

## **Planning, Women's Empowerment, And Child Protection in Sintang Regency**

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### **Abstract:**

**Background:** This study aims to determine the performance of the State Civil Apparatus (ASN) at the Office of Family Planning, Women's Empowerment and Child Protection, Sintang Regency with research aspects, Work Quality, Work Effectiveness, Competence.

**Materials and Methods:** The type of research is qualitative descriptive analysis and data collection methods used in this research are interviews; observation and documentation study.

**Results:** The results of the study indicate that, the level of education has a major influence on employee performance, they are very helpful in terms of improving performance at the Office of Family Planning, Women's Empowerment and Child Protection, Sintang Regency. Work effectiveness in the Office of Family Planning, Women's Empowerment and Child Protection, Sintang Regency is strongly influenced by working facilities.

**Conclusion:** The working facilities in question are those that are in line with the development of technological advances, especially IT. The competence of the State Civil Apparatus in terms of quantity and quality is not sufficient. Gender factors, related to women's empowerment, also affect employee competence.

**Key Word:** Performance; State Civil Apparatus

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Date of Submission: 02-11-2022

Date of Acceptance: 14-11-2022

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### **I. Introduction**

Public administration theory teaches that the state government essentially carries out two main types of functions, namely the regulatory function and the service function. The regulatory function is usually associated with the nature of the modern state as a legal state, while the service function is associated with the nature of the state as a welfare state.

As it is known that the formation of Law number 5 of 2014 concerning the State Civil Apparatus (ASN) which as amended by Law Number 43 of 1999 concerning the main points of staffing that to realize the state civil apparatus as part of bureaucratic reform, it is necessary to define the state civil apparatus as a profession that has the obligation to manage and develop itself and is obliged to account for its performance and apply performance principles in the implementation of the management of the State civil apparatus.

With the enactment of regional autonomy, Sintang Regency Government has reorganized the regional ranks which is manifested in the form of Regional Regulation Number 7 of 2006 concerning Amendments to Regional Regulation Number 5 of 2013 concerning Structure Organization of Sintang Regency Regional Apparatus. This regional regulation was followed up with Sintang Regent Regulation Number 121 of 2016 concerning the Establishment of Regional Apparatus Organizations Regarding the Organizational Structure and Working Procedures in the office of the Family Planning, Women's Empowerment and District Child Protection Sintang.

Based on the Regional Regulation and the Regent's Regulation, the Office of Family Planning, Women's Empowerment and Child Protection in Sintang Regency carries out some of the tasks of the Regional Government in the Field of Family Planning, Women's Empowerment and Child Protection led by the Head of Service who is under and responsible to the Sintang Regent through the Regional Secretary. This service has the task of carrying out some of the affairs of the Sintang Regency Government in the Field of Population

Control and Information, the Sector of Family Planning and Family Welfare, the Sector of Women's Empowerment, the Sector of Protection and Children Welfare .

The organization of Family Planning, Women's Empowerment, and Child Protection Service (DKBP3A) in Sintang Regency was formed based on the Sintang Regency Regional Regulation Number 121 of 2016 December 30, 2016 concerning the organizational structure of Family Planning, Women's Empowerment, and Child Protection Office Sintang Regency

Based on the pre-research conducted by the writer, there are several problems faced by the Sintang Regency Family Planning, Women Empowerment and Child Protection Service (DKBP3A), among others, coordination with the province, and central government; weakening of the network of drivers and services for family planning programs, low capacity of the community to receive information about family planning, high levels of domestic violence against women and children.

Based on a brief description of the background, the writer makes a research problem formulation. The formulation of the problem in this research is: "How is the Performance of the State Civil Apparatus (SCA) at the Office of the Family Planning Women's Empowerment and Child Protection in Sintang Regency? Several aspects of concern are Work Quality, Work Effectiveness, Competence.

According to Paul Pigors, the objectives of managing state personnel are: 1).so that the application and performance can be effective, not wasteful and produce the work as needed; 2). Career development is clearly guaranteed in accordance with self-competence and job competence; 3). Their welfare is guaranteed.

Th SCA are positioned as elements of the State apparatus who carry out policies determined by the leadership of government agencies and must be free from the influence and intervention of all groups from political parties. Government Regulation Number 46 of 2011 concerning the Assessment of Work Performance for Civil Servants and the Regulation of the Head of the SCA Agency Number 01 of 2013 concerning the Implementation of Government Regulation Number 46 of 2011 concerning. Article 7 paragraph 2 of the Work Performance Assessment of Civil Servants states that the SKP assessment includes the following aspects: "quantity, quality, time, and cost, while Article 12 paragraph 1 states that the assessment of employee behavior includes aspects: "service orientation, integrity, commitment, discipline, cooperation, and leadership."

In general, performance is defined as a person's success in carrying out a job that is obtained from his actions. "Performance is a reference to the level of success in achieving job requirements",<sup>1</sup>. Performance is also the result of an evaluation of the work done compared to the criteria that have been set together <sup>2</sup>. According to Maier "performance (job performance) is a person's success in carrying out a job. Performance shows the achievement of a goal. A business is said to be effective if it achieves its goals with measures that are close to certainty<sup>3</sup>.

While the definition of local government performance according to Mohammad Mahsun, namely: "Performance is a description of the level of achievement of the implementation of an activity / program / policy in realizing the goals, objectives, mission and vision of the organization as stated in the strategic planning of an organization <sup>4</sup>. Organizations are formed to be effective and efficient social units. Organizational performance is measured by the degree to which it succeeds in achieving its goals. while organizational efficiency is studied in terms of the number of resources used to produce an overall unit"<sup>5</sup>.

From the concepts stated above, it can be understood that performance is success in achieving certain goals in an organization or institution. Meanwhile, performance is defined as a record of the outcomes resulting from a particular activity, during a certain period of time<sup>6,7</sup>. Furthermore, performance or work performance is a work result achieved by a person in carrying out his duties based on skills, effort and opportunity, further stated that a combination of the three important factors, namely: skills, effort, and opportunity<sup>8</sup>.

Performance indicators are quantitative and qualitative measures that describe the level of achievement of a predetermined goal or goal<sup>9</sup>. while the types of local government performance indicators include indicators of input, process, output, results, benefits and impacts<sup>4</sup>.

There are several aspects of performance that can be measured, namely: 1. Accuracy (Fulfilling accuracy standards), 2. Achievement (Completing responsibilities and tasks), 3. Administration (Demonstrating administrative effectiveness), 4. Analytical (Analyzing effectively), 5. Communication (Communicating with other parties), 6. Competence (Showing ability and quality), 7. Cooperation (Cooperating with others) 8. Creativity (Showing imagination and creative power), 9. .decision making (Decision making and providing solutions), 10. Delegation (Shows a person who is empowered to speak or act for others), 11. Reliability (Shows trustworthiness), 12. improvisation (improvement of quality or better conditions), 13. Initiative (exposing new ideas, methods and approaches), 14. Innovation (introduction of new methods and procedures), 15. Interpersonal skills (human relations)<sup>10</sup>.

Gary revealed that performance appraisal is any procedure that includes: "1. Setting performance standards, 2. Assessment of employees' actual performance in relation to standards, 3. Provide feedback to employees with the aim of motivating employees to eliminate performance declines or continue to work harder"<sup>11</sup>.

The following are the benefits of performance appraisal: 1) Performance improvement, 2) Compensation adjustment, 3) Placement decisions, 4) Training and development needs, 5) Career planning and development, 6) Deficiencies in employee preparation process, 7) Equal job opportunities, 8) External challenges, 9) Feedback on human resources.<sup>11</sup>

The criteria for measuring performance are as follows<sup>6</sup>:

1. Quality is the degree to which the process or results of implementing activities are close to perfection or close to the expected goals.
2. Quantity, which is the amount produced, for example the number of rupiah units and the cycle of activities carried out.
3. Timeliness is the extent to which an activity is completed at the desired time, taking into account the coordination of other outputs.
4. Effectiveness (cost-effectiveness) is the degree to which the use of organizational resources in the form of human, technology and finance is maximized to get the highest results or reduce losses from each unit.
5. Independence (need for supervision) is the level where an employee can do his job without the need to ask for help or guidance from his superiors.
6. Work commitment (interpersonal impact) is where an employee feels confident, has good intentions and cooperates with co-workers.

The quality of work is a result that can be measured by the effectiveness and efficiency of a job done by human resources or other resources in achieving company goals or objectives by good and useful<sup>12a</sup>(Darmawan et al...). Assessment of a person's performance is a combination of abilities, efforts, and opportunities that can be assessed from the results of their work. The assessment is carried out useful for assessing the overall work results of employees, therefore a good work assessment will increase employee morale. Performance appraisal is very useful for quickly determining job training needs, assigning appropriate responsibilities to employees so that they can carry out better work in the future and as a basis for determine policies in promotion or determination of remuneration. According to Lupiyoadi and Hamdani (2011:162), work quality is the quality of work shown by employees in order to provide the best performance for the organization<sup>13a</sup>. Quality of work is a form of behavior or activities carried out in accordance with expectations and needs or goals that are achieved effectively and efficiently<sup>14a</sup>(Singh...).

While, Effectiveness is the unique ability to choose the right goal or the right equipment to achieve the goals that have been set<sup>12</sup>. In other words, an effective manager can choose the work to be done or the right method (way) to achieve the goal.

In general, the term effectiveness used in public organizations is to describe whether or not the goals chosen by the organization are appropriate. The meaning of effectiveness can be seen from the benefits or advantages of something that is chosen for the benefit of the organization, even effectiveness is often used to measure the success achieved by public organizations related to planned programs. Effectiveness is communication in which the process reaches the planned goals according to the budgeted costs, the time set and the number of personnel specified.<sup>13</sup>

Thus, effectiveness here means the achievement of predetermined goals or objectives, and is a measurement that a target has been achieved in accordance with what has been planned another expert (Kasmir, 2016) suggests that performance is the result of a person's work and work behavior in a period of usually 1 (one) year<sup>17a</sup>. The same thing was also stated that performance is the achievement or achievement of a person with regard to the tasks assigned to him.<sup>14</sup> .thus, in the administrative field of public service, this is as work productivity. Thus, to determine employee performance, it is necessary to have an objective performance evaluation so that SCA will try to improve their performance<sup>15</sup>. Other experts assert that performance is the output produced by the functions or indicators of a job or a profession within a certain time<sup>20a</sup>(Wirawan, 2009).

So it can be said that work facilities and infrastructure for SCA are equipment or equipment that is utilized by the organization. The last indicator in "Aspects of SCA Performance Effectiveness" is "Effectiveness Employee competence is a means to carry out a job or task based on skills and knowledge and is supported by the work attitude required by the jobskills or abilities required by employees demonstrated by the ability to consistently provide an adequate or high level of performance in a job function.

Competence is a term that is often heard and spoken by many people. We also often hear or even pronounce the terminology in various uses, especially related to human resource development. There are those who interpret competence as commensurate with abilities or skills, there are others who interpret competence as commensurate with skills, knowledge and higher education. For more details, it will be explained some understanding of competence. Spencer's understanding of competence is a characteristic that underlies a person related to the effectiveness of an individual's performance in his work or the basic characteristics of individuals who have a relationship causal or as a cause and effect with the criteria used as a reference<sup>16</sup>. According to Spencer, competence lies on the inside of every human being and is forever in a person's personality which can predict behavior and performance in a broad range of situations and work tasks.

Meanwhile, there are two terms that arise from two different streams about the concept of suitability in work. The terms are "Competency" which is a description of behavior, and "Competence" which is a description of tasks or work results.<sup>17</sup>

Competence is as knowledge of skills, abilities, or individual personal characteristics that directly affect job performance. Competence is mastery of the tasks, skills, attitudes, and appreciation needed to support success.<sup>18</sup>

Meanwhile, Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Competencies also indicate the characteristics of knowledge and skills possessed or required by each individual that enable them to perform their duties and responsibilities effectively and raise quality standards professionals in their work. Based on the understanding above, it can be concluded that competence is a characteristic inherent in a person that causes a person to be able to predict his surroundings in a job or situation<sup>19</sup>.

The importance of employee competence is as follows: a. To know the critical cause-and-effect way of thinking. b. Understand the principles of good measurement c. Ensure a causal relationship (causal) d. .communicating the results of strategic work of human resources to superiors<sup>20</sup>. Michael Zwell reveals that there are several factors that can affect a person's competence skills, namely Beliefs and Values, Skills, Experience, Personality Characteristics, Motivation, Emotional Issues, Intellectual Ability, Organizational Culture.<sup>21</sup>

Organizational culture affects the competence of human resources in the following activities:

- a. Employee recruitment and selection practices take into account who among the workers is included in the organization and their level of expertise regarding competence.
- b. All awards communicate to workers how the organization values competence.
- c. Decision-making practices affect competence in empowering others, taking initiative, and motivating others.
- d. Organizational philosophy-mission, vision and values relate to all competencies.
- e. Customs and procedures inform workers of how much competence is expected.
- f. Commitment to training and development communicates to workers the importance of competence on sustainable development.
- g. The organizational processes that develop leaders directly affect leadership competencies.

Competence can be divided into 5 (five) parts, namely intellectual competence, physical competence, personal competence, competence, spiritual competence<sup>22</sup>. Several aspects contained in the concept of competence according to Gordon (in Sutrisno, 2011:204) 1. Knowledge, 2. Understanding 3. Ability/Skills 4. Values 5. Attitude 6. Human resources are able to survive because they have managerial competence, namely "the ability to formulate the company's vision and strategy as well as the ability to acquire and direct other resources in order to realize vision and implement corporate strategy"<sup>23</sup>.

## **II. Material And Methods**

This study uses a qualitative research method and the type of descriptive research. Descriptive method is intended to make careful observations and measurements of certain social phenomena. In this case the research develops principles and collects facts but does not test hypotheses. Descriptive research accurately describes the characteristics of an individual/condition, a symptom and so on which is the object of research. Descriptive methods focus on solving existing problems (actual) and try to collect data or facts which are then compiled, explained, and analyzed. The research subjects in this study were: Secretary of the Family Planning, Women's Empowerment and Child Protection Office, Sintang Regency, Head of General and Apparatus Subsection, Head of Finance and Program Subsection, and Head of Equipment Subdivision at the Family Planning for Women's Empowerment and Child Protection in Sintang Regency, Several Heads of Related Divisions in the Family Planning Office for Women's Empowerment and Child Protection in Sintang Regency.

Data collection is a systematic and standard procedure to obtain the necessary data. The data collection techniques used are Observation/Observation, Interview or interview, and Documentation Study

In this study, researchers used data collection tools in the form of Interview Guidelines, Observation and Documentation Guidelines in the form of photocopiers, cellphone cameras, printers, and others. The data analysis technique used is a qualitative analysis technique, namely the data collected both primary and secondary data are classified according to the type of data and then described or using expressions sentence as an interpretation or interpretation of the proposed research indicators for further conclusions.

## **III. Result and Discussion**

### **Work quality**

The level of education will greatly affect the resulting performance. The higher a person's level of education, the greater the theoretical knowledge he has. A person's level of education generally determines a person's attitudes and actions in carrying out the activities undertaken. The higher a person's level of education, the sooner someone understands or understands the conditions and work assigned to him. Employees who are equipped

with knowledge in carrying out their work can affect the quality of the work produced and the knowledge possessed based on their respective duties will support the implementation of tasks in their position in a professional manner and with broad knowledge an employee is expected to be able to do a good and productive job, because with the knowledge that is in accordance with the field and work done by employees can assist in the process of completing the work where knowledge is the accumulation of the results of the educational process, both formally and non-formally that contributes to someone in problem solving, creativity is included in doing or completing profession. This was confirmed by the Secretary of the Family Planning, Women's Empowerment and Child Protection Office, Sintang Regency

Head of Equipment Subdivision at the Family Planning for Women's Empowerment and Child Protection in Sintang Regency said that employees can also do their job as well as possible, besides that the level of education is one of the benchmarks for appointing employees officials in the Department. For example, the Expenditure Treasurer where there is a central regulation that states you must have a Bachelor of Economics, based on the measure that the Bachelor of Economics understands and knows more about financial management, the core operator in this Service is also a Computer Degree because their knowledge is deeper about computers, therefore I say the level of education has a big influence on employee performance, they are very helpful in terms of improving performance at the Family Planning Empowerment Service Women and Child Protection in Sintang District.

It can be concluded that education and training are also part of investment in human resources, the longer a person spends on education and training, the higher the ability or competence and knowledge in doing the job and thus the higher the performance in an organization/institution.

### **Work effectiveness**

Effectiveness here refers to the degree to which the use of organizational resources in which the use of office facilities in the form of human, technology and finance is maximized to obtain the highest results or loss reduction of each unit. In carrying out their duties, employees are expected to be able to empower/use all available resources within the organization concerned to assist in completing work assignments both in terms of time and work results. The use of office facilities at work really helps the process of completing work easily and quickly so that it can be completed both in terms of time and work results.

As said by the Secretary of the Office of Family Planning, Women's Empowerment and Child Protection in Sintang Regency, that employees in work have indeed mastered office facilities where the use of these facilities is very important help them in completing their work, but a small number of employees are still lacking in using the office facilities or facilities due to the level of education each employee belongs to.

Based on the information obtained, it can be concluded that employees master the use of office facilities well because with the facilities and infrastructure provided by the office, employees can easily complete their work successfully so that they can streamline their time at work, although there are still a small number of employees who do not master the office facilities. Thus, organizational performance can be improved as much as possible, for that employees are expected to improve their technical skills and abilities in terms of making effective use of office facilities solely for the organization, not for the organization for personal interests so that the work produced can be maximized because it is supported by mastery of work facilities as a support for the process of completing the work.

The performance of companies/institutions/agencies is also greatly influenced by the use of the most up-to-date technology not only to accelerate the production process and improve its quality, but also to win the competition. But it must be realized that such advanced technology can be utilized only if it is supported by qualified human resources who are able to operate it optimally. The use of advanced equipment and technology today is not only intended to improve performance, but is seen to provide convenience and comfort in working.

If the work is carried out using all the facilities and infrastructure owned by the office, the work being done can be completed and also in addition all office facilities must be supported by adequate office facilities good or adequate that can be used in completing the work. It can be concluded that work effectiveness is strongly influenced by work facilities. The facilities in question are those that are in line with the development of technological advances, especially IT.

### **Competence**

To provide maximum service to the community, it is very necessary for government officials who have reliable quality human resources. Therefore, it can be said that the success of a job is largely determined by the quality of the apparatus appointed as public servants. Ability in this case, namely both in terms of scientific ability or insight as well as in terms of abilities possessed, in the form of creativity in carrying out tasks that always refer to the laws and regulations that have been set and paying attention to the accuracy of targets in the implementation of service functions and placing discipline and responsibility as the main principles. For this

reason, if the apparatus lacks human resources, the apparatus in question is the possibility that the results obtained will not be maximally in accordance with what is expected.

As revealed from an interview with the Secretary of the Office of Family Planning, Women's Empowerment and Child Protection in Sintang Regency, that one of the problems they face is the decreasing quantity and quality of personnel the field is very influential on the weakening of the network of Family Planning program drivers and services in the field from the sub-district to village levels.

The head of the Family Planning, Women's Empowerment and Child Protection Office Sintang Regency revealed that the quality of human resources to carry out the functions of advocacy, facilitation, mediation, coordination and the capacity of human resources to formulate. Planning analysis and management of Gender Mainstreaming is still limited; The results of an interview with the Secretary of the Family Planning, Women's Empowerment and Child Protection Office Sintang Regency revealed that women's low access to economic resources (capital, technology, information, training, strengthening internal networks/institutions) causes the economic sector managed by women to lag behind. Thus it can be concluded that the competence of the State Civil Apparatus in terms of quantity and quality is not sufficient. Gender factors, related to women's empowerment, also have an effect on employee's competence.

#### **IV. Conclusion**

Education level has a big influence on employee performance, they are very helpful in terms of improving performance at the Office of Family Planning, Women's Empowerment and Child Protection, Sintang Regency. Work effectiveness in the Office of Family Planning, Women's Empowerment and Child Protection, Sintang Regency is strongly influenced by work facilities. The work facilities in question are those that are in line with the development of technological advances, especially IT. The competence of the SCA in terms of quantity and quality is not sufficient. Gender factors, related to women's empowerment, also have an effect on employee competence.

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### **Regulations**

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State of the Republic of Indonesia *Local Regulation of Sintang Regency Number 121 of 2016 December 30, 2016 concerning the organizational structure of the Office of Family Planning, Women's Empowerment and Child Protection (DKBP3A) of Sintang Regency*.

State of the Republic of Indonesia. *Government Regulation (PP) Number 30 of 2019 concerning ASN Performance Assessment*

State of the Republic of Indonesia. *Government Regulation (PP) Number 46 of 2011 concerning the Assessment of Civil Servants' Work Performance*

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Gunawan, et. al. "Planning, Women's Empowerment, And Child Protection in Sintang Regency." *IOSR Journal of Humanities and Social Science (IOSR-JHSS)*, 27(11), 2022, pp. 46-52.