

THE ROLE OF GOVERNMENT APPARATUS (DEVOTION) ON DEVELOPMENT OF BUREAUCRACY IN PUBLIC POLICY PERSPECTIVES IN THE INDUSTRIAL REVOLUTION 4.0 ERA

(R & D Study In Rancasari Riung Bandung District, Bandung City, West Java)

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ABSTRACT

Problems related to public services include uncertainty over time, costs and ways of providing services to the community making poor service quality. The role of the Camat in the region is very important in terms of public services. The research focus is the Rancasari Riung sub-district of Bandung which requires synergy, measurable steps, coordinated to follow up on programmed problems that have not been effective. It is necessary to improve the ability of the government to be competent in providing services to the community and accepted in the industry, it requires the development of public policy bureaucracy and performance technology capacity. This study aims to improve the performance of government officials, especially the role of the Camat, to influence bureaucratic policy in the perspective of public policy, improve the ability of public service apparatus performance, create quality government, be able to play a role in the disruption and industrial revolution 4.0. Qualitative descriptive research method. Research results The role of Camat in the sub-district that was used as the focus of research in several aspects studied had not all had very good categories, especially related to quality and quality public services.

Keywords: critical policy analysis, bureaucratic development, industrial revolution 4.0

INTRODUCTION

The development of bureaucracy that has been planned at the sub-district level by district government officials often does not work as expected. The participation of all parties in regional development in the sub-district is very decisive, because after all the regional potential possessed if the implementing apparatus does not understand the integration of technological developments and the industry (community) by itself the sub-district development goals will not be achieved according to expectations. [1]; [3], [11], [12]. Subdistricts are part of the regional government in charge of several sub-

districts and are headed by a sub-district head. The main task is that as a regional technical implementer has a specific work area, has the following functions: (1) Preparation of sub-district work program plans (2) sub-district; (3) The implementation of general government tasks includes coordination in the field of community empowerment, efforts to provide peace and public order, implementation, enforcement of laws and regulations, implementation of sub-district level government activities, administration of village and / or kelurahan governments, implementing community services or which cannot be implemented by the village / kelurahan government; (4) The

implementation of coordination and cooperation between work units related to the development of institutional capacity in terms of planning, organizing, and implementing the Regional Government of Rancasari Riung Bandung District requires synergy, measurable steps, coordinated to follow up on programmed problems which can be said to be ineffective. [4].

FORMULATION OF THE PROBLEM

The most crucial formulation of research problems include the following:

1. How is the Role of Camat as executor of government, development of government apparatus bureaucracy, implementation of tasks in the perspective of public policy in the era of industrial revolution 4.0 in Rancasari Riung Bandung District, Bandung City.
2. To what extent is the role of Camat assessed as the development of bureaucracy in the perspective of public policy, as the perpetrator of the task of development in mobilizing community participation in the Rancasari Riung Bandung sub-district Bandung City.
3. How the performance of the government apparatus for its performance professionals (career development, academic development and personal development) is able to construct various elements to continue updating in carrying out its duties to face the current disruption and industrial revolution 4.0.
4. How far is the discipline of government apparatus in regional institutional capacity in the context of disruption and industrial revolution 4.0 and quality public services

As the results of observations by researchers, the ineffectiveness of developing regional institutional capacity in the face of the challenges of

disruption and revolution 4.0 in the perspective of public policy and the development of quality-fulfilling bureaucracy in the Rancasari Riung district of Bandung is due to the following factors:

1. Inadequate structuring of organization of local government organizations based on the rules of organizational structure and design (structure and design).
2. Not yet developed the Local Government performance management system, competency-based human resource management and performance measurement system.
3. The development of public service standards (SOP) has not yet been established, especially basic services, which are designed comprehensively and integrated in quality basic technical services.
4. Inadequate knowledge about change management and the limited capacity of government apparatus due to the lack of knowledge and frequent transfer of work apparatus. As well as the professionalism of HR personnel related to the front liners (work apparatus directly related to public policy is still very minimal).
5. Inadequate infrastructure and performance support facilities, especially those related to information and communication technology (information and communication technology). As a development, it revolutionized the Industrial Revolution 4.0 in Government institutions.

Based on the identification of the above problems, that efforts to improve service quality are still constrained by strategic issues regarding development

issues and bureaucracy in the field of apparatus, among others:

1. Government institutions are still not fully based on efficient and rational organizational principles, so that the organizational structure is not proportional, the personnel management system has not been able to encourage an increase in professionalism, competency and remuneration that is fair and decent in accordance with responsibilities and workload.
2. Work systems and procedures in the state apparatus environment have not been efficient, effective and thrifty behavior. The practice of irregularities leads to abuse of authority that has not been overcome by public services not in accordance with the demands and expectations of the community.
3. The neglect of ethical values and work culture in the bureaucracy also weakens work discipline, work ethic and work productivity to play a productive role in the era of industrial disruption and revolution today.
3. To develop the professional and disciplinary government apparatus for their performance professionals in facing the current challenges of disruption and industrial revolution 4.0.
4. Establishing Standard Operating Procedure (SOP) for public services, especially basic services, which are designed in a comprehensive and integrated technical basis in quality and quality community services.
5. Building infrastructure and performance support facilities, especially those related to information and communication technology (information and communication technology). In order to give a role in society and the impact of revitalizing the Industrial Revolution 4.0.

RESEARCH PURPOSES

In accordance with the formulation of research problems, the objectives of this study are:

1. To describe the role of the Camat in the implementation of the development of government apparatus bureaucracy in the perspective of public policy 4.0 industrial revolution era in Rancasari Riung Bandung Subdistrict, Bandung City
2. To review, analyze the implementation of regional institutional capacity development, especially in the Rancasari Riung district in the context of the 4.0 industrial revolution.
- BENEFITS OF RESEARCH**
1. The scientific benefit is to enrich the government treasury, especially the Government Science Study Program in the bureaucracy of public policy in the era of the 4.0 revolution.
2. Practical benefits, which are expected to be beneficial for the District Government and the Village and Community Governments in improving the quality of Public Services, especially in the Rancasari Riung Bandung District.
3. Can provide an explanation of the importance of the right and fast approach through bureaucracy in public services and the implementation of regional institutional capacity development in the context of the 4.0 industrial revolution.
4. Provide changes in public policy: (1) public policy. instrumentation is the main problem in public policy, because revealing (explicitly explicit) theorizing about relations between government and regulating each instrument is a form of

thick knowledge about social control and how to carry it out; and instruments at work are not neutral devices: produce specific effects, regardless of being pursued objectively, composing public policies according to their own logic. Policy instruments, often analyzed as tools in understanding public policy, are back in favor.

STUDY OF THEORY (MATERIAL)

1. The Role of Government Apparatus (Camat) in Improving Service Quality Public in the era of disruption and industrial revolution 4.0

The disruption disorder refers to the fundamental change that was first popularized by Clayton M. Christensen. The professor of business administration from Harvard University said that disruption as a major change made the industry not run as usual due to technological discoveries [7], [9] [10],[15], [34] While the industrial revolution 4.0 according to Hargyo Tri Nugroho Ignatius is after the world has experienced three revolutions, namely; First, because of the invention of the steam engine. Second, because of the discovery of electricity. Third, because of electronic development, information technology and automation, the fourth is called industry 4.0. is a result of the extraordinary development of robotics technology, machine learning and artificial intelligence (AI), internet of things, and 3D printing. Industry 4.0's emphasis is on collaboration, interconnectivity, and data openness, enabling collaboration not only between humans but also between machines [5], [13], [14], [16], [21].

Political studies and education policy through a critical framework in the revolutionary era 4.0 allows for a more nuanced, holistic understanding of the complexity associated with bureaucracy and education and government policies, from creation through implementation to

evaluation. Contributions to the special edition of this Policy describe the work of critical education and government policy experts involved in research focusing at the federal, state and local levels. The basic elements of critical policy analysis (CPA), including fundamental ontological and epistemological claims and their implications for investigating education policy, public policy as the role of government, especially in the regions (sub-district and sub-district and community) [1], [12], [19], [36]

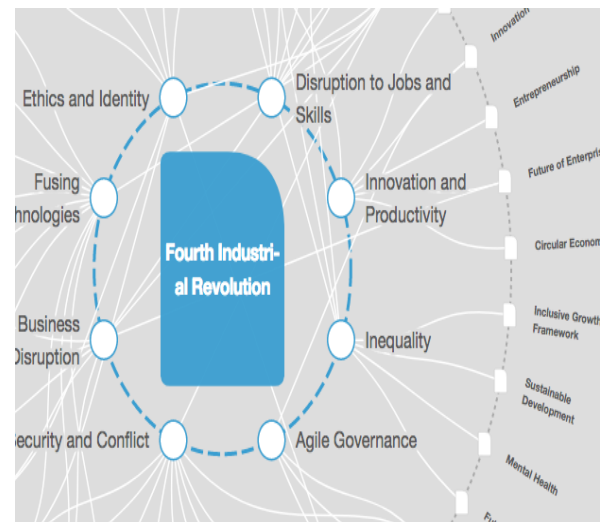
2. Impact of Industry Revolution on Government Management Bureaucracy

The fourth Industrial Revolution also had an impact on the nature of national and international security, affecting both the probability and the nature of the conflict. In addition to aiming to explain the importance of the political sociology approach, the bureaucracy for public policy instruments in education, also for the process of changing public policies include: (1) public policy. instrumentation is a major problem in public policy, because it expresses (fairly explicit) theorizing about relations between government and regulated each instrument is a form of knowledge that is thick about social control and how it is run; (2) instruments at work are not neutral devices: produce specific effects , regardless of being pursued objectively, which composes public policy according to its own logic. The dynamics of organizational relations development, for example, have survived in the midst of the swift currents of globalization and the Industrial Revolution 4.0. It seems to be a lesson for government organizations to continue to transform themselves into ideal forms in order to face threats and take advantage of opportunities, even though there are different mission but organizational transformation government

is one alternative that can be taken in order to realize a public service oriented organization. The organizational structure of the government has been mechanistic, hierarchical, bureaucratic, rigid department, high and centralistic formalization needs to be transformed towards organic organizations, characterized by free flowing information, low formalization and cross-functional teams, to answer the high uncertainty and strategic environment of government organizations dynamic and high complexity ensures that every innovation developed can provide value added service quality, harmonize the vision and internal environment which is balanced with the ability to respond to changes in the external environment to move quickly in this era of the Industrial Revolution. The transformation of government organizations is not merely downsizing and procedural, but more fundamental to work patterns, organizational culture and strategic values developed [5], [9], [11], [20], [26]

With the sharing economy, work units are no longer asked to compete, but collaborate to cover each other's gaps and anticipate changes quickly. The transformation of government organizations is characterized by each section or bureau being challenged to be the one with the most synergy and collaboration with other parts or bureaus, as well as one work organization with other work organizations, each staff must be challenged to be the most synergized and collaborate, not competing. Concretely sharing economy can be realized by building an integrated system (Sispan Control, One big data, shared Situation Room etc.) as a single system that can be used as a tool or work instrument, each work unit within the internal government

organization and K / L which different can contribute to updating and utilization, so that controls and outputs and outcomes of government organizations can be integrated by prioritizing the synergy between K / L in one platform to prioritize efficiency and speed. Optimism needs to continue to be intensified at various levels of leadership in government, in order to provide concrete contributions in accelerating the transformation of government organizations in their respective organizations, as a precondition for improving governance to support the achievement of the 2015-2019 national development strategy and making the transformation of government organizations one of the pillars towards Indonesia's WorldClass Government in 2025, [4], [6], [13], [15]. As roaming strategic trends. the latest research and analysis are described as follows:



**Figure 1. The Fourth Industrial Revolution
Fighting the latest strategic trends,
research and analysis**

3. Challenges and Opportunities in Management of Government in the Age of Disruption and Industrial Revolution 4.0

The Fourth Industrial Revolution has the potential to increase the level of global income and improve the quality of life of

populations throughout the world from various sectors. More than 30 percent of the global population now uses social media platforms to connect, learn and share information. In an ideal world, this interaction will provide opportunities for understanding and cross-cultural cohesion in government management, education, bureaucracy and government politics in determining public policy, can create and spread unrealistic expectations about what constitutes success for individuals or groups, and offers opportunities to spread extreme ideas and ideologies. Customer experience, data-based services, and asset performance through analytics, meanwhile, require a new form of collaboration, given the speed at which innovation and disruption occur. Overall, the unavoidable change from simple digitalization (Third Industrial Revolution) to innovation based on a combination of technologies (Fourth Industrial Revolution) forces a government / private organization to reexamine the way they conduct their existence. Leaders, senior executives need to understand their changing environment. challenge the assumptions of their operating team, and continue to innovate without stopping. Regulation of the Camat's Role as a government apparatus including how to renovate and reconstruct human resources and non-human resources is able to develop bureaucratic management in providing quality services as one of the realization of public policy in the revolutionary era [13], [14], [17], [22], [35]

RESEARCH METHODOLOGY

1. Types of Research, Research Variables and Operational Definitions

Departing from the formulation of the problem and the purpose of the study, the

type of research is descriptive analysis, with the support and participation of the community towards the implementation of government apparatus bureaucracy development programs in the perspective of public policy in the industrial revolution era 4.0 and the development of these sub-districts, structuring organizational institutions based on organizational structure and design rules [6], [18], [22], [37].

- 1) The implementation of the program in the development of sub-district organizational structures according to a predetermined plan, a performance measurement system as an accountable government apparatus in determining public policies for the establishment of public service standards (SOP), designed comprehensively and integrated in technical services quality foundation.
- 2) The role of the subdistrict head in determining policies in academic development, career and personal development of each government apparatus personnel in a consistent manner, to be constantly updated in productivity performance so that adequate knowledge about change management, limited ability of government apparatus or balance in frequent shifts in the workforce. As well as the level of professionalism in the perspective of public policy in the era of the 4.0 industrial revolution.
- 3) Achievement of the objectives of each program, especially its benefits for improving and quality public services and being accepted according to the needs of the community and industry

2. Population and Samples

This research was conducted in Rancasari Sub-District, Cipamokolan Ruing Bandung Village,. The population in

the sub-district office was 27 people. The sample is part of the number of characteristics possessed by the population (Sugiyono 2001: 57). In accordance with the research title taken as a sample, there were 25 government officials in the Rancasari sub-district office.

3. Data Collection Techniques

To obtain information that is in accordance with the problems under study, it is used

data collection techniques in two ways [8], [24], [25], namely:

- 1) Secondary data or library research data obtained through literature study that is directly taking data from a number of books by reading and studying the literature related to the title of this study and the legislation concerning the title of this study and social media data that supports studies in field
- 2) Primary data from the research field data of this research can be obtained from: (1) Questionnaires or questionnaires, namely data collection techniques by distributing questionnaires or questionnaires to those who know about coordination as one of the supporting factors in the success of examining the role of sub-district head towards the development of bureaucracy government apparatus in the perspective of public policy in the era of industrial revolution 4.0 in Rancasari district; (2) Interviews or interviews, namely by conducting interviews both free interviews and in-depth interviews with informants and respondents who are considered to know about roles as one of the supporting factors in success so that the program can be implemented in the development of sub-district organizational structures according to

predetermined plans, measurement systems performance as a sub-district government apparatus, in the Rancasari sub-district; (3) Observation or observation, namely direct observation to collect data and information about how the role as one of the supporting factors in determining public policy is the establishment of public service standards (SOP), especially basic services, which are designed comprehensive and integrated technical quality and quality basic services in the Rancasari Riung Bandung sub-district.

4. Data Analysis Techniques

The collected data will be analyzed qualitatively as described in accordance with which are used as indicators in this study. While to find out the level of comparison of a variable, it can be done with the help of percentage calculation (table) based on the formula as follows: $P = F / N \times 100\%$. Where:

RESEARCH RESULTS AND DISCUSSION

1. Role of Sub-District Head as Government Implementer in District

Government administrators rely on the instructions given by the para. The existing village head receives a partial delegation of government authority from the sub-district head, so that the work program carried out by the subdistrict head is necessary to provide guidance for each village head in an integrated manner and his apparatus to get input from the villages in the area. Rancasari Subdistrict from year to year with intensive guidance carried out by the sub-district head, the kelurahan in the Riung Bndung area helped to improve

themselves. The arrangement of the village administration received enough attention in the program carried out by the subdistrict head so that every time a village administration administration competition was held, it also encouraged every administrative staff in the village to intensify the administration. In addition, the village administration staff sought to conduct comparative studies with other villages that had succeeded well in the Ruing Bandung area and other sub-districts.

The description of the role of the sub-district head as the perpetrator of government tasks in the Rancasari Riung district of Bandung can be seen in table 11 below:

Table 1.
The role of the Camat as the Implementing Government in Rancasari Riung District, Bandung

P: Percentage; F : Frequency ; N : Number of Samples		
Percentage	Frequency	Number of Samples
well	16	60,00
pretty good	82	32,00
not good		7
25	100	

From the description of the data above, the role of the subdistrict head as the perpetrator of government tasks in the Riung area of Bandung, it turns out that the 25 respondents interviewed stated: 16 people or 60.00% of the sub-district head's role are good, while 7 people or 32.00% say moderate and that the sub-district's role in governance is quite good, while the remaining 2 people or: 8% say the sub-district's role is not good. The conclusion that can be drawn from the data above turns out that the subdistrict head has a fairly good ability in carrying out government tasks.

2. Role of Camat As Implementing Government, implementing development of government apparatus bureaucracy, and carrying out development tasks.

One of the businesses included in the implementation of the program carried out by the subdistrict head is related to development programs, namely physical development and non-physical development. Because the subdistrict head has an important role as an administrator in the field of development, among others, directing the business and to succeed the implementation of development to help smooth and successful government projects carried out in the sub-district area. Supervision of planning and implementation of development as well as the official excavation of regional revenue sources to support regional development. Regarding extracting sources of wealth also became the target of the sub-district head program by intensifying all the potential that exists in each village, so that it is expected to be able to improve people's lives. The description of the extent of the role of the sub-district head as the agent of development tasks, the development of bureaucracy will be seen in the following table:

Table 2
The Role of Camat as Acting Task for Development of Bureaucratic Development And Implementation Of Government

Category	Frequency	Number of Samples
well	6	24
pretty good	18	72
not good	1	4
25	100	

Conclusions that can be taken from the data above show that the sub-district head has a fairly good role as the perpetrator of development tasks. bureaucracy development and government implementation.

3. The Role of the Camat as the Development of Bureaucracy in the Public Policy Perspective, As the Acting Task of Development in Mobilizing Community Participation.

Based on the tasks carried out by a sub-district head, it will certainly drive community participation in development. is a policy in the bureaucracy in the perspective of public policy. Because without the participation of the community in the role of the sub-district head, then everything the camat proclaims will certainly not work as well as possible. the task that was carried out to him without the support of the community would always be neglected. So that the success of development, the development of bureaucracy in determining the perspective of public policy, as agents of development tasks in driving community participation will also be determined by the capacity of the sub-district head. On the one hand it needs to get support, on the other hand, that is, the community needs to provide real participation. An overview of how community participation in development will be seen in the following table.

Table 3
The Role of Camats as Development of Bureaucracy in the Public Policy Perspective, As Actors of Development Tasks in Driving Community Participation

Category	Frequency	Prosentage
well	13	52 %
pretty good	10	40 %
not good	2	8 %
25	100	

From the description of the data above, it can be concluded that the role of the camat in moving the community is good, but the author studies further that the greatest form of participation in development is energy. But in reality, the community has realized that participation in channeling opinions, including ideas, ideas

including decision making and property participation is very important.

4. Government District Apparatus Performance Against Performance Professionals

To find out the performance of the sub-district apparatus, the authors make a list of questions to the respondents to measure the performance of the sub-district apparatus, where the question is: does the government have the ability to develop certain development / activity plans in the village consisting of the ability to explore and mobilize various potential sources environment to support the implementation of government tasks from community development in the village, and is the government able to guarantee the implementation of services to the community according to the demands of the community ?; How far (career development, academic development and personal development) is able to construct various elements to continue to update in carrying out their duties to deal with disruption and the Industrial 4.0 revolution that continues today? How far is the level of performance of village and sub-district officials in the Rancasari Ruing District of Bandung? according to the results of the analysis can be seen in the following table:

Table 4
Government District Apparatus Performance Against Performance Professionals

Category	Frequency	Prosentage
well	22	80 %
pretty good	50	20 %
not good		0
25	100	

From the description above about obedience to work discipline in supporting implementation sub-district tasks in implementing development in Rancasari sub-district, apparently from 25 respondents, there were 15 respondents or 52% stated high category, 9 respondents or 28% stated moderate, and the remaining around 6 respondents or 23%

stated low. The conclusion of the government apparatus is very obedient to regulations that are implemented with time discipline and work discipline in their daily activities.

CONCLUSIONS AND RECOMMENDATIONS

Based on the description of the previous chapter, the author can draw several conclusions as follows :

1. The role of the Camat in implementing development tasks according to the research results is quite good, with the emergence of the respondent's answer stating that the Camat in Rancasari Subdistrict, Ruing Bandung area is able to carry out daily government tasks and in the implementation of government apparatus bureaucracy in a policy perspective public industrial revolution 4.0 era is still in the arrangement and development.
2. The performance of the sub-district apparatus is considered to have good capabilities. It can be seen from the respondent's answer stating that the existing Government apparatus and the implementation of regional institutional capacity development in Rancasari District are good, with reasons that can be served by all community interests. as a public servant.
3. The role of the Camat in developing professional and disciplinary government apparatus towards its performance professionals is one of them in education, both formal and non-formal education that is in the Rancasari sub-district apparatus are still categorized while this can be seen from the research in the previous chapter, only a few district government officials Rancasari Riung Bandung can complete

undergraduate education or at the level of Higher Education.

4. The role of the Camat in performance support facilities relating to information and communication technology (information and communication technology). In order to provide a role in society as a result of revitalizing the Industrial Revolution 4.0. it seems it is still a lesson to continue to transform themselves to the ideal in order to face threats and take advantage of opportunities even though there are differences in mission carried out, but the transformation of government organizations is one alternative that can be taken in realizing a public service oriented organization.
5. In public services according to the SOP, which is designed comprehensively and integrated in quality and quality community services still needs to be directed towards changes from old designs to new designs that are conducive to continuously developing innovation, as a strategic choice of IT utilization in various government organizations it is very necessary to build mental self-driving, self-power, creativity and innovation, when machines are made to be smarter than humans, smart is not enough to play a role in facing the current challenges of disruption and the Industrial Revolution. the value of education that is integrated kaffah..

Thus the role of the government apparatus (camat) towards the development of bureaucracy in the perspective of public policy in the industrial revolution era 4. needs to be built teamwork that promotes collaboration and synergy rather than competition, besides that there is a need for understanding in mindset and ways of

acting in the face of technological digitalization in all lini.Spirit sharing economy with the utilization of the phenomenon of the Internet of Things (IoT), big data, automation, robotics, cloud computing, to artificial intelligence (Artificial Intelligence) needs to continue to be developed as a paradigm shift from the owning economy. Changing the mindset of working alone, owning, mastering as a bureaucratic mindset, with the pretext of risk mitigation or compliance, needs to be transformed towards sharing economy in various work units in different internal organizational areas, the efficiency of resources is very much needed without reducing KPI from each. Indeed, it provides a great opportunity to streamline the functions and roles of government organizations, rapid IT development can be an opportunity in accelerating the implementation of e-governance, as a digitalization of data and information such as e-budgeting, e-project planning, system delivery, business administration, e-controlling , e-reporting to e-monev and other custom applications in order to survive in carrying out their duties and functions more and more effectively as

responsive to the increasing demands for accountability in public transparency and improving the quality and quality of services. to realize good governance, the government must act more quickly to further improve the quality of professionalism in the framework of creating competitive advantage and upholding bureaucratic ethics in providing excellent service as expected by the public. Therefore, the government needs to encourage sustainable, clear and consistent human resource development programs.

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