administrative effort that can be taken by a civil servant who is dissatisfied with the disciplinary punishment imposed by an official with the authority to punish a superior officer who is authorized to punish. Administrative appeal is an ³ administrative effort that can be taken by civil servants who are dissatisfied with the disciplinary punishment in the form of a respectful dismissal not at their own request or dishonorable discharge as a civil servant imposed by an official with the authority to punish, to the Personnel Advisory Board.

¹⁰ ASN as civil servants are obliged to set an example for the community, by behaving in accordance with the provisions of the applicable laws and regulations. Civil servants are required to comply with regulations in accordance with 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 provide guidance 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.

1. Low Level Discipline Punishment: This punishment is divided into 3 types of punishment, namely verbal warning, written warning, and statement of dissatisfaction.
2. Medium Level Disciplinary Punishment: Medium level disciplinary punishment is divided into 3 types, namely postponement of periodic salary increases for ~~the year~~, ~~postponement of promotion for 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.
3. High Level Disciplinary Punishment: High Level disciplinary ⁷ punishment is divided into 5 types of disciplinary punishment consisting of demotion to a lower level for three years, transfer in the context of demotion to a lower level, release from office, honorable dismissal not at his own request as a civil servant, and dishonorable dismissal as civil servants.

⁶ 3. Method

This type of research is descriptive qualitative. According to Sugiyono, descriptive research is a type of research that provides a description or description of a situation on the

object under study where this research uses the theory approach of effectiveness Sondang P. Siagian, that effectiveness as the utilization of resources, facilities and infrastructure in large quantities certain things that are consciously determined beforehand to produce a number of goods or services the activities they carry out. [10, 11]

This research was conducted at the Regional Personnel Agency of Lumajang Regency, due to the operation of SiPERLU carried out by the Regional Personnel Agency of Lumajang Regency, carried out from Januari to June 2021.

In this study, the source of the data obtained comes from secondary data obtained 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. The type of observation used by the researcher is participant observation where the observations made involve themselves directly to go directly to the field. [12]

The documentation method comes from important records from institutions or organizations as well as individuals. Documentation is very important in supporting a 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 are informants who know about the application of the electronic presence 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 is interaction analysis. Miles and Huberman There are 4 components in the analysis of the interaction model: data collection, data reduction, data presentation, and drawing conclusions. In this case, to present the research results, it is structured in analyzing the data that has been obtained. [14]

3. Result And Discussion

The Effectiveness of SiPERLU in the Pandemic Period in Improving ASN Performance and Service Quality in Lumajang Regency

SiPERLU is a Lumajang electronic presence system that is used by all ASN from civil servants to non civil servants. This system was created to regulate the discipline of ASN in the Lumajang Regency Government in terms of discipline in office hours. The Regional Personnel Agency collaborates with the Surabaya Institute of Technology (ITS) consultant in the construction and development of the SiPERLU application. [16]

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

1. Transfer of presence location when the employee is assigned to outside the office location;
2. Attendance at the destination location when the employee is assigned to the Foreign Service;
3. The presence of entry and exit on the implementation of SKJ;
4. Selfie photo feature when making a presence 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 Presence 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 high level, 2021 2 violators, 2020 7 violators, 2019 11 violators, 2018 1 violator, 2017 8 violators. This data is obtained from the application of SiPERLU.

Effectiveness in the implementation of SiPERLU, the most important thing is the technicians and human resources¹¹, without the SiPERLU technicians it cannot be controlled properly and the main thing is human resources in the implementation of this system, the role of the ASN will determine the success of a program. [15]

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 ASN in the Lumajang Regency Government are required to carry out online presence through SiPERLU, ASN is also responsible for the implementation of this system and is responsible for their work according to their respective OPD.

Reducing the Risk of ASN Indiscipline Violations During Pandemic through the SiPERLU Application in Lumajang

Based on the SiPERLU electronic presence application database report, the number of violations committed by ASN is quite large. ASN discipline must be reaffirmed because it is very influential on benefits. Pj. Regional Secretary for Lumajang Regency, Agus Triyono, stated that violations of the SiPERLU application were in the light, moderate, and severe categories, a total of 1,166. Anticipation is carried out through the SiPERLU 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, presence, 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 in accordance with Lumajang Regent Regulation Number 23 of 2016 concerning Official Clothing in the Lumajang Regency Government. [17, 22]

The Lumajang Regency Government (Pemkab) requires all ASN to share locations during the holiday period. This rule is applied as a measure to anticipate ASN not to travel outside the service. ASN government employees with work agreements (PPPK) and monthly workers must still make an online presence during joint leave and national holidays, using SiPERLU and share 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 Corona virus so that you are not exposed when you return home. If there are ASN 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. [18, 19, 35, 36, 37]

ASN employees consist of Civil Servants (PNS) and Government Employees with Work Agreements (P3K) as regulated in Article 1 number 2 of Law Number 5 of 2014 concerning ASN. SE MENPANRB 46/2020 has revoked and replaced the Circular Letter of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 36 of 2020 concerning Restrictions on Activities of Traveling Outside the Region and/or Homecoming Activities for State Civil Apparatus in Efforts to Prevent the Spread of COVID-19 (SE MENPANRB 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, 20, 21, 23]

ASN 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 for ASN. 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. SE MENPANRB 46/2020 comes into effect from April 9, 2020 until further policy is stipulated. [24, 25, 26, 27, 28]

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. [29]

Discipline violations in the form of traveling and/or homecoming activities for ASN are categorized as follows: Category I, namely ASN traveling outside the region and/or going home as of March 30, 2020 or at the time of issuance of SE MENPANRB 36/2020. Category II, namely ASN traveling outside the region and/or going home as of April 6, 2020 or at the time of issuance of SE MENPANRB 41/2020. Category III, namely ASN traveling outside the region and/or going home since April 9, 2020 or at the time of issuance of SE MENPANRB 46/2020. [30]

In the event that the violation of ASN discipline is carried out when the appeal to not go home according to SE MENPANRB 36/2020, a light disciplinary sentence can be imposed. [31]

Meanwhile, ASN disciplinary violations committed when a ban on traveling outside the region and/or going home has been stipulated according to SE MENPANRB 41/2020 and SE MENPANRB 46/2020, can be subject to moderate or severe disciplinary sanctions. [32]

As for the types of light disciplinary punishment: verbal reprimand; written warning; and a written statement of dissatisfaction. Moderate type of disciplinary punishment:

postponement of periodic salary increases for 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 own request as a civil servant; and dishonorable dismissal as civil servants. [33]

The Ministry of State Apparatus Empowerment and Bureaucratic Reform (PANRB) asks the public to report ASNs who violate the provisions for eliminating going home that have been set by the government, through the Menpan website www.menpan.go.id or www.lapor.go.id. The Minister of PANRB has issued Circular Letter (SE) Number 8 of 2021 regarding restrictions on the mobility of ASN 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 ASN employee violates the law, he or she will be given a disciplinary punishment as stipulated in PP [Government Regulation] Number 53 Year 2010 and PP Number 49 concerning Employee Management with Work Agreements. The ASN, especially the Personnel Guidance Officer (PPK). It is obligatory for PPKs to provide reports so that ASN supervision occurs for each government agency to PPKs who are asked to regulate technically according to the characteristics of their respective jobs or agencies. ASN 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 ASN 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 ASN 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 so on, or leave for important reasons. [34]

ASN 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 in order to support government policies in preventing the transmission of COVID-19. During this pandemic period, ASN 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.

4. Conclusion

Based on the discussion, it can be concluded that to reduce the risk of ASN discipline violations during the pandemic, the SiPERLU application is used effectively to improve ASN performance and service quality in Lumajang Regency. The use of SiPERLU has been effective in improving the performance of ASN and disciplining in terms of official working hours, as well as bringing up data on findings of a number of violations by ASN. Efforts to minimize the risk of violations through SiPERLU 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. SiPERLU 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 so as to improve employee performance and service quality, and the risk of violations can be reduced.

5. Suggestion

The researcher's advice to the government, especially the Regional Civil Service Agency 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 for the problem of sanctions for those who violate, so that the risk of ASN 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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