

Licensing Services in the Era of the COVID-19 Pandemic

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Abstract

The licensing service system tries to be integrated electronically to keep up with technological developments. With the occurrence of COVID-19 in Indonesia, the bureaucracy is expected to have a service system based on information technology. This research method is through literature review by looking at the permit service system phenomenon in Indonesia, with data sources through online media, articles, and proceedings. The study results describe the licensing service system in Indonesia with the COVID-19 pandemic showing an increase in the application of information technology in each local government. The accelerating application of technology to the bureaucracy indicates that there has been significant bureaucratic reform in the government in Indonesia, especially during the COVID-19 pandemic.

Keywords: bureaucracy, services, licensing, COVID-19, Indonesia

1. Introduction

The preamble Constitution of the Republic of Indonesia of 1945 provides that the purpose of the establishment of the Republic of Indonesia is, among other things, to promote the general welfare public and educate the people in their lives. This mandate means that the State is obliged to meet every citizen's needs through a government structure that promotes the creation of excellent public services to meet every citizen's basic needs and civil rights for public goods, public services, and administrative services (Elucidation of Law Number 25 of 2009).

On its own, it is evident that the general implementation of public services is the responsibility of the State, that the State is obligated to represent every person and resident/community to meet their fundamental rights and needs. Within the scope of the public services mandated by the Constitution of the Republic of Indonesia of 1945. Public utilities are an indicator of the progress of executing tasks and assessing government efficiency through red tape. The phenomenon of public services through government bureaucracies is brimming with challenges, such as complex delivery processes, time insecurity, and costs, which render it impossible for assistance to reach the public properly. Creates mistrust on the part of service providers, in this case, the bureaucracy; customers are searching for alternate methods of accessing services in some ways, namely through extra fees (Umar et al.; Yusriadi, Sahid, et al.; Mustafa et al.; Maryam).

The form of the government's regulatory reform is to enhance public facilities, one of which is through the enhancement of online licensing services. Several Indonesian regions have implemented an online service system to simplify and improve licensing services, especially during the COVID-19 pandemic. COVID-19 has contributed to various structural changes in different fields, such as health, finance, technology, and politics. The health and economic sectors have the most effects. However, this effect has also contributed to several shifts in the public service sector. Improving licensing services has a significant effect on the ease of applying for permits and is useful for encouraging investment (Sahabuddin et al.; Y. Yusriadi et al.; Sahid et al.; Awaluddin et al.).

In the midst of the Covid-19 pandemic that has occurred around the world, all lines of human life have suffered from the impact of the spread of the Covid-19 virus. Likewise, the public service sector, namely licensing and non-licensing services, has carried out efforts to prevent the spread of the Covid-19 virus by carrying out service activities without face to face. A total of approximately 60 (sixty) licenses in the Regency Investment and Integrated Services Service are served online / online through the website address simpler.gunungkidulkab.go.id. It can be reported that during the first quarter, namely January to March 2020, the total number of permits that entered was 729 permits. With accumulative in January 2020 there were 183 permits, February 2020 as many as 218 permits and March 2020 as many as 328 permits. It has exceeded the Quarter I target of 550 permit applicants.

Meanwhile, the issuance of permits during the first quarter of 2020 amounted to 513 permits with details of 150 permits in January, 138 permits in February, and 225 permits in March. If you pay attention to this data, the number of permits to enter is not the same as the number of licenses issued, this is because when the entry permits are issued the permits are issued in the following month because the service period for issuing different permits is no longer than 14 (fourteen) working days.

The implementation of this non-face-to-face service that has been going on for about 1 month after being evaluated, it can be concluded that licensing services to the community can run smoothly. Because the search for permission can be done from home or anywhere because it can be accessed online. This was evidenced by the fact that 172 applicants had signed in April through the DPMPPT online (simple) licensing application (Suriaman et al., 2019). As for information services through WhatsApp numbers, approximately 20 people have been served every day. Requests for incoming information regarding the mechanism and requirements for permits and assistance for Online Single Submission (OSS) as well as information on obtaining published permits.

The COVID-19 pandemic has made the Indonesian bureaucracy experience outstanding reforms by becoming more imaginative and inventive due to Indonesia's social distancing policies. These reforms have positively affected the civil service sector, making it easier for the public to process permits. The strategy is to enforce health protocols to deter the spread of COVID-19 by not accumulating too many in one place. Based on this background description, the researcher wants to examine how licensing during the Covid-19 pandemic is to provide solutions for the government in carrying out its duties.

2. Theoretical Review

Definition of Public Service Moenir (2000: 26-27) argues that service is an activity carried out by a person or group of people on the basis of material factors through certain systems, procedures and methods in order to fulfil the interests of others according to their rights. Another opinion states that service is an act (deed), a performance (performance) or a business (effort). So it shows inherently the importance of service recipients to be actively involved in the production or delivery of the service process itself (Warella, 1997: 18).

Based on the Decree of the Minister of State Apparatus Empowerment Number 25 of 2004 concerning General Guidelines for Preparation of the Community Satisfaction Index (IKM) it can be operationalized through 4

indicators, which are quantitative and qualitative achievement benchmarks used to describe the amount of targets to be met in achievement (IKM), in the form of input, basic service processes, outputs, results/benefits. The indicators are described in four dimensions, namely as follows: 1) The dimension of time; 2) Cost dimension; 3) The moral dimension; 4) Quality dimension, which consists of: a) direct evidence (tangibles); b) Reliability; c) Responsiveness; d) Assurance; e) Empathy.

Permission in a narrow sense is a permit which is generally based on the desire of the legislator to achieve a certain goal or prevent a bad situation; dispensation is an exception to the prohibition as a general rule, which is closely related to the specific circumstances of events; concessions are permits related to businesses that benefit the public interest (Philipus M. Hadjon, 2003: 2-3).

Permit is approval from the authorities based on laws or government regulations, in certain circumstances that deviate from the prohibited provisions in law. By granting permission, the government grants and allows a person or entity requesting him to carry out certain actions. In a license there are several elements, namely juridical instruments, laws and regulations, government organizations, concrete events, procedures and certain requirements.

In general, permits consist of prohibitions, agreements which are the basis for exceptions and other provisions related to permits. The prohibition and authority of a government organization to deviate from the prohibition, for this reason the granting of a license must be determined by a statutory regulation. The function of a permit is a juridical instrument used by the government to influence citizens to follow the method it teaches in order to achieve a concrete goal. (Hadjon, 1993: 5).

Public satisfaction in SIUP services can be measured from the achievement of targets and objectives previously set in accordance with the Concept of Excellent Service and the Decree of the Minister for Administrative Reform Number 25 of 2004 concerning General Guidelines for Preparation of Community Satisfaction Index for Government Agency Service Units, which can be operationalized through indicators: a) Time dimension, with sub indicators covering service schedule certainty, namely the implementation of service time in accordance with predetermined provisions. Service speed, namely the target time for services to be completed within the time determined by the service provider unit; b) Cost Dimensions, with sub indicators covering fairness of service costs, namely the affordability of the community to the amount of fees set by the service unit, certainty of service costs, namely the suitability of fees paid and costs that have been determined; c) Moral Dimensions, with sub-indicators covering discipline of service officers, namely the seriousness of officers in providing services, especially the consistency of working time in accordance with applicable regulations, Responsibilities of service officers, namely clarity of authority and responsibility of officers in service delivery and completion, Ability / Reliability Service officers, namely the level of expertise and skills possessed by officers in providing / completing services to the community, Justice officers providing services, namely the implementation of services without distinguishing the class/status of the community served, Courtesy and friendliness of officers, namely the attitude and behavior of officers in providing services to the community in a polite and friendly manner as well as mutual respect and respect; d) Quality dimension, with sub indicators covering

Service procedures, namely the ease of service stages provided to the community in terms of simplicity of service flow, Service requirements, namely the technical and administrative requirements needed to obtain services according to the type of service, Service information, namely the availability of service information in the form of information boards and other infrastructure support, so that service recipients better understand and understand the procedures and service procedures to be taken to obtain the services provided, service facilities, namely all types of equipment, equipment, and other facilities that help carry out and complete and streamline service processes, such as buildings to other office stationery, service convenience, namely the creation of neat, clean and orderly service conditions, so as to provide a sense of comfort to service recipients. The State of Government in the Makassar City Investment and Integrated Licensing Agency.

The Integrated Licensing and Investment Agency (BPTPM) of Makassar City, South Sulawesi has been given the authority to carry out licensing administrative services in accordance with Makassar city regulation Number 20 of 2014 concerning Procedures for Granting Licenses to Makassar City Government. The Integrated Licensing and Investment Board of Makassar City is one of the local government agencies in the city of Makassar which implements a one-stop service system. The Integrated Licensing and Investment Board of Makassar City as an agency that is specifically tasked with providing services regarding licensing that directly touches the community,

basically can be said to be a new breakthrough or innovation in local government management which is expected to be able to provide quality public services in accordance with the demands and expectations of the community. The establishment of the Integrated Licensing Agency and Investment of Makassar City is a tangible manifestation of Makassar's commitment in providing better services and providing integrated services to make it easier for the community and business world to obtain permits. One form of public service to the public is excellent service in the field of licensing, what is meant by prime licensing service is a one-stop integrated service that can reflect a form of service that meets the principles of clear, simple, sure, safe, effective, efficient, transparent service, accountable, participatory, economical, fair and equitable. But in fact, based on information obtained through the internet media (Makassar, Tribun News) quoted by the Regional Government Innovation Foundation (YPID), it is stated that the services provided by the Integrated Licensing and Planting Agency

The capital of Makassar City is considered not optimal, because the promised one-stop service has not yet been fully realized. There are a number of services at the Makassar City Investment and Integrated Licensing Agency that are completed outside the KPPT. In processing permits, there is not yet a single door because they still have to go to other related work units. That means, integrated services under one roof as required by the Regulation of the Minister of Home Affairs Number 24 of 2006 concerning Guidelines for the Implementation of One Stop Integrated Services have not been fully implemented which are considered not effective / maximum in terms of implementation service.

3. Research Method

This research is a library analysis by gathering data on licensing resources relevant concepts. Literature analysis has a variety of unique features, whether by dealing specifically with text or numerical evidence, not in the field, in the context of incidents, persons, or others (Tahir & Rinantanti, 2018). The data is ready-to-use, ensuring that the researcher should not go anywhere except for working specifically with current sources in the library. Data collection methods recognize discourses from books, articles, magazines, proceedings, blogs, or other details relevant to licensing services. The data processing methodology used for the Miles and Huberman models was carried out interactively and consistently in this paradigm of qualitative analysis.

4. Results

4.1 Institutional

The Integrated Licensing Service Unit's institutional structure in Indonesia during COVID-19 was shorter, and the licensing process was more straightforward and less complicated. These facilitated institutions remain complete because most of them are already independent as a one-stop-shop for administering various forms of licensing (Gani et al.; Sahabuddin et al.; Y. Yusriadi et al.; Umanailo et al.; Nuraini et al.). This makes the institution complete because the government's budget is large with its position as an integrated service. Concerning infrastructure, it has been strongly supported by an online service system so that the COVID-19 pandemic problem does not constrain it. The facilities and infrastructure owned by several one-stop permit services in Indonesia follow the community's expectations, such as in several regions in Indonesia. The service system is online-based, so that it greatly facilitates the community to take care of permits even though social restriction policies apply during the COVID-19 period. The tools used are based on the 4.0 industrial revolution based on information technology. The procedure can see the government's participation in increasing the budget for the institutional form of licensing services in Indonesia during COVID-19 to improve the online-based service system further to realize equitable development and attract investors to invest in Indonesia.

The positive thing is that this form of online service is transparent and avoids brokers' existence in processing permits. The COVID-19 pandemic makes organizations strong with human resources' support to understand information technology briefly (Yusriadi, Sahid, et al.; Awaluddin et al.). This has been implemented by licensing services in Indonesia because it is independent with one roof. The institutional supporting factor is an organizational culture ready to change following the 4.0 industrial revolution based on information technology.

4.2 Standard Operating Procedure (SOP)

To cope with the COVID-19 pandemic in Indonesia, the efficacy of licensing services needs robust SOPs (Ahdan et al.; Umar et al.). SOP is a typical organizational strategy to fulfil the institution's vision and mission. The incidence of COVID-19, then licensing services in Indonesia, has a plan to ensure that licensing services can operate smoothly. Some of the policies introduced during COVID-19 include socializing the population to allow information

technology to prevent queues of people to receive permits. Appropriate SOPs are required to achieve the objectives of licensing services, to create maximum licensing performance, so that the role of SOPs is indispensable. The management that was carried out in Indonesia during COVID-19 was very successful because it was assisted by the preparation, coordination, and control of the implementation and implementation of the SOP goals using human resources and information technology.

Table 1. Number of Permits Issued in District Areas

Year	Number of Permits
2015	5888
2016	7345
2017	9061
2018	11234
2019	13561

Source: data processed, 2019

The number of permits issued by licensing services in Indonesia is quite high, such as in 2015 as many as 5,888 permits, in 2016 as many as 7,345 permits, in 2017 as many as 9,061 permits, in 2018 as many as 11,234 permits, and in 2019 as many as 13,561 permits. This shows that the licensing service system implemented has encouraged public participation in the implementation of licensing services in Indonesia. This is because the public already has confidence in licensing services held in Indonesia.

4.3 Human Resources

Human resources are the most strategic asset for a nation and a state since a government's success. A state is determined by the availability of natural resources and the quality of human resources. The standard of human capital from one country to another must be different and have its characteristics. Any person employed in a country must change the pinnacle of human resources in that country and must also be able to adapt to the nature of the country (Yusutria). The quality and quality of education dictates the quality of human capital. The low standard of education means that the quality of human capital is low, the higher the education level, the higher the level of education. The better the quality of human capital available. This influences the way of reasoning, thinking, insight, scope, and depth of knowledge (Yusutria).

Table 2. List of Number of Trading Business Permits

Year	Number of Business License Management
2015	753
2016	1156
2017	1490
2018	1151
2019	1247

Source: data processed, 2019

Seen from table 2 above, the number of people who carried out trading business permits in 2015 was 753 permits, in 2016 there were 1156 permits, in 2017 there were 1,490 permits, in 2018 there were 1,151 permits, and in 2019 there were 1,247 business permits. Seen every year has increased. This happens because more and more people have a trading business so that people who just want to open a trading business have the enthusiasm to compete with previous businesses.

During the COVID-19 pandemic, the bureaucracy's duty to continue to provide services to the population must be assisted by reliable HR in the implementation of advanced and skilled information technology services. Human resources were a measure of the service system during the COVID-19 period. HR is the critical role of the organizations and SOPs to work efficiently, from the preparation of the infrastructure for dealing with the COVID-19 pandemic to the assessment process of the technology-based service system. Facts. Information. The partnership between human resources and organizations and SOPs plays an important role, as HR skills play a role in achieving the organization's vision and purpose. In Indonesia, during the COVID-19 era, HR had a standardized plan based on existing SOPs. The licensing service process continued to operate smoothly and carried out tests where there were barriers to information technology.

The COVID-19 pandemic has changed the bureaucracy's position, and HR, which is perceived to be the gateway to the organization, has seen significant changes in the provision of community services to make HR more professional. This is due to the complexities of the incidence of COVID-19 to alter the organization's behaviours both internally and externally by introducing social restraint policies. COVID-19 plays a vital role in the application of information technology to the Indonesian bureaucracy. The use of information technology to be used in licensing services has had positive results in Indonesia.

An individual who is motivated to enhance his human resources' quality continually is characterized by a high degree of excitement and a drive to continue learning and learning, connect with different media, and interact with many people. This has been achieved not only for himself but also for the organization and community's growth and progress (Gilley and Egglund).

5. Discussion

COVID-19 can create good service if the institution has a structure that assigns employees tasks by showing good behaviour towards the community. This integrated licensing service is excellent because employees work following their duties and functions under the vision and mission of integrated licensing services in Indonesia (Yusriadi, Farida, et al.; Sahid et al.; Mustafa et al.). Bureaucratic reform in Indonesia has made organizational culture changes very well for services to the community. COVID-19 has made licensing services in Indonesia undergo significant changes by implementing an online service system.

Organizations need to have the right SOP to innovate so that SOP can follow the organization's aims. SOP is a standard that gives workers the duty to carry out their roles and tasks with their expertise. Institutions and SOPs are very influential in the organization. Since institutions have sound principles for the organization's vision and mission, a consistent SOP must accomplish the vision and mission process. SOP is a tool for achieving targets with simple indicators (Ansar et al.; Tamsah et al.). One form of innovation during the Covid-19 era was providing online service facilities to the public, for example, by offering service facilities via the website, which are fitted with Wi-Fi network connections so that the service process can run smoothly. On the licensing service website, it is also clear that a licensing process is a form of public complaint that gives the community a sense of satisfaction in accessing services. Licensing services have always operated actively during the COVID-19 era. This licensing service operation involved the website manager admin's active involvement to ensure that there was cooperation between the licensing services admin and the community. A targeted SOP is required during the COVID-19 pandemic so that the service process continues even if there are social restrictions.

Human resource capacity is the ability of a person or entity, an organization (institutional), or a system to execute its roles or authority to achieve its objectives effectively and efficiently. Capacity must be seen as the ability to achieve efficiency, production, and output (Indriasari and Nahartyo). Human Resources (HR) is an essential indicator for a company to achieve its vision and mission (Yusriadi, Sahid, et al.; Gani et al.). The most important thing to remember in an organization is human resources, which are the primary support for accomplishing organizational objectives. Human resources play a strategic role in the enterprise, which ensures that human resources must be mobilized quickly and efficiently to have a high degree of yield. HR Management is a set of strategic procedures, processes, and activities designed to support the organization's objectives by integrating the needs of the company and its individuals. According Hasibuan (2007) that human resources are the integrated abilities of the mental and physical power of the individual. Human resources are the abilities possessed by humans to run an organization or affairs so that they are efficient or effective. This means that humans have capabilities that need to be developed to achieve the goals and objectives planned. Human Resources are the integrated abilities of the mental and physical power of the individual. Human resources have a significant role in every organizational activity seen from the aspects contained therein. Aspects of human resources cover several broad things in the organization. Of the many facets of human resources and seeing their development, knowledge, attitudes, and behaviour, and abilities are one aspect that occupies an important position.

6. Conclusion

Information technology has been a kind of euphoria in the public sector over the last ten years. The digitization of data and service records is one of the performance metrics explicitly measured by the community. Data is an essential component of the decision-making process. Digital data display makes the process of saving, upgrading,

and adding much more effective and readily available again (Charter and Agrisari). The occurrence of the COVID-19 pandemic in Indonesia requires that services be carried out online to the public, which needs to be supported by institutions, Standard Operating Procedures (SOP), and human resource readiness. This is undoubtedly a challenge for the preparedness of the bureaucracy in Indonesia towards a new order that requires human resources to adapt to technology in providing optimal services based on information technology to realize effective and efficient public benefits. The use of online licensing services requires every employee to know and understand the use of information technology such as computers and the internet. This requires human resources to adapt to new habits; of course, this is not an easy thing. With the COVID-19 pandemic, Indonesia's bureaucracy in providing services is not limited by time and space because an employee can do the community's service system at any time.

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