

Effectiveness of Online Harmonization Facilitation Services for Regional Regulation Drafts

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Article Info

Keyword:
Online
Harmonization,
Regional Regulations,
Legal Sector,
E-Perda Rancak,
Adaptation Aspect.

Abstract: This study examines the online Harmonization Facilitation Services of Draft Regional Regulations (Legal Sector) in 2020-2021 at West Sumatra's Ministry of Law and Human Rights. The research method is descriptive qualitative, and the results indicate that the implementation of harmonization in 2020 was delayed, leading to an entirely online approach. In 2021, hybrid harmonization will be done using WhatApps and the E-Perda Rancak application. The integration aspect of harmonization is carried out online, using WhatApps and the E-Perda Rancak application. The implementation of harmonization of draft local regulations online has led to changes that do not align with objectives. The socialization of harmonization policies in 2021 will be conducted hybrid, involving coordination meetings with the central and local governments. This does not significantly contribute to harmonization, starting from the application procedure to the harmonization meeting of the draft local regulations. The adaptation aspect of online harmonization in 2020-2021 can be adjusted through efforts in human resources, facilities, and infrastructure preparations for the office and parties involved. Coordinating meetings with central and regional governments have contributed significantly to harmonization, from the submission procedure to the harmonization meeting of the draft local regulations.

Article History:

Received: 20 Mei 2023
Revision: 25 July 2023
Accepted: 01 Agustus 2023

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DOI: <https://doi.org/10.35326/jsip.v4i2.4092>

INTRODUCTION

At the beginning of 2020, the world was shocked by the discovery of a new type of virus whose transmission rate is so fast, Corona Virus or Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) (Acter et al., 2020), usually known as Corona Virus Disease 2019 (COVID-19) (Putri et al., 2023). SARS-CoV-2 is a virus that attacks the respiratory system (Zhang et al., 2020). There were 273,578,162 positive people recorded worldwide, with a death rate of 4,847,462 people, and in Indonesia, there have been 4,227,038 positive people with a death rate of 142,612 as of October 11, 2021 (Lawelai et al., 2022).

Therefore, the government is taking preventive steps by issuing a Restriction policy. Large-Scale Social Services (PSBB) will begin on 4 May 2020, and the Implementation of Restrictions on Community Activities (PPKM) will begin on 11 January 2021 (Khoirunurrofik et al., 2022). The implementation of PSBB and PPKM was carried out in almost all sectors of life and including government, where work was shifted to homes by applicable policies (Muhyiddin & Nugroho, 2021). one of which is the government agency

of the Ministry of Law and Human Rights in the sub-field of Facilitation of Harmonization of Regional Legal Products.

The harmonization of draft regional regulations includes coordinating coordination, strengthening, and unifying the concept of draft regional regulations with other laws and regulations, superiors, equals, and subordinates so that they are arranged systematically, not contradicting or overlapping (Quintana et al., 2014). Overlap to provide a clear picture when considering and understanding if regulation is integral to the entire legal and regulatory system (Irmasary, 2015). This activity becomes a forum for making adjustments to the rules that have been formed by the DPRD through the approval of the regional head, in this case, the Governor/Regent/Mayor with the highest to the lowest regulations so that disharmony does not occur in the rules that have been drafted and so that the rules that have been prepared are not contrary to applicable legal principles and life values and norms (Bonso & Lawelai, 2020).

The conception of the material, as well as technical aspects. In its implementation, the facilitation of harmonization of draft regional regulations will involve competent parties in the draft regulations that have been prepared. In this case, the Ministry of Law and Human Rights facilitates the harmonization, considering that it is one of the vertical agencies in the region with functional staff drafting laws and regulations who are experts in their field. The process of harmonization of the draft regional regulations starts with an application for harmonization of the draft regulations draft; administrative examination; analysis of the submitted conceptions; meetings for harmonization of draft regulation drafts; approval initials; and delivery of the results of harmonization of the concept of draft regulations.

Before the Work from Home (WFH) policy, the Facilitation Activities for the Harmonization of Regional Regulation Drafts were carried out offline by implementing the health protocol using masks and hand sanitizers. However, with the WFH policy, all employees are diverted to work at home online or in a network such as meetings, morning gatherings, and Islamic world which are carried out via virtual Zoom as well as Harmonization of Draft Regional Regulations which are diverted via video conferencing or zoom. Video conferencing is a communication tool that allows long-distance communication by merging audio and video simultaneously and connecting one or several people (Ekawardhana, 2020).

The implementing the Harmonization of Facilitation of Draft Regional Regulations in the Legal Sector through Video Conferences using Zoom application. Implementing WFH, carried out online or what we are familiar with online, raises problems that result in less effective service performance. Facilitation of Harmonization of Draft Regional Regulations. which is from the results of observations of researchers in the field when researchers carry out field practice activities for one month. Moreover, from these observations, the researcher found several problems in facilitating the harmonization of the regional regulation draft. In the process of Facilitation Activities for the Harmonization of Draft Regional Regulations, Leaders' coordination with employees, in this case, JFT Designer, was hampered and not optimal when the office implemented a hybrid

mechanism, which was implemented online and offline. Good cooperation and coordination between leaders and employees are the success in achieving goals.

Then, it is difficult for the leadership to supervise the process of facilitating the harmonization of regional regulation drafts and including the internal organization of work discipline, in this case, JFT Designer, an essential part of the activity. The WFH mechanism, which uses video conferencing, is very different when the office does it offline, so when the office implements the WFH mechanism, it makes supervision of the leadership difficult and hampered. Then, in the process of facilitating the harmonization of the draft regional regulations, one of the stages was a consultation on the draft regional regulations; the researchers found that the consultation was obstructed when the DPRD asked to be carried out offline, the leadership rejected this because it was not possible with the reason that the circumstances were not possible so that it is done online via zoom or telephone.

Of course, here, the consulting work system has also experienced changes in the COVID-19 situation; Buk Nel Yeni Ikhwan conveyed this in an interview which stated: "Consultations are also constrained by them (related parties) not being able to go to the office because that is by the office SOP, which is not allowed to receive guests, and finally, we do the consultation via telephone, we cannot even hold meetings because our party does not know the procedures for meeting via telephone." Zoom and the meeting were also forced to be transferred via telephone."

Through the initial interviews that the researchers conducted, the researchers found that there was no socialization regarding work procedures when implementing WFH, which was carried out online. This was conveyed by Buk Nel Yeni Ikhwan, the head of the Sub-Division of Facilitation of Harmonization of Regional Legal Products, stating: "From the office itself, there was no socialization regarding work SOPs in the form of WFH, so many problems arose, and at that time, we all experienced confusion regarding work implementation, which at that time our focus was on employee health, because almost half of the employees were affected by COVID-19, so Our focus is on health recovery."

The problems arising from implementing online WFH certainly impact performance effectiveness. (Baghi & Goni, 2018) in his journal, the implementation of public services goes hand in hand with the professionalism and work ethic of the Polri and non-Polri personnel on duty, as well as the effective leadership of the managers of the Manado Police Traffic Unit. Effectiveness becomes a tool to measure performance by the goals set. As found (Erawati et al., 2017) state, "Effectiveness, namely the condition of conformity between predetermined goals and objectives and the identified results.. meanwhile, Sondang P. Siagian (Nora Eka Putri, 2014) interprets Effectiveness as success against predetermined goals, and closer to the goals set, the higher the effectiveness. Then (Aliffia & Putri, 2019) in his journal put forward Effectiveness as a measure of management's success in achieving the set goals.

According to (Sari et al., 2020), in their journals, Effectiveness can be determined based on the integration of success metrics, member motivation, productivity, and adaptability. Hospital goals are easy to achieve if these indicators are inadequately implemented. Therefore, from the problems that occur in the implementation of

services carried out online and compared with offline official activities at the Regional Office of the Ministry of Law and Human Rights, the question arises whether the implementation of regional regulation harmonization services carried out online is applied to The Regional Office of the Ministry of Law and Human Rights is effective for Facilitation Services for the Harmonization of Draft Regional Regulations.

Based on the problems above, the authors researched "Effectiveness of Online Draft Regional Regulation Facilitation Services (Legal Field) in 2020-2021 at the Ministry of Law and Human Rights of West Sumatra.

RESEARCH METHODS

As for this study, the author will use qualitative research. According to Bogdan and Taylor (Moleong, 2019), qualitative research is a step in a study to obtain descriptive data, either written or directly from the person being observed. In this type of qualitative research, researchers with descriptive methods will use data in the form of pictures or numbers (Bakar, 2021). This data is obtained from manuscripts, documents, interviews, photos, field notes, or official documents in the field.

In this study, the authors focused on research on the Effectiveness of the Online Draft Law Harmonization Facilitation Service in 2020-2021 at the Ministry of Law and Human Rights of West Sumatra.

This research was carried out at the Regional Office of the Ministry of Law and Human Rights of West Sumatra, located at Jl. S. Parman No. 256, Ulak Karang Utara, North Padang District, Padang City, West Sumatra. Researchers select research locations to find or obtain accurate data to help the author's research.

As for determining the informants in the research, of course, it is based on the knowledge and involvement of the informants in the research problem. In this case, the researcher will certainly involve informants in the Office of the Ministry of Law and Human Rights of West Sumatra and parties related to the problems in the research.

This study used two types of data in collecting data, namely primary data obtained directly at the research location and secondary data sourced from literature and documents found at the research location, while for the validity of the data, the researcher used a triangulation technique to match the data the researcher got from interviews, observation, and documentation. Then, analyzing the researcher's data involves data reduction, display, and conclusion drawing/verification.

RESULTS AND DISCUSSION

As discussed by the author, the implementation of the Facilitation of Harmonization of Draft Regional Regulations in 2020-2021 will be carried out in a hybrid manner, where in 2020, it will be carried out entirely online or online, while in 2021, it will be carried out in a hybrid manner which can be implemented online and can also be done offline / offline. The Ministry of Law and Human Rights provides facilities to support properly implementing the Facilitation of Harmonization of Draft Regional Regulations.

However, in 2020-2021 it is known that the world is facing the COVID-19 outbreak, which has a significant impact on all activities in all aspects of life, including public service

activities, and one of them is the Ministry of Law and Human Rights in carrying out activities to Facilitate the Harmonization of Draft Regional Regulations, which requires activities were transferred to their respective homes and carried out online. This also impacted on the parties participating in the activity, which required participation under any circumstances. Hence, the West Sumatra Ministry of Law and Human Rights moved the activity online using Zoom and other media.

Based on the interviews that researchers conducted when connected with Duchan's theory of adaptation, Duchan explained (Steers, 2020) that adaptation is an adjustment made to equate a person or group to the changes in their environment. From this explanation, it can be explained that the Office of the Ministry of Law and Human Rights underwent significant changes to the implementation of all fields, one of which was in the field of law, the sub-field of Facilitation of Harmonization of Formation of Regional Legal Products, which was tasked with harmonizing draft regional regulations carried out against requests addressed by petitioner for harmonization of draft regional regulations.

Changes in the facilitation activities for harmonizing regional regulation drafts occurred in 2020-2021. Significant changes occurred in 2020. Where from the implementation data, it can be seen that in April-May, the regional regulation draft facilitation activities could not be carried out; based on information provided by researchers got in that month, the activity could not be carried out because many designers in the office were affected by the COVID-19 virus which required offices to do 100% Work from Home. Based on this situation, based on what the researchers have explained, the implementation is carried out via WhatsApp, zoom, and others that support these activities, including applications that have been provided to facilitate the facilitation of harmonization of regional regulation drafts.

Achievement of objectives

According to Duchan (Steers, 2020), Goal achievement is the entire effort to achieve goals that need to be seen as a process. Therefore, in achieving the goal, it is necessary to take steps to guarantee the desired result. Of course, this is also influenced by several factors, including the time of achievement set, targets, and legal basis.

In the implementation of facilitating the harmonization of draft regional regulations carried out at the Ministry of Law and Human Rights in order to achieve the goals set by the Law as well as in harmonizing the draft regional regulations, the aim is to harmonize, adjust and strengthen the conception of draft regional regulations to produce regulations that will not there is overlapping of high regulations. Of course, these regulations are what the community needs (Hutabalian, 2016).

Regarding the aspect of achieving goals, based on research conducted that facilitation activities for draft regional regulations carried out online in 2020-2021 in achieving the stated goals, the Ministry of Law and Human Rights carries out facilitation activities for harmonization of draft regional regulations, which are carried out online through policies Work from Home. It can be seen that several factors, including the specified time of achievement, the target, and the legal basis, will influence the achievement of goals.

The harmonization of draft regional regulations is based on Law no. 15 of 2019 Amendments to Law no. 12 of 2011 which in Article 58 paragraph 2 explains that the implementation of harmonization aims to strengthen the conception of regional regulation drafts against high regulations; this aims to prevent disharmony or overlap so that regulations are designed by the objectives of harmonization and by what is desired by society. Applying harmonization of draft regional regulations can only be done via telephone or WhatsApp.

The E-Perda Rancak application differs from the previous application submitted in person. Then for consultations, which usually after the application is made, a meeting to facilitate the harmonization of the regional regulation draft with related parties will also be delayed. Then it was attempted via Zoom, which I did not know how to use, and the working procedure also did not yet exist in early 2020, so the timeliness was not as specified. It can also be seen from the obstacles in activities via Zoom. However, this does not affect the harmonization of regional regulation draft facilitation activities.

Based on this study's results, it seems that it has not been fully effective in terms of achieving the objectives. The harmonization of regional regulation drafts has been delayed for the remaining time. Then from work procedures that did not yet exist in early 2020. Moreover, implementing the harmonization of draft regional regulations through Zoom also experienced problems.

Integration

According to Duchan, Integration is the level of the organization to conduct socialization, develop consensus and communicate with various other organizations. Several factors, including procedures and socialization processes, influence integrity (Creamer & Simmons, 2019). Regarding integrity, based on the research conducted, it is known that the facilitation activities for harmonizing the draft regional regulations involve many parties by the draft regional regulations to be harmonized. In this case, the harmonization of regional regulation drafts carried out online in 2020-2021 related to the socialization process, the Ministry of Law and human rights has no significant obstacles,

Based on the results of the research, it can be seen that it has been effective in terms of socialization; the Ministry of Law and Human Rights conducted socialization using electronic media in the form of WhatsApp and E-Perda Rancak which made it easier for related parties to know the policies in implementing harmonization and also socialization through coordination meetings held with the central government and regions to socialize policies in the process of harmonization.

Adaptation

According to Duchan, adaptation is the adjustment process made to equate a person or group with changes in their environment. For adaptation is influenced by several factors, among others, increased ability; and infrastructure (Langridge et al., 2014). Based on the research, it can be related to adaptation, in which an organization can adapt to a change in the organizational environment. In this case, the Ministry of Law and Human Rights, which carries out online facilitation activities for the Draft Regional

Regulations Harmonization in 2020-2021, adjusts these activities by preparing efforts to achieve the objectives. The changes that occurred in 2020-2021, in this case, the adjustments made in the Facilitation activities for the Harmonization of Draft Regional Regulations, have been effectively carried out in 2020-2021.

It is known that the Ministry of Law and Human Rights made adjustments to the COVID-19 conditions that occurred during this period. Various policies from the office can overcome the changes that occur. Activities to Facilitate Regional Draft Harmonization which was previously carried out offline, starting from applications made via the electronic media WhatsApp and E-Perda Rancak, which were made to facilitate the application for Harmonization of Draft Regional Regulations to the Facilitation meeting for Facilitation of Draft Regional Regulations which will be held via zoom in 2020 until it is carried out in a hybrid manner in 2020-2021.

Selanjuta, in addition, the adjustments made by the Ministry of Law and Human Rights are also in the form of facilities and infrastructure provided to support the online Policy for the Facilitation of Draft Regional Regulations Harmonization activities in 2020-2021 in the form of changes in costs that are transferred to zoom, it is known that harmonization activities for draft regional regulations require funds. Prolonged use of Zoom.

Then capacity building becomes a factor in adaptation as an organizational adjustment to environmental changes. In this case, the Ministry of Law and Human Rights does not do much; it is known that before COVID-19, capacity building had been carried out for employees at the Ministry of Law and Human Rights.

Based on the above, it is by the theory presented by Duchan, that adaptation is an organizational effort to adjust to changes that occur in the environment influenced by several factors, namely increasing capabilities; and infrastructure; it can be said that related to the adaptation aspect, in this case, the Ministry of Law and Human Rights has been practical, it can be seen how the process of implementing Harmonization Facilities which is carried out online in 2020-2021 from the aspect of adaptation which is influenced by several factors can be fulfilled starting from increasing ability to facilities and infrastructure.

CONCLUSION

In achieving the goals, the harmonization will be carried out online in 2020-2021 from the point of view of the implementation itself 2020; there will be a delay so that it is carried out entirely online, starting from the application to the harmonization of the draft regional regulations. Then in 2021, the Ministry of Law and Human Rights will begin enforcing a hybrid implementation of harmonization. So, it can be said that it has been effective from the aspect of achieving its goals.

Then in the aspect of integration, as is well known, harmonization is implemented online using the electronic media WhatApps and the E-Perda Rancak application released by the Ministry of Law and Human Rights of West Sumatra. The procedures and socialization process influences the integration aspect, the implementation of harmonization of draft regional regulations online, which was previously offline,

resulting in changes including procedures where in 2020, there were no work procedures regarding the COVID-19 period, which made implementation not by the objectives set while for socialization, in 2021 it can be done in a hybrid manner, namely combining online and offline, where this year a coordination meeting was held by the Ministry of Law and Human Rights of West Sumatra together with the Central Government and the Regional Government in disseminating policies regarding harmonization in 2021.

However, this did not significantly affect harmonization in terms of application procedures up to the harmonization meeting draft regional regulations. Then from these changes, socialization will be carried out to parties participating in the draft regional regulations that will be harmonized. Thus, the integration aspect has been practical for procedures and socialization to be fulfilled without hindrance or temporary termination of work. It did not significantly affect harmonization in terms of the application procedure up to the regional regulation draft harmonization meeting. Then from these changes, socialization will be carried out to parties participating in the draft regional regulations that will be harmonized.

Thus, the integration aspect has been practical for procedures and socialization to be fulfilled without hindrance or temporary termination of work. It did not significantly affect harmonization in terms of the application procedure up to the regional regulation draft harmonization meeting. Then from these changes, socialization will be carried out to parties participating in the draft regional regulations that will be harmonized. Thus, the integration aspect has been practical for procedures and socialization to be fulfilled without hindrance or temporary termination of work.

Moreover, the last is the adaptation aspect, where the Facilitation of Harmonization of Draft Regional Regulations, which is carried out online in 2020-2021, can adjust to conditions at that time with several efforts made by the Ministry of Law and Human Rights in the form of preparation of human resources or facilities and infrastructure for offices and parties involved in facilitating the harmonization of regional regulation drafts. Then support in the form of launching the Rancak E-Perda, which also facilitates the online harmonization of draft regional regulations in 2020-2021. From this whole aspect of adaptation.

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