

# ANALYSIS OF GOVERNMENT GENERAL COORDINATION (A CASE ON CAMAT COORDINATION FUNCTION IN MAROS REGENCY)

(Analisis Koordinasi Tugas Umum Pemerintahan (Studi Kasus tentang Fungsi Koordinasi Camat di Kabupaten Maros)

## Burhanuddin Universitas Negeri Makassar (UNM) Jl. A. P. Pettarani, Tidung, Kec. Rappocini, Makassar, 90222 Email: burhanuddin@gmail.com

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#### Abstract

The administration of Government, which aims to implement development and governance, can be carried out with the quality and capability of these administrators. This study aims to analyze the coordination of general government tasks, a case study on the sub-district head's coordination function in Lau District, Maros Regency. This research is a qualitative descriptive study. Data collection techniques in this study were interviews, questionnaires, and observations. Data analysis was carried out by collecting data obtained through respondents, then grouped by type and data source. The data is tabulated in tabular form, which is then analyzed descriptively qualitatively. The results of the study show that the analysis of the coordination of general government tasks in Lau District, Maros Regency can be categorized as quite good because of the 30 respondents, 43.91% who said they were good were 42.24%, and those who said they were not serviceable were as much as 13.83%. The coordination carried out by the sub-district head should be carried out with meetings and supervision from superiors so that the executors feel more appreciated and cared for. Besides, subordinates' ability and quality can be improved so that leaders can find out about problems that exist in their work area. **Keywords:** Government, Coordination Function, Camat.

#### Abstrak

Penyelenggaraan pemerintahan yang bertujuan bagi pelaksanaan pembangunan dan pemerintahan diharapkan dapat terlaksana dengan kualitas dan kemampuan dari penyelenggara tersebut. Penelitian ini bertujuan menganalisis koordinasi tugas umum pemerintahan, studi kasus tentang fungsi koordinasi camat di Kecamatan Lau Kabupaten Maros. Penelitian ini merupakan penelitian deskriptif kualitatif. Teknik pengumpulan data dalam penelitian ini dengan wawancara, angket, dan observasi. Analisis data dilakukan dengan cara mengumpulkan data yang diperoleh melalui responden, kemudian dikelompokkan berdasarkan jenis dan sumber data. Data tersebut ditabulasikan dalam bentuk tabel yang kemudian dianalisis secara deskriptif kualitatif. Hasil penelitian diketahui bahwa analisis koordinasi tugas umum pemerintahan di Kecamatan Lau Kabupaten Maros dapat dikategorikan cukup baik karena dari 30 orang responden, yang menyatakan baik ada sebanyak 43,91%, yang menyatakan kurang baik sebanyak 42,24%, dan yang menyatakan tidak baik adalah sebanyak 13,83%. Pelaksanaan koordinasi yang dilakukan camat sebaiknya dilakukan dengan adanya pertemuan dan pengawasan dari atasan sehingga para pelaksana tugas lebih merasa dihargai dan diperhatikan. Selain itu, kemampuan dan kualitas bawahan bisa ditingkatkan sehingga pimpinan dapat mengetahui masalah-masalah yang ada di wilayah kerjanya.

Kata-kata kunci: Pemerintahan, Fungsi Koordinasi, Camat.

### **INTRODUCTION**

The administration of Government and development requires the implementation of various policies and programs by all government agencies. Different program implementations and the achievement of existing development targets are intersectoral and inter-institutional activities.

The administration of Government, which aims at the implementation of development and governance, is expected to be carried out with the quality and capability of these administrators. In addition to the implementation of the existing general governmental duties. the sub-district general government also carries out governmental duties, which are a supporter of existing general government tasks (Musanef, 1982).

General Government Duties of the District are:

- 1. To determine the implementation and administration of all government affairs,
- 2. Development, and
- 3. Community development in the District.

Meanwhile, the general duties of the sub-district government are :

- 1. He is coordinating community empowerment activities.
- 2. To coordinate efforts to organize public order and order.
- 3. Coordinating the implementation and enforcement of laws and regulations.
- 4. Coordinating the maintenance of public service infrastructure and facilities
- Coordinating the administration of government activities at the District level
- 6. Fostering the administration of the Village
- 7. Carry out community services that fall within the scope of its duties and/or which the Village or Subdistrict government cannot yet implement.

Thus it can be seen that between the general government duties of the District and the general tasks of the Government there are interrelationships between one another, and in its implementation, there is also a need for perfect coordination, which is useful for the smooth running of general government tasks and general government tasks.

The Lau sub-district is one of the subdistricts in the Maros Regency, which has several villages/wards that still require coordination by the sub-district head to implement its development and implementation of its Government.

In this study, the authors only limit one general task from the existing general duties, namely in coordinating the administration of government activities at the sub-district level. This is because the Camat rarely carries out the available task of coordinating the implementation of government activities at the sub-district level due to the many tasks of the Camat to coordinate these tasks. In carrying out this coordination, the Camat usually coordinates with related parties such as the Koramil and police. This is done by the sub-district head as one of his duties to maintain and improve security and order in the sub-district area. Besides that, the camat coordinates with the government, which in this case aims to strengthen and carry out development in every Village in its working area.

Judging from the importance of coordinating the administration of government activities at the sub-district level that must be carried out by the sub-district head in carrying out his general duties, the sub-district government as the apparatus is the center of coordinating, planning, and controlling programs from integrated coordination. Therefore this study discusses the analysis of the coordination of general government tasks, a case study of the coordination function of the sub-district head in Lau District, Maros Regency.

## LITERATURE REVIEW

Government Science is a science to be able to control and lead and investigate the elements of service. In connection with the harmony within and the relationship between the service and the community, it is further emphasizing that Government is all the efforts of a State to achieve its objectives (Musanef, 1982: 8).

Based on the Decree of the Minister of Home Affairs Number 158 of 2004 concerning the guidelines for the Sub-district organization, article 2 stipulates that:

- 1. The district is the working environment of a district area's government apparatus, which includes several districts/wards.
- 2. The district government is the head of the sub-district and other apparatuses who carry out general government affairs in the Sub-District Region to achieve the development goals.

So according to the Decree of the Governor of the Level 1 Region No. 109 / III / 1994 concerning the organization and administration of the sub-district government that:

"The sub-district head has the task of leading the administration of government, fostering village / kelurahan administration, building and fostering community life as well as organizing coordination over vertical activities".

However, because to carry out the implementation of the national development program is often a difficult problem for the Government, one of the obstacles that often hinder the task of the sub-district head in the sub-district area in the Riau province is generally the problem of coordinating vertical activities between the Vertical Agency and regional offices and between other Vertical Agencies within each region.

In article 3 and article 4 of the Minister of Home Affairs Decree Number 158 of 2004 concerning the guidelines for sub-district organization, it was reaffirmed that the camat has the position of head of the region which leads the administration of Government at the sub-district level and is located and is responsible to the Regent / Mayor. Thus the duties are:

- 1. To determine the implementation and administration of all government affairs
- 2. Development, and
- 3. Community development in the subdistrict.

So thus it can be seen that the camat as the head of Government in the sub-district in his daily duties also provides services to the community who will carry out all their affairs, besides that in this case development, the camat as the coordinator in mobilizing and implementing development in his area who is responsible for the smooth and successful development which will be and have been implemented, while in the case of community development the camat, in this case, acts as a coach who nurtures and provides guidance to the community regarding all activities that occur in the community.

Then, based on Article 9 of the Minister of Home Affairs Decree No. 158/2004, it is emphasized that in carrying out his duties, the sub-district head coordinates vertical agencies consisting of the Koramil, Polsek, and autonomous agencies in the sub-district.

Planning is the mental and intellectual work required before fiscal efforts and activities are carried out. Planners allow managers (leaders) to unite resources effectively to achieve goals. Furthermore, it is also a management function that is fundamentally fundamental. Leaders need to carry out planning carefully before they can carry out the tasks of organizing, actualizing, and supervising rationally.

Even though a plan is prepared to achieve the goal, a plan should also bring benefits, meaning that the plan results are obtained according to or at least be able to provide limits to the desires formulated in the program.

Then the achievement is expected through efficient and effective implementation and being efficient for the maker or the organization. Therefore, planning is needed to pay attention to the factor of planning formulation: data collection techniques and the nature or value of the plan.

The Government comes from the word government, which has four elements: two parties: the two parties have a mutual relationship, the governing party has authority, and the party governed has obedience (Syafiie, 2001).

In more detail, Surianingrat (1992) states that the word government comes from the command syllable, which means something that must be done. In the command word, several characteristic elements are summarized, namely:

- a. There is a necessity, shows the obligation to carry out what is ordered.
- b. There are two parties, namely those who give and those who receive orders.
- c. There is a functional relationship between those who give and those who receive orders.
- d. There is the authority or power to give

From this quote, it can be understood that the Government shows the activities, processes, control, state, and people who are assigned to organize the Government as well as the ways, methods of the system in managing society.

The Government can be classified into two parts: Government, in a broad sense, and Government in a narrow sense (Syafiie, 2001). In more detail, it is stated that Government in the broad sense is an act of commanding that is carried out by legislative and judicial organs or bodies to achieve the goals of state government or national goals. Meanwhile, the Government, in the narrow sense, is a governing act carried out by the executive organ and its staff to achieve the goals of state governance.

Furthermore, Salam (2004) explains about governance, namely the efforts or activities carried out by the Government in the form of implementation, regulation, security and protection of the community, population and all people in all life both in the fields of economy, socio-culture, politics, and the National Defense Force.

The task of the Government is to achieve the goals of the country. In general, government tasks can be grouped into two groups: commanding and executive duties (Atmosudirdjo, 2004).

The scope of governmental science in the field of management (Syafiie, 2001), namely:

- a. Central Government Administration
- b. Regional Government Administration
- c. District Government Administration
- d. Kelurahan Government Administration
- e. Village Government Administration
- f. Departmental-level Institutional Administration
- g. Non-Departmental Administration Institutions.

There are six principles of Government to achieve good governance (Syafiie, 2001), namely:

- a. The active Principle is that the Government plays an innovative and incentive role in managing the whole Government of development and society, so the Government is always active wherever it is.
- b. The Principle of Vrij Bestuur (government vacuum) is that if there is an absence of ranks (employees), other snacks can fill the void.
- c. Ermessen's freies principle, namely that the Government is free to organize and find new job initiatives, as long as they do not conflict with the prevailing laws and regulations.
- d. Historical Principles, namely the principles of government administration, when a governmental event occurs, then to repeat it, the Government is guided by past events that have already occurred.
- e. Ethical principles, namely government administration principles, the Government cannot be separated from paying attention to norms.
- f. Automatic Principle, namely the Principle itself, for example, the National Holidays committee, and others.

In-Law Number 32 of 2004 concerning regional governance mandates that the granting

of broad autonomy to regions is directed at accelerating the realization of community through welfare improved services. empowerment, and community participation. In running the regional Government, provincial head is assisted by the regional apparatus. District or city apparatuses consist of the Regional Secretariat, DPRD Secretariat, Regional Regional Offices, **Technical** Institutions, subdistricts, and wards. Apart from that, to improve community services and carry out government functions in a district/city, it is necessary to form a sub-district to accelerate the realization of community welfare.

Law Number 5 of 1974, District is a government administration area. As an administrative area, the district government is held by the Camat. The sub-district head as the head of the region is the representative of the Government and as the sole ruler in the field of Government in his territory in the sense of leading the Government, coordinating the development and fostering community life in all fields, except in the fields of defense and security, justice and foreign affairs, as well as in the monetary sector in the sense of printing money.

As the sole ruler is a government administrator, development administrator, and social administrator. As a government, the head of the region is the highest official in his territory in the Government, regardless of rank,

Meanwhile, according to article 1 letter m, Law Number 22 the Year 1999, "District is the work area of the Camat as the apparatus of the Regency and the City area". With this understanding, it can be seen that the District is no longer a government administrative area. Thus the Camat is no longer the head of the region who has the authority to be the "ruler of the region". According to law No. 22/1999, the subdistrict is the work area of the subdistrict head as a regional apparatus, meaning that the position of the sub-district head is not much different from other regional apparatuses in the subdistrict such as the Head of the Service Branch, the Head of the Regional Technical Implementation Unit (UPTD). Thus the Camat

does not automatically have the authority to carry out general government affairs which include supervision, coordination, and residual authority

In the case of delegation of duties from the Regent or Mayor to the Camat, the Regency or City government needs to verify the tasks assigned proportionally. The implementation of the Camat's duties will be carried out optimally if it is followed by the provision of financial resources whose size is adjusted and aligned with the performance of government activities and the demands of the community's needs.

For the smooth implementation of the Camat's duties, she was assisted by the Village and social institutions such as Neighborhood Associations, Community Organizations, PKK, Youth Organization, and community empowerment institutions. To achieve the goal of implementing regional autonomy, Government is obliged guide to administration of provincial governments, including district governments. To ensure that the sub-district government's administration runs according to the desired plan and the applicable provisions.

### **METHOD**

This research's research method is descriptive research with qualitative analysis (Bin Tahir et al, 2020). According to descriptive research, research is conducted to determine the value of independent variables, either one or more variables without making comparisons or linking one variable to another (Sugiono, 2003). So this research focuses on the problems or phenomena that exist at the time the research is carried out or actual problems, then describes the facts about the problem being investigated accompanied by an accurate rational interpretation (Bin Tahir, 2015a).

Referring to the illustrated research formulation that the data and information to be collected through a survey are used as the basis for describing each variable (Bin Tahir, 2015b; Bin Tahir 2017). Therefore, this type

of research can be included in the classification type "descriptive survey".

The location of this research was conducted in the Lau District, Maros Regency, South Sulawesi Province.

The population is the entire research subject, which examines all elements in the area research (Arikunto. 2002). population in this research coordination function of the sub-district head in the Lau sub-district office, Maros Regency, South Sulawesi Province. The sample is part, or representative of the studied population (Arikunto, 2002). Therefore the sample must be seen as an estimate of the population and not the population itself.

The population is the whole of the existing data sources, while the sample is part of the population that becomes the actual data. The population in this study were as many as people, namely all employees of the Lau sub-district office.

This study using a census sampling technique for the sub-district head, while for the Lurah / village and employees it was carried out by purposive sampling, namely taking part of the population. Considering the limitations of the author and the difficulty of finding all populations to be found.

The sample is part of the number and characteristics of the population. If the population is large and it is impossible for the researcher to study everything in the population, for example, because of limited funds, energy and time, the researcher can use a sample taken from the population (Sugiono, 2005).

Primary data are data obtained by research observations in the research location (field) through distributing questionnaires (making a list of questions), documents, and observations. Secondary data are data obtained to complement the primary data obtained such as reports, literature, and published data attachments which can support and explain problems.

In this study the data collection techniques that will be carried out by researchers are:

Primary data collection techniques, which are obtained through:

- 1. Interview, namely collecting data by conducting direct questions and answers to informants. In this case, the kecamatan apparatus (Camat) was made the respondent in the interview.
- 2. Questionnaire (questionnaire), which is data collection by distributing a list of questions to respondents. In this case, the questionnaire was distributed to the village head and all staff of the camat.
- 3. Observation, namely collecting data by direct observation of the phenomena related to the focus of the research and recording them into the research notes.

Secondary data collection, namely data collection, was carried out through literature studies obtained from scientific books, articles, and scientific essays related to research.

Data analysis was carried out by collecting data obtained through respondents, then grouped by type and source of data. The data is tabulated in tabular form which is then analyzed descriptively qualitatively.

## **DISCUSSION**

In the study, the number of respondents taken as a sample was 30 people, namely the head of the sub-district and all employees who work in the Lau district office and the village head or village head. The characteristics of these respondents can be seen in the following table:

No	Age	Frequency	Percentage
			(%)
1.	18-22	2	6,67
	tahun		
2.	23-27	15	50,00
	tahun		
3.	28-32	7	23,33
	tahun		

4.	33-37	3	10,00
	tahun		
5.	38-43	3	10,00
	tahun		
6.	43-47	-	-
	Tahun		
Γ	otal	30	100

Source: 2020 data

In the table above, it can be seen that the number of respondents aged 23-27 years old is 15 people (50.00%), 7 people aged 28-32 years (23.33%), 33-37 years old totaled 3 people (10.00%), 3 people aged 38-43 years (10.00%), 18-22 years old amounting to 2 people (6.67%).

N o	Classificati on worked (Year)	Number of Respondents (Person)	Present ation (%)
1	Below 1	4	13,33
2	1-5	17	56,67
3	Above 5	9	30,00
	Total	30	100

Source: 2020 data

From the table above it can be concluded that the length of time the employees have worked in the sub-district office is sufficient for experience, where there are more experienced employees so that employees at work have sufficiently mastered their field of work, but usually if the employee has sufficient experience, the employee will is more careful in carrying out his duties because he knows very well about his job.

In the variable of the coordination between the head of the sub-district and the head of the village/village head and related parties in this questionnaire, it is represented by seven questions that reflect the indicators of coordination between the head of the sub-district and the related parties.

Table 1. Distribution of Respondents' Answers on Coordination of Community Empowerment Activities

		1	1		
No.	Category	PP No. 19 Tal Pasal 15 A			
	Frequency I		Percentage		

			(%)
1	Very good	8	26,66
2	Sometimes	17	56,67
3	Not good	5	16,67
	Total	30	100

Source: 2020 data

From the table above, it can be seen that 17 people (56.667%) stated that sometimes community empowerment is coordinated directly by the sub-district. While respondents who stated that the implementation of community empowerment was coordinated by the sub-district very well were 8 people (26.66%). Meanwhile, the respondents who stated that they were not good were 5 people (16.67%).

According to respondents, the lack of coordination for community empowerment was due to a lack of information and outreach from sub-district officials about the implementation of the program.

Table 2. Distribution of Respondents' Answers Regarding the coordination carried out by the camat to organize neace and public order

peace and public order				
No.	Catalana	PP.Nomor19 Tahun 2008 Pasal 15 Ayat(1)		
NO.	Category	Frequency	Percentage (%)	
1	Very precise	18	60,00	
2	Sometimes	7	23,33	
3	Less precise	5	16,67	
	Total	30	100	

Source: 2020 data

From the table above, it can be seen that 18 people (60.00%) of respondents stated that they were very precise about the efforts to organize peace and public order. Meanwhile, the respondents who stated sometimes regarding the efforts to organize peace and public order were 7 people (23.33%).

Meanwhile, respondents who stated that it was not quite right were 5 people (16.667%). This is under table 2. It can be concluded that the conditions for the

administration of order and security are going well and on target.

Table 3. Distribution of Respondents'
Answers Regarding the coordination of the camat in implementing and enforcing laws and regulations

iaws and regulations				
	Category	PP. Nomor 19 Tahun		
NIa		2008 Pasal 15 Ayat(1)		
No.		Frequency	Percentage	
			(%)	
1	Very good	14	46,67	
2	Sometimes	10	33,33	
3	Not good	6	20,00	
Total		30	100	

Source: 2020 data

From the table, it can be seen that some of the respondents stated that 14 people (46.67%) stated very well about the coordination of the camat in implementing enforcing laws and regulations. Meanwhile, 10 respondents (33.33%) said that sometimes about the coordination of the camat in implementing and enforcing laws and regulations. Meanwhile, the number of respondents who stated that they were not good about the coordination of the camat in implementing and enforcing laws and regulations were 6 people (20.00%).

Table 4. Distribution of Respondents' Answers About the Head of the Sub-District, there is a division of tasks

District, there is a division of tasks				
		Coordination and Communication		
No.	Category	Frequency	Percentage (%)	
1	Have	19	63,33	
2	Once in a while	8	26,67	
3	Nothing	3	10,00	
	Total	30	100	

Source: 2020 data

From the table above, it can be seen that as many as 19 people (63.33%) were dividing tasks, as many as 8 people (26.67%) stated that there were occasional assignments, and 3 people (10.00%) stated that there were no regarding the division of tasks in District agencies.

Table 5. Distribution of Respondents'
Answers Regarding all the division of tasks and working relationships that can run well

No.		Coordination and Communication		
	Category	Frequency	Percentage (%)	
1	Good	18	60,00	
2	Deficient	9	30,00	
3	Not good	3	10,00	
Total		30	100	

Source: 2020 data

From the table above, it can be seen that the sub-district leadership is going well about the division of tasks and work relations. This can be seen from the answers of respondents as many as 18 people (60.00%) stated that there were 9 people (30.00) who were not good about the division of tasks and work relations. Meanwhile, 3 people (10%) stated that they were not good about the division of tasks and work relations.

Table 6. Recapitulation of Coordination and Communication

and Communication				
	Coordination	Respondents'		
N	and	Res	ponses	(%)
0.	Communicati	Go	Defi	Not
	on	od	cient	good
	Subordinate		26.6	
1	leadership	63,33	36,6	0
	relationship		/	
	General		60.0	
2	government	26,67	60,0	13,33
	duties		U	
3	Division of	62.22	26,6	10.00
3	tasks	63,33	7	10,00
4	Work	60.00	30,0	10.00
4	relationship	60,00	0	10,00
Δ		52.22	38,3	8,33
An	nount average	53,33	3	

Source: 2020 data

Table 7.Recapitulation of Respondents' Answers on Coordination Analysis of General Government Duties (Case Study

of the Camat Coordination Function) in Lau District, Maros Regency

N	Variable		espondents' esponses (%)		
0	variable	Go od	Defic ient	Not good	
1	Peraturan Pemerintah. No.19 Tahun 2008 Pasal 15 Ayat (1)	32,8 5	49,52	17,62	
2	Development Planning	45,5 5	38,89	15,55	
3	Coordination and Communicati on	53,3	38,33	8,33	
Aı	mount average	43,9 1	42,24	13,83	

By looking at the recapitulation table of respondents' answers above, it can be seen the Implementation of General Government **Duties** (Studies on the Coordination Function of Heads) in Lau District, Maros Regency can be categorized as quite good because of the 31 respondents, 43.91% said that they were good it was not good as much as 42.24% and those who said it was not good were as much as 13.83%. then according to the final result, it is declared good.

From the results of presenting the existing data, it will be analyzed by still referring to the results of the interpretation of the data by the focus of the study in the study to be able to answer the research problems and not deviating from the theoretical framework. This means that the Study Coordination **Analysis** Case of General Government **Duties** the Coordination Function of the Head of Subdistrict is running well and can provide satisfaction to the relevant agencies as well as in the sub-district or/and Village in each sub-district, especially in its own office in Lau District.

The coordination function functions so that a series of work is carried out sequentially or according to predetermined rules and achieving the desired goals. The coordination function is a very important item in the government bureaucracy so that in providing services to the community it can provide satisfaction and good results.

In connection with the research carried out in Lau Subdistrict, Maros Regency, it can be seen that the implementation of general government tasks of the study of the coordination function of the camat under the rules implemented can provide maximum satisfaction to those who are related. In reality in the field, as the answers from respondents said that the coordination of the sub-district head in Lau sub-district, Maros Regency was not good, even though the final result was still at a good level because the results of this study stated that the results of this study were good (43.91%) and not good. (42.24%) where the difference from these results is not significant. In improving this coordination function. the District government apparatus is assisted by the village head and other social institutions such as Rukun Tetangga (RT), Rukun Warga (RW), PKK and Karang Taruna should be able to encourage community participation to participate in sub-district development planning in planning deliberation forums. development in villages/wards and subdistricts, guidance and supervision. various evaluating community empowerment activities in the sub-district area, reporting on the implementation of community empowerment tasks in the subdistrict working area to the regent/mayor with a copy to the regional work unit in charge of community empowerment.

The results of the interview with the Lau Sub-district Head, this coordination function with the employees, the Koramil, the Kapolsek, the Village Head / Village Head in terms of development, community empowerment, security, have been carried out properly under applicable laws,

government regulations, this is done so that parties who related can understand and understand about the position, duties, and authorities of the sub-district head. By understanding everything related to it becomes a strength for the district government in achieving the desired goals.

The results of the interview with the Head of the Lau Sub-district show that the Lau District Government of Maros Regency has responsibility for the tasks it carries out so that the coordination provided can provide satisfaction to the parties concerned. With this reality, it will be a strength for the District Government to achieve the desired goals.

### **CONCLUSION**

By looking at the table recapitulation of respondents' answers above, it can be seen that the Coordination Analysis of General Government Duties (Case Study of the Camat Coordination Function) in Lau District, Maros Regency can be categorized as quite good because of the 30 respondents, 43.91% stated that they were good. 42.24% unfavorable, and 13.83% stating that it was not good so according to this final result it was declared good.

From the observations, it seems that it is not usual for the village government to carry out the plans that have been given by the kecamatan due to the unavailability of supporting funds for the implementation of the plans given by the camat. As for the implementation of communication between the leadership and employees at the camat office, general government tasks carried out by the camat, the division of tasks and work relations can be carried out properly.

The subdistrict head should, in connection with the general duties of the Government, further strengthen the communication relationship and meet the existing criteria. The coordination that is carried out by the head of the sub-district should clarify the division of tasks and authorities with written documents.

The coordination that is carried out by the subdistrict head should be carried out with meetings and supervision from superiors so that the executors feel more valued and cared for. Besides, the ability and quality of subordinates can be improved so that leaders can find out about problems that exist in their work area.

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