

# THE INFLUENCE OF THE COMPLEXITY OF THE COVID-19 HANDLING TASK LOAD AND THE PROFESSIONALISM OF MEMBERS' WORK ON POLICE PERFORMANCE IN LAW ENFORCEMENT DURING THE COVID-19 HANDLING PERIOD AT THE KATINGAN POLICE

Adhy Heriyanto<sup>1</sup>, Rediyono<sup>2</sup>

<sup>1,2</sup>Sekolah Tinggi Ilmu Ekonomi Pancasetia, Banjarmasin, Indonesia

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## ARTICLE INFO

## ABSTRACT

**Keywords:**  
Task Load Complexity, Work Professionalism, Performance

The Effect Of The Complexity Of The Duty Of Covid 19 Handling And The Work Professionalism e Of Members On Police Performance In Law Enforcement In The Time Of Handling Covid 19 At Polres Katingan, Under The Guidance Of Lanny Purnama Kosasi And H. M .Zaid Abdurakhman, 2021. The purpose of this study was to determine and analyze the effect of the complexity of the workload and professionalism of members simultaneously on the performance of the police, to determine and analyze the effect of the complexity of the workload and the professionalism of members partially on the performance of the police and to determine and analyze between the variables of the complexity of the task load and work professionalism. members who have a dominant influence on the performance of the police in law enforcement during the handling of Covid 19 at the Katingan Police Station, Central Kalimantan Province. The population of this study were members of the police force at the Katingan Police Station, Central Kalimantan Province, amounting to 290 people and the sample in this study was 74 respondents. The data processing technique uses quantitative methods with multiple regression analysis through SPSS. The results of the first hypothesis research that the complexity of the task load and the professionalism of members have a significant effect simultaneously on the performance of the police, the results of the second hypothesis that the variable complexity of the task load and the professionalism of the members have a significant effect on the performance of the police have a significant effect on the performance of the police. on the performance of the police in law enforcement during the handling of covid 19 at the Katingan Police, Central Kalimantan Province.

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E-mail:  
[adhy@stiepancasetia.ac.id](mailto:adhy@stiepancasetia.ac.id),  
[rediyono@stiepancasetia.ac.id](mailto:rediyono@stiepancasetia.ac.id)

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## 1. INTRODUCTION

The term burden is often interpreted as something that is burdensome or pressing for a person's life. According to Nabawi (2019), if a worker is able to complete additional tasks while at the same time being able to maintain *performance* on the main task, it means that the workload is actually still light or at least moderate. Conversely, a worker is unable to complete additional tasks while at the same time being able to maintain *performance* on the main task, it means that the workload of this main task is heavy compared to the workload of the first main task. Meanwhile, according to Wibowo (2011), it is as pressure as a response that cannot adapt, which is influenced by individual differences or psychological processes, namely a consequence of every external action (environment, situation, event that makes too many psychological or physical demands) on a person. Related to the problem of workload, namely the feeling being under pressure at work which may be beyond the worker's ability to do the job, so that an employee feels burdened by the work, thus having an impact on the working conditions felt by the worker which are related to physical and psychological factors at work (Anwar, 2011).

Talking about the professionalism of state apparatus is very important, because with professionalism, the tasks and functions of the organization can be achieved according to the objectives with the mission optimally according to certain standards that have been expected by the organization itself or for the benefit of the community through good and excellent service (Purnama, 2016). The professionalism of the state apparatus as an attitude and behavior that is capable and reliable and

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knowledgeable in its field is expected to be able to do its job in serving the community in accordance with the field in which it is engaged. The professional state apparatus in question is of course influenced by the initial recruitment process or acceptance since the candidate's abilities and attitudes are tested to become a state apparatus, incentives, education and training and a well-planned career development system (Putra, 2021).

According to Siagian (2011), said that professional employees will be reliable in carrying out their duties which will ultimately produce high-quality work, the right time, procedures that can be followed by the community they serve. In order to be reliable, of course, education and training are needed that will support employees in working so that they can respond to the needs and developments of the increasingly rapid environment in the current era of autonomy so that they can serve the interests of the community effectively and have high innovative power referring to the vision and mission of the organization and according to Law Number 5 of 2014 concerning the State Civil Apparatus (ASN) which states that the characteristics of professionalism for an apparatus must be attached to it, namely the existence of professional service standards, codes of ethics and behavior of educated and trained and professional certification (Porajow et al., 2018).

It has been almost a year since the spread of the Covid-19 pandemic has had an impact on social, economic, and law enforcement aspects. This is because various community activities are limited through the issuance of PP No. 21 of 2020 concerning Large-Scale Social Restrictions (PSBB) in the Framework of Accelerating the Handling of Covid-19. Starting from prohibiting teaching and learning activities in schools, worshiping in places of worship, limiting transportation, to prohibiting activities in the workplace (Sumarni, 2020). The subsequent impacts include economic problems, such as millions of people being laid off or experiencing layoffs (PHK) because the business world is experiencing financial difficulties. The global pandemic of the spread of the Corona virus has made micro, small and medium enterprises (MSMEs) sluggish, hitting informal workers, who have the potential to make many people poor. This is one of the factors that encourages people to commit crimes in order to meet their needs, especially ahead of Eid (Sugiri, 2020).

Under the pretext of breaking the chain of Covid-19 transmission, the Directorate General of Corrections has released 39,273 prisoners and children by early May through assimilation and integration. Of those released, 93 people (0.23 percent) turned out to have reoffended and were caught committing crimes again (Novianti, 2020). This is certainly a law enforcement process by the Police during the implementation of PSBB in a number of areas and eradicating street crime has a central role during the Covid-19 pandemic in an effort to maintain order and security. This rule must be obeyed and to ensure compliance, the Police are at the forefront. In this context, in addition to medical personnel, the Police can be called the vanguard in efforts to prevent the spread of COVID-19. The success of PSBB does depend on public awareness and discipline, but to ensure that both run, the role of the Police is needed (Nurapriyanti, 2021).

Herein lies the problem. The role of the Police, which is so crucial and significant in preventing the spread of COVID-19, is certainly an "additional" task that was never expected before. The Police, on the one hand, have routine duties as law enforcement officers and maintainers of public order, while on the other hand they are the party relied on to enforce the PSBB regulations (Savitri, 2021). At the same time, all Police personnel in the field must also increase their own vigilance because the possibility of contracting this virus is also high. The law enforcement function carried out by the Police is actually inseparable from its function as regulated in Law No. 2 of 2002 concerning the Police. Article 2 of this Law states that one of the functions of the police is the function of state government in the field of maintaining public security and order, law enforcement, protection, shelter, and service to the community. Explicitly, this statement is reaffirmed as the duties and authorities of the Police as regulated in Article 13 of Law No. 2 of 2002 concerning the Police (Wartoyo, 2020). Based on the regulation above, the term security in the context of the duties and functions of the Police is "security and public order," where this term has two meanings. First, as a dynamic condition of society, as one of the prerequisites for the implementation of national development as a national goal marked by guaranteed security, order, upholding the law, and maintaining peace. Second, security as the ability to foster and develop the potential and strength of the community in preventing, preventing, and overcoming all forms of violations of the law and other forms of disturbances that can disturb the community (Setiawan et al., 2021).

During the COVID-19 pandemic, the role of the National Police is more emphasized in the second sense because during the PSBB period, the National Police carries out the function of law enforcement

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which is reaffirmed through the Chief of Police Decree No. Mak/2/III/2020 concerning Compliance with Government Policy in Handling the Corona Virus. The Decree is an initiative of the National Police in supporting PP Number 21 of 2020 concerning PSBB and Permenkes No. 9 of 2020 (Hamonagan & Eddy, 2023). The Chief of Police Decree states that the National Police fully supports government policies related to handling COVID-19 and breaking the chain of the corona outbreak in Indonesia by taking action against people who are still gathering. In addition, the National Police also focuses on handling crimes that have the potential to occur during the implementation of PSBB, such as *street crime*, resistance to officers, problems with the availability of basic necessities, and cybercrime (Harefa, 2021).

To support the enforcement aspect, the National Police held the Aman Nusa II 2020 contingency operation. This operation was implemented from March 19 to April 17, 2020. The operation period can be extended based on developments in the field (Nurapriyanti, 2021). This task force has several sub-tasks. First, the General Crimes Sub-task Force (Pidum) is tasked with prosecuting conventional crimes (theft, looting, robbery, natural disaster crimes, and health quarantine crimes). Second, the Economic Sub-task Force is tasked with supervising and prosecuting hoarding of food and medical devices, prosecuting perpetrators of antiseptic exports, mask raw materials, personal protective equipment (PPE) and masks, and prosecuting drugs or medical devices that do not meet standards/distribution permits. Third, the Cyber Sub-task Force takes action against provocateurs and spreaders of hoaxes related to handling COVID-19 (Kharisma, 2020).

If we look at the substance of the information and the operations carried out, the function of the Police is more involved in the area of taking action against violations rather than prevention. Moreover, the Police want to cover all areas of action without considering technical difficulties in the field. In fact, the Police need to realize that from an internal perspective, there are still limitations (supporting capacity) of the Police's resources, such as the number and capabilities of personnel on duty, weak coordination with stakeholders, and so on (Firmanto & Amin, 2021). In many studies, the limitations above have not been fully resolved by the government itself. In fact, as stated in Law No. 2 of 2002, the function of the Police is not only enforcement, but also prevention through persuasive efforts that can involve the community. It seems that this is not a priority for the Police considering that in the information, the Police want to mobilize all potential strengths to support the implementation of the PSBB (Kurnianto, 2021).

However, the main thing that cannot be ignored is that the pandemic has created a very complex security problem. This is something that the Police should pay attention to. This complexity can at least be seen from the fluctuations in crime rates throughout the pandemic and PSBB which have increased and decreased. In February there were 17,411 cases, in March it increased to 20,845 cases, then in April it decreased again to 15,322 cases. Although the quantity has decreased, there is the potential for crime in several sectors that should be watched out for during PSBB, such as street crime (mugging, robbery, and motor vehicle theft). Changes in crime patterns during the pandemic have seen new forms of crime that have evolved as a result of exploiting the situation during the COVID-19 pandemic. This is confirmed by the Police's view that the crimes that occurred during the PSBB were partly caused by people who were economically affected during the pandemic. Criminals take advantage of the social restrictions that make the environment quiet to carry out their actions. In addition, the National Police need to take into account other criminal patterns that do not only occur during the PSBB, but also during the pandemic (Mamluchah, 2020). For example, cases of theft and hoarding of medical devices, the sale of counterfeit drugs through organized crime, theft at empty business premises, violations of public order due to disputes over medical issues, to public misunderstandings regarding the handling of COVID-19.

In this regard, the Katingan Police, Central Kalimantan Province is a police institution tasked with leading, fostering, supervising and controlling organizational units within the police or police environment as well as regional implementing elements within the ranks and providing advice and considerations to the Regional Police Chief in carrying out police activities or duties. The author's initial research on police members at the Katingan Police, Central Kalimantan Province has had an internal problem, where so far the work activities of police members have seen a decline which has quite an impact on the work activities of the organization. Based on the results of the author's interviews with research objects, it was found that several police members, especially those related to law enforcement during the Covid-19 pandemic, expressed that their conditions were very burdened and exhausted at work, this was because so far the Katingan Police, Central Kalimantan Province, had given an excessive workload, so that it greatly affected emotional conditions such as high anxiety at work, thoughts not only focused on criminal problems but also added to the problem of Covid-19 and physical fatigue at work which ultimately had an impact on their

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less than optimal performance. In line with the problem of the burden of the task, however, police officers are also required to always act professionally in their work, especially in dealing with conventional crimes (theft, looting, robbery, natural disaster crimes, and health quarantine crimes), supervising and taking action against hoarding of food and medical devices, taking action against perpetrators of exporting antiseptics, raw materials for masks, personal protective equipment and masks, as well as taking action against drugs or medical devices that do not meet standards/distribution permits and taking action against provocateurs and spreaders of hoaxes related to handling COVID-19 during this pandemic, but this is felt at the Katingan Police, Central Kalimantan Province, not optimally, namely the delay in resolving the law on criminal cases that have been handled so far. Looking at the data, it is clear that the performance activities of police officers during the Covid pandemic are heavier in enforcing the law, so that it affects work activities that are less than optimal. Based on these problems, the researcher is interested in conducting research with the material entitled Analysis of the Influence of the Complexity of the Covid 19 Handling Task Load and the Professionalism of Members' Work on Police Performance in Law Enforcement During the Covid 19 Handling Period at the Katingan Police, Central Kalimantan Province.

## Literature Review

### Organizational Behavior

Organizational behavior is a study that studies human behavior starting from individual behavior, group behavior and behavior when organizing, as well as the influence of individual behavior on organizational activities where they carry out or join the organization. Edwin (2010). Matteson in (Purwono, 2012) explains that organizational behavior is a field of study that observes the influence of individual behavior, groups and behavior in organizational structures with the aim of gaining knowledge to improve organizational effectiveness. Robbin (2010) Organizational behavior is a discipline that studies how individual and group behavior should be, and its impact on performance (both individual, group and organizational performance). Toha (2012) organizational behavior is a field of study that studies the nature of organizations, including how organizations are formed, grow and develop and a field of study that studies all aspects related to human action, both aspects of the influence of members on the organization and the influence of the organization on members. Darmono (2013) organizational behavior is a field of study that studies the dynamics of organizations as a result of the interaction of the special nature (characteristics) of members and the special nature (characteristics) of its members and the influence of the environment. In conclusion, consumer behavior is a way of thinking, a way of understanding problems and explaining in real terms the results of findings and actions to solve the activities of individuals or groups within an organization.

### Human Resource Management

According to Moekijat, (2011) human resource management is the activity of planning, organizing, directing and supervising the procurement, development, compensation, integrity and maintenance of people with the aim of helping the goals of the organization, individuals and society. According to Gomes (2010:10) human resource management is a field of management that specializes in studying the relationship and role of humans in a company organization . According to Nitisemito (2011:13) human resource management is the utilization, assessment, reward, and management of individual members of an organization or group of workers with the steps of planning, organizing, directing, and supervising the activities of procurement, development, compensation, integration, maintenance and release of human resources in order to achieve various individual, organizational and community goals. According to Simamora (2010:10) human resource management is the utilization, assessment, reward, and management of individual members of an organization or group of workers. In addition, human resource management also involves the design and implementation of planning systems, employee composition, employee development, career management, work evaluation, employee compensation, and smooth labor relations.

### Workload

#### 1. Understanding Workload

The term burden is often interpreted as something that is burdensome or pressing for someone's life. The definition of burden itself in the general dictionary of the Indonesian language is a heavy object that is carried (shouldered) or held up and so on). According to Permendagri No. 12 of 2008, workload is the amount of work that must be carried by a position/organizational unit and is the result of the multiplication of work volume and time norms.

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According to Suciwati (2013:109) workload is often interpreted as something that is burdensome or pressing in working. Burden has a figurative meaning, namely something that is difficult to do from the work that is the task. Burden is usually identical to pressure or pressure so that workload is the same as pressure that arises in someone in doing their job. Workload is something that is beyond the ability of workers to do their jobs. In addition, workload is a work condition felt by workers related to physical and psychological factors. Suma'mur (2011:56) workload is the activity of a worker's work ability that differs from one to another and is very dependent on the level of skill, physical fitness, nutritional status, gender, age and body size of the job concerned. According to Ikhwan (2012:99), the definition of workload is a collection or number of activities that must be completed by an organizational unit or job holder within a certain period of time. Measuring workload is interpreted as a technique for obtaining information about the efficiency and effectiveness of the work of an organizational unit, or job holder which is carried out systematically using job analysis techniques, workload analysis techniques or other management techniques. It is further stated that workload measurement is one of the management techniques to obtain job information, through research and assessment processes carried out analytically. The job information is intended to be used as a tool to improve the apparatus both in the institutional, administrative, and human resource fields. Wibowo (2011:88), workload as pressure as a response that cannot adapt, which is influenced by individual differences or psychological processes, namely a consequence of every external action (environment, situation, event that makes too many psychological or physical demands) on a person. According to Ghoper and Donchin in Soesilo (2012:119) states that workload consists of the difference between the capacity of the information processing system needed to carry out tasks according to expectations (expected performance) and the capacity available at that time (actual performance). According to Kurniawan (2011:90), states that workload consists of the difference between the capacity of the information processing system needed to carry out tasks according to expectations and the capacity available at that time.

## 2. Dimensional Aspects and Characteristics of Work Overload

All activities in work must have a scope, as well as the workload. According to Munandar (2011), there are two aspects that are the workload, namely workload as physical demands and workload as task demands. Then according to Suma'mur (2011:62) explains the types of workload, as follows:

- a. Quantitative workload is when an individual has to do too many things in his/her job and it can become a source of work stress.
- b. Quantitative workload is the workload on an individual due to work demands that are higher than the individual's cognitive and technical capabilities.

## 3. Factors That Influence Workload

There are several factors that affect a person's workload. According to Soleman (2011) the factors that affect workload are as follows:

- a. External factors are workloads that come from outside the worker's body.
- b. Internal factors, workload measurement is carried out to obtain information regarding the level of effectiveness and efficiency of the organization's work based on the amount of work that must be completed within a one-year period.

According to Atadi (2016:219), the factors that influence workload are:

- a. External factors, namely factors that originate from outside a person's body, which include the scope of tasks, organizational conditions of the work environment and monotonous work.
- b. Internal factors, namely factors originating from within a person's body caused by reactions to external workloads, which include physical health and work motivation, perceptions of work, expectations/satisfaction with work.

## Work Professionalism

Employee professionalism as an attitude and behavior of employees who are capable and reliable and have extensive knowledge in their fields is expected to be able to do their jobs in serving the community in accordance with the fields they are engaged in. The professional employees referred to are certainly influenced by the initial recruitment process or acceptance since prospective employees are tested for their abilities and attitudes to become employees, incentives, education and training and a well-planned career development system. According to Suseno (2012:97) a professional is a worker who carries out a profession. Every professional adheres to moral values that guide and underlie noble deeds. In carrying out professional duties, professionals must act objectively, meaning free from shame, sentiment, hatred, laziness and reluctance to act. Thus a professional must clearly have a certain profession obtained through

a special education or training process, and besides that there is also an element of devotion (professional calling) in carrying out a work activity. This needs to be emphasized properly to distinguish it from ordinary work ( *occupation* ) which is solely aimed at earning a living and/or worldly material wealth. According to Kortzen and Alfonso, in (Tjokrowinoto, 2013: 178), that professionalism is the match ( *fitness* ) between the abilities possessed by the bureaucracy ( *bureaucratic-competence* ) with the needs of the task ( *task-requirement* ). Employees who have abilities that are in line with the needs of the tasks they do in their work are a requirement for creating professional employees. This means that the abilities and expertise of employees are a reflection of the direction and goals that an organization wants to achieve. Thus, if the organizational section wants to serve the community at large to create *good governance* , then the Organizational Section must have professional personnel in order to achieve organizational goals. Furthermore, Siagian's opinion (2011: 163) says that professionalism is reliability in carrying out tasks so that they are carried out with high quality, on time, carefully and with procedures that are easy to understand and follow by customers. Professional employees will be reliable in carrying out their duties which will ultimately produce high quality work, on time, and procedures that can be followed by the community they serve. In order to be reliable, of course, education and training are needed that will support employees in working so that they can respond to the needs and developments of the environment that are increasingly rapid in the current era of autonomy so that they can serve the interests of the community effectively and have high innovative power referring to the vision and mission of the Organization.

Suradinata (2013:96), explains three characteristics of a professional's work:

1. A professional's work is intended to realize virtue in order to uphold the honor of the profession he/she is engaged in, and therefore does not place too much importance on or expect material rewards.
2. The work of a professional must be based on high-quality technical skills achieved through a long, exclusive and difficult education and/or training process.
3. The work of a professional is measured by technical quality and moral quality and must submit to a control mechanism in the form of a code of ethics that is developed and agreed upon together within a professional organization.

Then according to Suradinata (2013:101) the attitudes of a professional are high commitment, responsibility, systematic thinking, mastery of material and being part of a professional community. Factors that support a professional attitude according to Royen (2011:13) are performance , accountability of the apparatus, employee loyalty and apparatus capabilities.

### **Performance**

According to Mangkunegara, (2012: 67) "performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Handoko, (2012; 45) performance is a record of the results obtained from certain job functions or activities during a certain period of time. Suyuti, (2013: 77) said that employee performance is the result work in terms of quality and quantity achieved by an employee in carry out his duties in accordance with the responsibilities given to him. Attention to performance is a necessary thing for a company. organization or company. Performance is not just about achieving results but broadly speaking, it is necessary to pay attention to other aspects, as in the definition of performance, performance *is* the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in order to efforts to achieve the objectives of the organization concerned legally, without violating law and in accordance with morals and ethics. Especially for public institutions, this definition of performance becomes attention to be able to carry out functions and roles according to the rules and become role model for others. Thus, there will be no actions deviation when each individual (employee) does not violate the law and in accordance with morals and ethics. Based on the existing definitions, it can be concluded that performance employees are the work results achieved by employees within a certain period of time in order to achieve a goal. As'ad, (2015:90) performance is a person's success in doing a job.

According to Mangkunegara (2012:68) there are three factors that can influence a person's performance, including:

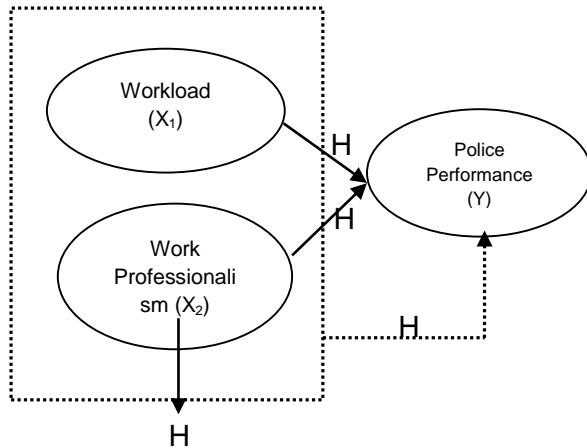
1. Individual factors include a person's abilities, skills, family background, experience, social level and demographics.

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2. Psychological factors include loyalty , attitude, personality, commitment, motivation and job satisfaction.
  3. Organizational factors include organizational structure, job design, leadership, reward systems.
- Employee performance indicators according to Guritno and Waridin (2015:123) are being able to increase work targets, being able to complete work on time , being able to create innovation in completing work , being able to create work discipline and being able to minimize work errors.

**Conceptual Framework**

This study intends to explain the influence between variables through hypothesis testing and at the same time to explain several variables, so the nature of this research is explanatory research . The conceptual framework model can be explained and described as follows:



Source: Processed Data

**Research Hypothesis**

- H<sub>1</sub> The complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant simultaneous impact on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province.
- H<sub>2</sub> The complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant partial influence on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province.
- H<sub>3</sub> The professionalism of the members' work has a dominant influence on the performance of the police in enforcing the law during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province.

**2. RESEARCH METHODS**

**Research Design**

For the purpose of this research, it is designed as an *explanatory research* .

**Operational Definition of Variables**

**Operational Definition**

**Table 4.1** Operational Definition

Variables	Definition	Indicator
Workload (X <sub>1</sub> )	As a stress as a response that cannot be adjusted, which is influenced by individual differences or psychological processes, namely a consequence of any external action (environment, situation, event that places too many psychological or physical demands) on a person . According to Wibowo ( 2011 : 88 )	According to Atadi (2016:219), the factors that influence workload are: a. External factors, namely factors that originate from outside a person's body, which include the scope of duties, organizational conditions/work environment. b. Internal factors, namely factors originating from within a person's body caused by reactions to external workloads, which include physical health,

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		work motivation, perceptions of work, expectations/satisfaction with work.
Work Professionalism (X <sub>2</sub> )	Reflects a person's attitude towards his profession, sincerity to study, implement, and be responsible for his profession. Indicators that support a professional attitude . According to Kartasasmita ( 2010 :10),	According to Royen (20 11 :13) is: 1. Performance as work achievement, work implementation, or work appearance 2. Accountability of the Apparatus is a strategic policy, this must be implemented to create compliance in carrying out tasks and employee performance. 3. Employee Loyalty loyalty is given to the constitution, law, leaders, subordinates and co-workers, these various types of loyalty are related to each other and there is no absolute loyalty given to one particular type of loyalty by ignoring the others. 4. Civil Service Ability is one element of maturity related to knowledge and skills obtained from education, training and experience.
Employee Performance (Y)	It is the work result in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Mangkunegara, (2012: 67)	Guritno and Waridin (2005 :123 ) are : 1) Able to increase work targets 2) Able to complete work on time 3) Able to create innovation in solving problems work 4) Able to create work discipline 5) Able to minimize work errors

### Data Types and Sources

The types of data that the author took in this study are as follows:

1. Qualitative Data, which is data or information that is not in the form of numbers. The author took the data from the results of interviews with the agency, namely data on the history of the agency, organizational structure, operational areas carried out or work processes.
2. Quantitative Data, namely data in the form of numbers, which are taken from agency documents in this case regarding data on the number of police members, tabulation data and other data that are directly or indirectly related to the research.

### Data source

The data sources in this study are as follows:

1. Primary Data, namely data obtained directly from distributing questionnaires to police members at the Katingan Police, Central Kalimantan Province.
2. Secondary Data, namely data and supporting information obtained and processed from internal sources of the Katingan Police, Central Kalimantan Province and supporting literature and books.

Arikunto, (2005:102) population is the entire object being studied. Based on this, the population in this study is the police members at the Katingan Police, Central Kalimantan Province, totaling 290 people. The sample in this study was 74 respondents.

### Data collection technique

1. Observation , namely data collection through general observation at the Katingan Police, Central Kalimantan Province as a basis for identifying the problems to be discussed.
2. Interviews, namely collecting data by conducting verbal questions and answers with police officers at the Katingan Police, Central Kalimantan Province at a predetermined time.
3. Documentation, namely a data collection technique through recording and collecting agency data related to the problem to be discussed.

4. Questionnaire, namely data collection by distributing a list of written questions to police officers at the Katingan Police, Central Kalimantan Province to obtain the primary data needed in compiling this thesis.

#### Data Analysis Techniques

In this study, the data processing technique that will be carried out by the author is by using a quantitative method, namely analysis aimed at making a description, picture or painting systematically, factually and accurately regarding the facts, nature and relationships between phenomena that are investigated in detail to produce recommendations for future needs. Analysis of research data using multiple regression analysis via SPSS computer. In order to analyze data quality, the following test tools are used in this study, namely:

#### Research Instrument Test

1. Validity Test

The basis for determining this is that if the calculated  $r$  is positive and the  $r_{\text{calculated}} > r_{\text{table}}$ , then the variable is valid and if the calculated  $r$  is not positive and the  $r_{\text{calculated}} < r_{\text{table}}$ , then the variable is invalid.

2. Reliability Test

A construct or variable can be said to be reliable if it provides a Cronbach Alpha value  $> 0.60$  in the test results.

#### Classical Assumption Test

1. Normality Test

If the data is spread around the diagonal line and follows the direction of the diagonal line, the regression model meets the normality assumption. If the data is spread far from the diagonal and/or does not follow the diagonal line, the regression model does not meet the normality assumption.

2. Heteroscedasticity Test

To see whether there is a certain pattern in the scatterplot graph between  $S_{\text{resid}}$  and  $Z_{\text{pred}}$ , where the Y axis is the predicted Y and the X axis is the residual (predicted Y – actual Y) which has been studentized (Ghozali, 2006).

3. Multicollinearity Test

A low tolerance value is the same as a high VIF value because  $VIF = 1/\text{tolerance}$ . The value commonly used to indicate *multicollinearity* is a tolerance value  $< 0.10$  or equal to a VIF value  $> 10$  (Ghozali, 2006).

#### Multiple Linear Regression Analysis

In general, regression analysis is an analysis conducted to determine the influence of the relationship (association) between two variables, namely variable X (independent) and variable Y (dependent) (Mas'ud, 2004). In this study, multiple linear regression analysis was used to determine whether or not there was an influence of the workload ( $X_1$ ) and work professionalism ( $X_2$ ), on police performance (Y). The relationship is measured by the following equation model (Ghozali, 2006:101)

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

#### Hypothesis Testing

1. Simultaneous Test (F Statistic Test)

With a confidence level of 95% or a significance level of 5%, if  $F_{\text{count}} > F_{\text{table}}$ , then  $H_0$  is rejected, which means that each independent variable together has a significant effect on the dependent variable. Then if  $F_{\text{count}} < F_{\text{table}}$ , then  $H_0$  is accepted, which means that each independent variable together does not have a significant effect on the dependent variable.

2. Partial Test (t Statistic Test)

The test criteria with a significance level of 5% is if  $t_{\text{count}} < t_{\text{table}}$ . Then  $H_0$  is accepted which means that the independent variable individually does not affect the dependent variable. While if  $t_{\text{count}} > t_{\text{table}}$  then  $H_0$  is rejected which means that the independent variable individually affects the dependent variable.

3. Determination Coefficient Test ( $R^2$ )

The coefficient of determination test is used to measure how large the percentage of variation of independent variables in the multiple linear regression model is in explaining the variation of dependent variables (Priyatno, 2008:95). The value of the coefficient of determination is between zero and one. A small  $R^2$  value means that the ability of the independent variables to explain the dependent variable is very limited. A value close to one means that the independent variables provide almost all the information needed to predict the variation of the dependent variable.

#### 4. Variable Test Dominant

To examine the dominant variables, the standardized beta coefficient indicator of the variables from the regression model is used. The standardized beta coefficient is obtained from the multiplication of the partial correlation coefficient ( $SDx_1 / Sdy$ ) and the variable coefficient ( $b_i$ ). In addition, Sugiono, (2009:160) the closeness of the variable relationship can be taken from the calculated  $t$  with the standard  $t$  table.

### 3. RESULT AND DISCUSSION

#### Validity Test

**Table 5.8** Validity Test Workload Variable (X1)

Variable	rhitung	rtable
X1.1	0.512(**)	0.229
X1.2	0.571(**)	0.229

Source: Processed SPSS data

The results of the data analysis show that  $r$  count  $>$   $r$  table, which states that all instruments from the workload variable question (X1) are valid.

**Table 5.9** Validity Test Work Professionalism Variable (X2)

Variable	rhitung	rtable
X2.1	0.792(**)	0.229
X2.2	0.859(**)	0.229
X2.3	0.788(**)	0.229
X2.4	0.653(**)	0.229

Source: Processed Spss data

The results of the data analysis above show that  $r$  count  $>$   $r$  table, so it is stated that all instruments from the work professionalism variable question (X2) are valid.

**Table 5.10** Validity Test Performance Variable (Y)

Variable	rhitung	R table
Y1.1	0.571(**)	0.229
Y1.2	0.716(**)	0.229
Y1.3	0.635(**)	0.229
Y1.4	0.500(**)	0.229
Y1.5	0.503(**)	0.229

Source: Processed SPSS data

The results of the data analysis above show that  $r$  count  $>$   $r$  table, so it is stated that all instruments from the performance variable (Y) questions are valid.

#### Uji Reliability

The following is a recapitulation of the results of the instrument reliability test, as follows;

**Table 5.11** Reliability Test Results

Variable	Cronbach	Mark
	Alpha	Baku
Workload (X1 )	0.669	0.60
Work professionalism (X2)	0.807	0.60
Performance (Y)	0.696	0.60

Source: Processed spss data

The Cronbach Alpha value is greater than the standard value, so it can be said that the data from the reliability test results for each data variable are reliable.

#### Classical Assumption Test

##### Multicollinearity Test

The following are the results of the multicollinearity test in this study, namely:

**Table 5.12** Multicollinearity Test Results

Variables	Tolerance	VIF
Workload (X1)	0.990	1.081
Work professionalism (X2)	0.999	1.251

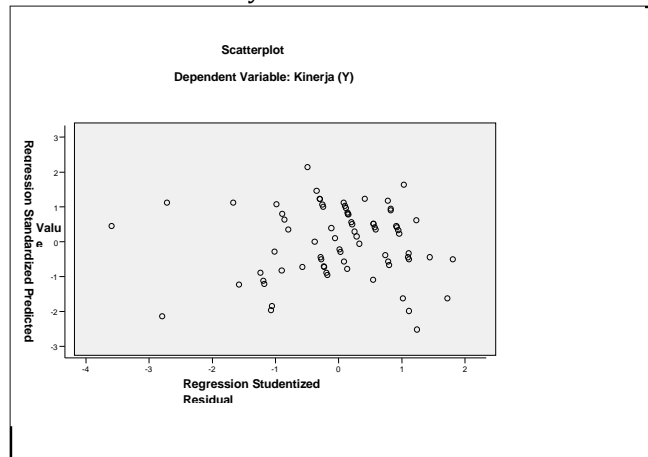
*The Influence Of The Complexity Of The Covid-19 Handling Task Load And The Professionalism Of Members' Work On Police Performance In Law Enforcement During The Covid-19 Handling Period At The Katingan Police. Adhy Heriyanto, et.al*

Source: Processed spss data

Judging from the results of the multicollinearity test, there are no symptoms of multicollinearity between the independent variables in the regression model because the *tolerance value* is close to 1 and the VIF value shows that none of the independent variables have a VIF value of more than 10.

### Heteroscedasticity Test

The following results of the heteroscedasticity test can be described as follows:

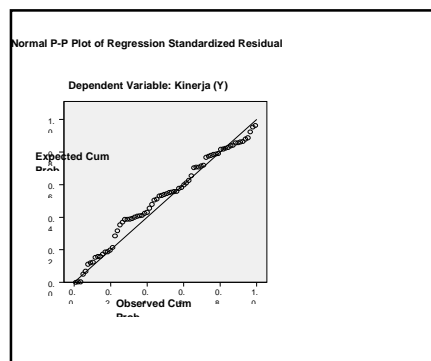


**Figure 5.2.** Scatterplot

The *scatterplot* graph above shows that the points are spread randomly and are spread both above and below the number 0 on the Y axis. It can be concluded that there is no heteroscedasticity in the regression model, so the regression model is suitable for use in predicting dependent variables based on the influence of independent variables at the Katingan Police, Central Kalimantan Province .

### Normality Test

The results of the normality test in this study are:



**Figure 5.3** Normal PP Plot Diagram

The results of the normality test show that the graph shows dots spread around the diagonal line, and the distribution follows the direction of the diagonal line, this shows that the regression model is suitable for use in predicting dependent variables based on input from independent variables, because it meets the normality assumption test.

### Multiple Regression Analysis

The following are the results of the multiple regression , namely:

**Table 5.13** Multiple Regression Analysis Coefficients(a)

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	13.783	2.576		5.350	.000		
Workload (X1)	.645	.117	.641	5.512	.001	.990	1.081

Work Professionalism (X2)	.737	.112	.730	6.580	.000	.999	1.251
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a Dependent Variable: Performance (Y)

The results of the structural equation for the regression model are as follows:

$$Y = 13.783 + 0.645X1 + 0.737X2 + e$$

### Hypothesis Testing

#### Simultaneous Hypothesis Testing

The complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant simultaneous impact on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province. Next, to test the simultaneous influence of the data used is the following ANOVA table:

**Table 5.14 ANOVA(b)**

	Sum of Squares	df	Mean Square	F	Sig.
Regression	90.476	2	45.238	14,827	.000(a)
Residual	21.969	72	3.051		
Total	112.445	74			

The first hypothesis test shows that the complexity of the workload of handling covid 19 and the professionalism of the members' work have a significant simultaneous effect on police performance in law enforcement during the handling of covid 19 at the Katingan Police, Central Kalimantan Province, this is based on the calculated F value being greater than the F table, namely: ( $F_{count} = 14.827 > F_{table} = 3.126$ ) or significance  $p < 0.05$ , namely  $0.000 < 0.05$ . The level of confidence taken in this study is 95% with an error rate ( $\alpha$ ) of 5%.

The results of the analysis can be concluded that the complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant simultaneous influence on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province, as proven. Then, to see how much influence the variables of the complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant influence simultaneously on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province, are seen with a determination test, for this the data needed:

**Table 5.15 Model Summary(b)**

R	R Square	Adjusted R Square	R Square Change	Change Statistics F	df1	df2	Sig. F Change	Durbin-Watson
.805(a)	.782	.615	.782	14.827	2	72	.000	2.560

The determination test is for regression with more than two independent variables using *R Square* as the efficiency of the determinant of the data, it can be seen that *R Square* is 0.782 here, meaning that 78.2% of performance variation (Y) can be explained by variables such as workload (X1), and professionalism (X2), while the rest of  $(100\% - 78.2\%) = 21.8\%$  is explained by other variables that are not analyzed in this study such as leadership factors, motivation factors and others.

#### Partial Hypothesis Test

The complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant partial impact on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province. To find out about partial hypothesis testing, you must first know the t table by getting the t table using the t distribution table for a significance level of 5% with *Degrees of Freedom* (df) = nk, then the df obtained is  $(74-3) = 71$ , thus the t table is 1.664. To get the results of the t-test, you can see the following table:

**Table 5.16 Tcount Table**

Variables	count	Sig
Workload (X1)	5.512	.001
Work Professionalism (X2)	6.580	.000

The following are the partial results of the hypothesis test in this study, namely:

- Workload (X1) has a significant effect on performance (Y)

The results of the regression test and the determination of data in the standard table  $t_{table}$ , it can be seen from the comparison of the  $t_{calculated}$  value which is greater than the  $t_{table}$ , namely: ( $t_{calculated} = 5.512 > t_{table} = 1.664$ ) or significance  $p < 0.05$ , namely  $0.001 < 0.05$ , based on these results, the second hypothesis states that partially between the workload variable (X1) has a significant effect on performance (Y). The magnitude of the influence of the workload variable (X1) on performance (Y) can be seen from the *Standardized Coefficients Beta* 0.641, which means that the workload (X1) contributes 64.1% to influencing performance.

b. Work professionalism (X2) has a significant effect on performance (Y)

The results of the regression test and the determination of data in the standard table  $t_{table}$ , it can be seen from the comparison of the  $t_{calculated}$  value which is greater than the  $t_{table}$ , namely: ( $t_{calculated} = 6.580 > t_{table} = 1.664$ ) or significance  $p < 0.05$ , namely  $0.001 < 0.05$ , based on these results, the second hypothesis states that partially between the work professionalism variable (X2) has a significant effect on performance (Y). The magnitude of the influence of the work professionalism variable (X2) on performance (Y) can be seen from the *Standardized Coefficients Beta* 0.730, which means that work professionalism (X2) contributes to influencing performance by 73%. The analysis of the results states that the complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant partial influence on police performance in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province, **as proven.**

### Dominant Hypothesis Test

The professionalism of the members' work has a dominant influence on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province. To find out the dominant test is to look at the *Standardized Coefficients Beta* value, for that the data is:

**Table 5.17** Dominant Test Results

Variables	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
(Constant)	13.783	2.576	
Workload (X1)	.645	.117	.641
Work Professionalism (X2)	.737	.112	.730

Based on testing third hypothesis show independent variables that influence performance is work professionalism Because have mark *Beta* is greater than other variables, namely 0.730 or 73% and variables also mentioned own mark significant most small which is 0.000. With thus, the third hypothesis states that variable Work professionalism is a dominant variable that influences performance, proven.

### Discussion

1. The complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant simultaneous impact on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province.

The results of the first hypothesis test show that the variables of the complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant simultaneous effect on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province. In line with these results, the Katingan Police, Central Kalimantan Province should be able to manage and pay attention to the problem of workload, in this case the assignment of tasks must be adjusted to the abilities and expertise of the members, so that the work does not become a burden for them. In addition, to overcome tiredness and boredom employee in Work is Work need regular variety and rest, improve environment work, finish problem / conflict and fulfill need material and non-material employees and evaluate the workload given to each employee/member. In addition, the professionalism of the members' work also needs to be improved by providing training or education and training to members and providing coaching and space for members to participate in study programs or lectures to increase their abilities, skills, expertise and to broaden their horizons.

2. The complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant partial impact on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province.

The results of the second hypothesis test show that the variables of the complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant partial effect

on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province. In line with these results, the Katingan Police, Central Kalimantan Province should manage the problem of workload and work professionalism.

3. The professionalism of the members' work has a dominant influence on the performance of the police in enforcing the law during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province.

The results of the third study showed that the professionalism of the members' work had a dominant influence on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province. In connection with this and considering the importance of work professionalism, the Katingan Police, Central Kalimantan Province, must be truly serious in improving work professionalism by providing training to employees which is carried out gradually and continuously. Providing opportunities for employees to continue their education to a higher level. Sending or sending employees/members to higher levels of school.

#### 4. CONCLUSION

The results of the first hypothesis test show that the variables of the complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant simultaneous influence on police performance in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province. The results of the second hypothesis test show that the variables of the complexity of the workload of handling Covid-19 and the professionalism of the members' work have a significant partial effect on police performance in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province. The results of the third study showed that the professionalism of the members' work had a dominant influence on the performance of the police in law enforcement during the handling of Covid-19 at the Katingan Police, Central Kalimantan Province.

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