

## Strategic Issues: Identification of Village Development Problems Originating from the Urgent Interests of the Community

## Andi Mamu

Institute of Domestic Administration, Indonesia

http://dx.doi.org/10.47814/ijssrr.v4i5.151

#### Abstract

The purpose of this study is to identify problems from strategic issues of village development originating from the urgent interests of the community. The type of research used in this research is descriptive research. Strategic issues identified from priority issues sourced from the community indicate inadequate village infrastructure, especially rural road construction, from government administration it requires handling village information, coaching requires sports infrastructure and empowerment requires skills training for rural communities as a priority.

Keywords: Strategic Issues; Village Development; Community

### Introduction

The success of government in the long term depends not only on the satisfaction of the people with the services provided, but also on the interest, participation, and support of the people. Healthy democracy depends on how people get good information and can influence government decision-making (Febriananingsih, 2012). Full participation involving regional development actors from the planning, implementation to monitoring and evaluation stages. Strategic issues are conditions or things that must be considered or put forward in development planning, because of their significant impact on the entity in the future (Carew-Reid et al., 2013; Mendrofa, 2020; Anani et al., 2020; Junaedi, 2020). Strategic issues are also defined as important conditions/events/conditions which, if not anticipated, will cause greater losses or otherwise will eliminate opportunities if not utilized. The characteristics of a strategic issue are conditions or things that are important, basic, long-term, urgent, institutional/organizational and determine future goals. Therefore, to obtain the formulation of strategic issues, it is necessary to analyze various key facts and information that have been identified to be selected as strategic issues (Saleh, 2015).

Identifying strategic issues is at the heart of the strategic planning process a strategic issue is a fundamental policy question or critical challenge that affects the organization's mandate, mission and values, product or service level and mix, clients, users or payers, costs, financing, structure, process, or management (Bryson, 1995; Peppard, 2000). A goal for the benefit of the people and if formulated without involving the community, it will be difficult to ensure that the formulation will side with the people. From the description of these opinions, it can be said that, participatory planning is planning that involves all (the people) in order to solve the problems faced whose aim is to obtain the expected conditions, create aspirations and a sense of belonging.



In the formulation of strategic issues, including in the process of formulating a policy, a planner or key person must pay attention to the benchmarks whether the issue is being made or will be raised for further discussion. There are several benchmarks to see whether an issue is important or not to be brought to the surface and become part of a discussion related to a policy that is received from Strategic Issues Sourced from the Community. The purpose of this study is to identify problems from strategic issues of village development originating from the urgent interests of the community.

#### Methods

This research took place in Pintumpanua District, Wajo Regency. This research approach uses a combination model (Creswell, 2010) which is qualitative-quantitative (Mix Method). The type of research used in this research is descriptive research. The researcher took five villages as samples, namely Kaluku Village, Lauwa Village, Lompo Bulo Village, Tanrongi Village, and Tellesang Village on the grounds that the village was the result of the division of the main village so it was interesting to see the strategic issues that were developing in it. The data collection technique used in this study is observation by making direct observations in the field according to the object under study, then direct interviews with informants using interview guidelines and documentation.

#### **Results and Discussion**

#### Identification of Strategic Issues Sourced from the Community

To provide an overview of the identification of strategic issues in village development in Pitumpanua District, Wajo Regency, data collection was carried out through questionnaires related to a number of respondents' responses regarding priority issues that were considered the most urgent and required immediate treatment, development programs that were deemed to be most in need of attention from the public. government, government administration programs that are deemed to need the government's attention, community development programs that are considered to be most in need of government attention, and community empowerment programs that are considered to be most in need of government attention. For a clearer description of the identification of strategic issues originating from the community, it can be described as follows:

#### Problems that are considered the most urgent and require immediate treatment

To identify the problems that are considered the most urgent and require immediate treatment, these problems can be described in three main priorities from a number of respondents' answers which can be presented as follows:

	Village problems	Priority 1		Priority	2	Priority	3	Total Score	Rank
No		F	s (fx3)	f	s (fx2)	f	s (fx1)		
	Drainage	5	15	2	4	0	0	19	WE
	There must be village deliberation.	0	0	1	2	0	0	2	XIV
	village road	7	21	11	22	0	0	43	IV
	farm road	10	30	9	18	3	3	51	II
	less empowerment cadres	5	15	0	0	2	2	17	VIII

## Table 1. Priority of Problems Considered Urgent and Requires Immediate Handling According to Respondents



6	revamping the village office	0	0	2	4	3	3	7	XI
7	cadet coral	0	0	1	2	0	0	2	XV
8	Health	1	3	5	10	1	1	14	IX
9	streetlight	2	6	1	2	0	0	8	Х
10	Education	3	9	4	8	1	1	18	VII
11	There needs to be PKK cadres.	1	3	0	0	0	0	3	XIII
12	Pumping	4	12	5	10	1	1	23	In
13	clean water facilities	11	33	6	12	3	3	48	III
14	Village facilities and infrastructure are inadequate	26	78	1	2	0	0	80	Ι
15	School	0	0	0	0	5	5	5	XII
16	Did not Answer	1	3	28	56	57	57	116	NO

Source: Primary Data Processed Results, 2016

Based on table 4.7. shows that there are priority problems that are considered urgent if seen in the table above it can be seen that the respondents' answers are in the first priority, showing 26 respondents answered that village infrastructure is inadequate, then clean water facilities, there are 11 respondents who answered as a general problem of first priority, and agricultural roads. 10 respondents answered as the first priority scale that is urgent and requires immediate treatment.

Furthermore, the problems that are considered the most urgent and require immediate treatment in the second priority scale based on the respondents' responses are rural roads with 11 respondents' answers, then followed by farming roads which are in second position with 9 respondents' answers and 6 respondents with clean water facilities.

Furthermore, the problems that are considered the most urgent and require immediate treatment in the third priority scale are the problems of schools in the village with 5 respondents placing the third priority problem as well as farming roads, village offices that need to be addressed, and clean water facilities which have 3 respondents each.

Level	Shoes	Village problems					
1	80	Village facilities and infrastructure are inadequate					
2	51	farm road					
3	48	clean water facilities					
4	43	village road					
5	23	Pumping					
6	19	Drainage					
7	18	Education					
8	17	less empowerment cadres					
9	14	Health					
10	8	streetlight					
11	7	revamping the village office					
12	5	School					

Table 2. Urgent Issue Priority Ranking based on Scoring results



13	3	There needs to be PKK cadres.
14	2	There must be village deliberation.
15	2	cadet coral

Source: Primary Data Processed Results, 2016

From a number of respondents' responses to the priority issues that are considered the most urgent and require immediate treatment, seen from the priority scale, there are variations in respondents' responses that show various priorities but are based on the order of priority in table 4.8. it can be seen that the respondents' responses indicate inadequate village infrastructure on the first priority with a total score of 80 then on the second priority scale, namely rural roads or farm roads is the second priority with a total score of 51 and the problem of clean water facilities with a total score of 48 is in the problem placed on the third priority.

Village infrastructure is a top priority, this is in accordance with the results of an interview with an informant from the Head of the Village LPMD, Pitumpanua District, Wajo Regency who said:

"The conditions that need to be made a priority, namely farm roads and rural roads are still not paved some roads here so that vehicle lanes become easier and more effective" (interview on April 13, 2016)

Then one of the other informants also gave the same description of the Telessang Village Community saying that:

"The trail needs attention to facilitate the activities of villagers in addition to clean water infrastructure facilities also need attention by the government" (interview dated April 13, 2016)

Based on the interview excerpt above, it can be seen that village infrastructure in the form of footpaths and clean water infrastructure is a top priority and needs serious attention and immediate handling from the government.

#### Development Programs that are considered the most in need of attention from the government

In order to identify problems in the development program that are considered to be most in need of attention from the government, the authors describe three main priorities from a number of respondents' responses regarding problems in the development program that need attention. For more details can be presented in the following table:

No	Village problems	Prio	ority 1	Pric	ority 2	Prio	ority 3	<b>T</b> ( )	Level
			s (fx3)		s (fx2)		s (fx1)	Total Score	
1	Drainage	7	21	7	14	0	0	35	WE
2	gotong royong	0	0	1	2	2	2	4	Х
3	country road	19	57	15	30	0	0	87	Ι
4	Path	0	0	0	0	2	2	2	XII
5	farm road	18	54	9	18	4	4	76	II
6	Health	4	12	6	12	0	0	24	VIII
7	streetlight	2	6	10	20	0	0	26	VII
8	Village development	0	0	1	2		0	2	XIII
9	construction of posyandu	0	0	0	0	1	1	1	XIV

 Table 3. Priority of Village Development Problems According to Respondents



10	Education	0	0	0	0	6	6	6	IX
11	Pumping	9	27	4	8	1	1	36	In
12	fertilizer for the community	0	0	2	4	0	0	4	XI
13	clean water facilities	10	30	5	10	7	7	47	III
14	School	7	21	10	20	5	5	46	IV
15	Did not answer	0	0	6	12	48	48	60	NO

Source: Primary data processing results, 2016

Based on the data in table 4.9. It can be seen that the development problem that appears as the first priority scale is rural roads with a total of 19 respondents who answered as the first priority for village development, followed by farming roads with a total of 18 people and clean water facilities as many as 10 people so that they are ranked third on the first priority scale.

Furthermore, the problem of village development in the second priority scale based on the responses of respondents placing rural roads as the second priority in development problems with a response of 15 people, then street lights and schools received responses from 10 respondents each.

Furthermore, the problem of village development in the third priority scale based on the respondents' responses, namely clean water facilities with a total of 7 respondents' responses, then the problem of education with a total of 6 respondents' responses to schools and 5 respondents who answered as the third priority problem in village development issues in Pitumpanua District, Wajo Regency.

To see in general the order of the priority scale of village development in Pitumpanua District, Wajo Regency, can be seen in the following table:

Level	Shoes	Village problems
1	87	country road
2	76	farm road
3	47	clean water facilities
4	46	School
5	36	Pumping
6	35	Drainage
7	26	streetlight
8	24	Health
9	6	Education
10	4	gotong royong
10	4	fertilizer for the community
11	2	Path
11	2	Village development
12	1	construction of posyandu

Table 4. Priority Ranking of Development Issues based on Scoring Results

Source: Primary data results, 2016

From a number of respondents' responses regarding the priority of village development problems, seen from the priority scale, there are variations in respondents' responses that show various priorities, but the results of the scoring of development problems show that rural road development is on the first priority with a total score of 87 then on the second priority scale, namely farm roads with a total score of 87. 76 and clean water facilities with a total score of 47 are on the third priority scale.



The priority of village development is also illustrated from a number of interview quotes, one of the Lauwa Village Farmers who said:

"The village road that we go through every need to be repaired is difficult if we want to pass if the rainy season is also important to facilitate travel and strengthen the results of the farm" (interview on April 12, 2016)

The same thing was stated by the Tellesang Village Community who said that:

"The need for road construction in the village I think is the most urgent because it will make it easier for farmers and the transportation of agricultural products that are directly to the factory or to the farmers' homes to be processed themselves so that it can be faster" (interview on April 12, 2016)

Based on the results of the interviews above, it can be seen that the priority in village development is the construction of rural roads that can facilitate the activities of farmers and rural communities. This condition is illustrated by the results of the questionnaire showing the priority of village roads being placed on the first and second priority scales.

Government Administration Programs deemed necessary to receive government attention

To identify problems in government administration programs that are considered to need government attention, the authors describe three main priorities from a number of respondents' responses regarding problems in government administration that are considered to need government attention. For more details can be presented in the following table:

		Prio	rity 1	Prio	rity 2	Prio	rity 3		
No	Village problems	f	s (fx3)	f	S (fx2)	F	s (fx1)	Total Score	Rank
1	Assistance to the poor	5	15	0	0	0	0	15	In
2	There is no village information.	11	33	0	0	0	0	33	Ι
3	Evaluation is not good.	0	0	3	6	0	0	6	VII
4	Village information is not well managed	4	12	5	10	0	0	22	IV
5	Village cooperation has not been good.	0	0	0	0	1	1	1	VIII
6	Community participation in deliberation	0	0	0	0	1	1	1	IX
7	Data collection is not good	7	21	1	2	1	1	24	III
8	setting village boundaries	5	15	6	12	0	0	27	II
9	improving community service	3	9	2	4	1	1	14	WE
10	Did not answer	41	123	59	118	72	72	313	NO

Table 5. Priority of Village Governance Issues According to Respondents

### Source: Primary data processing results, 2016

Based on the data in table 4.11. It can be seen that problems in government administration that are considered to need attention, namely the absence of village information has received the attention of respondents, a total of 11 people is the highest in the first priority scale of governance issues, then data collection is not good with a percentage of 7 respondents and assistance to the poor and the determination of village boundaries is in third place with 5 respondents' answers.

Furthermore, the problem of government administration in the second priority scale based on respondents' responses consists of determining village boundaries with the respondents' answers being 6



people, then village information is not being managed properly, 5 respondents and village evaluation is not good, 3 respondents.

Furthermore, the problem of governance in the third priority scale based on respondents' responses, namely cooperation between villages with the respondent's answer being 1 respondent as well as community participation, service improvement, and poor village data collection.

Level	Shoes	Village problems
1	33	There is no village information.
2	27	setting village boundaries
3	24	Data collection is not good
4	22	Village information is not well managed
5	15	Assistance to the poor
6	14	improving community service
7	6	Evaluation is not good.
8	1	Village cooperation has not been good.
9	1	Community participation in deliberation

 Table 5. Priority Ranking of Development Issues based on Scoring Results

Source: Primary data processing results, 2016

From a number of respondents' responses regarding the priority of problems in government implementation programs that are considered to need attention, seen from the priority scale, there are various priorities but based on table 4.12. it can be seen that the absence of village information with a total score of 33 is the first priority scale then on the second priority scale, namely the determination of village boundaries with a total score of 27 and village data collection that is not yet good with a total score of 22 is on the third priority scale of government administration in Pitumpanua District, Wajo Regency.

Priority in the administration of village government which is considered urgent, namely village information which is considered to need attention, this is in accordance with the views of the Tellesang Village informant who said:

"information is needed by the public to be conveyed to the government, information that develops in order to fulfill the needs of the community" (interview dated April 23, 2016)

Another informant from Lauwa Village said:

"The management of village information does not yet exist, while it is necessary for the community to be able to know the implementation of the existing village government" (interview dated April 12, 2016)

Furthermore, another informant from Tellesang village community said:

"Village information for the community is needed to know the management of village funds that need to be known by the village development observer community" (interview dated Aril 23, 2016).

Based on the results of the interviews above, it can be seen that the administration of government that needs immediate attention and handling from the government is village information so that the community can know the implementation of village governance and the management of village funds.



#### The Community Development Program that is considered the most in need of government attention

To identify problems in the Community Development Program which are deemed to need government attention, the authors describe three main priorities from a number of respondents' responses to problems in the community development program that are considered to need government attention. For more details can be presented in the following table:

			Priority 1		Priority 2		ority 3	<b>T</b> ( )	
No	Village problems		s (fx3)		s (fx2)		s (fx1)	Total Score	Rank
1	Security and peace of the village	18	54	16	32	7	7	93	Π
2	Construction of pkk secretariat & LPMD	3	9	0	0	0	0	9	In
3	The construction of the younger generation	0	0	0	0	2	2	2	WE
4	art development	11	33	8	16	4	4	53	IV
5	sports coaching	15	45	6	12	2	2	59	III
6	sports facilities and infrastructure	25	75	31	62	0	0	137	Ι
7	Did not answer	4	12	15	30	61	61	103	NO

#### Table 6. Priority Issues of Community Government Village Government According to Respondents

Source: Primary Data Processing Results, 2016

Based on the data in table 4.13. it can be seen that the problem of community development that shows the first priority with the highest percentage is sports infrastructure with a total of 25 respondents' answers, followed by village security and peace of 18 respondents and sports coaching a total of 15 respondents.

Furthermore, the problem of community development programs in the second priority scale based on respondents' responses, namely sports facilities and infrastructure with a total of 31 respondents, 16 respondents for village security and peace and 8 respondents for arts development.

Furthermore, the problem of community development in the third priority scale based on the responses of respondents, village security and peace is in the third priority with a total of 7 respondents, art development is 4 people and sports development and youth generation development are 2 respondents each.

To see an outline of the priority scale of village community development in Pitumpanua District, Wajo Regency, it can be seen in the following table:

 Table 7. Priority Ranking of Community Coaching Issues Based on Score Results

Level	Shoes	Village problems
1	137	sports facilities and infrastructure
2	93	Security and peace of the village
3	59	sports coaching
4	53	art development
5	9	construction of pkk secretariat & LPMD
6	2	The construction of the younger generation

Source: Primary Data Processing Results, 2016



From a number of respondents' responses regarding the priority of problems in the community development program that are considered to need attention, seen from the priority scale, there are similarities in the first and second priorities, based on table 4.14. it can be seen that the sports infrastructure with a score of 137 is the highest and becomes the first priority scale then on the second priority scale there is village security and tranquility which scores 93 indicating the second priority in community development in Pitumpanua District and village peace and security and sports development are on priority third with a score of 59.

The priority in community development is the need for attention from sports infrastructure as stated by the Tellesang Village Community informant who said that:

"I think what is needed now is sports facilities, which are needed by the community, especially young people who have a hobby of sports" (interview on 12 April 2016)

Another informant from the Lauwa Village community said:

"Coaching is necessary, especially for sports, where there is not enough sports space, the football field is still often rice fields, other sports, takraw, volleyball, we also make our own field" (interview on April 12, 2016)

Based on the results of the interviews above, it can be seen that sports infrastructure is a priority in developing rural communities that need attention and immediate treatment based on the results of interviews and respondents' responses to be the first and second priority in terms of community development.

# The Community Empowerment Program which is considered the most in need of government attention

To identify problems in the Community Empowerment Program that are deemed to need government attention, the authors describe three main priorities from a number of respondents' responses to problems in the Community Empowerment Program which are deemed to need government attention. For more details can be presented in the following table:

		Pri	ority 1	Pri	ority 2	Pri	ority 3	Total	
No	Village problems	f	s (fx3)	F	s (fx2)	f	s (fx1)	Score	Rank
1	handicraft trainers	0	0	16	32	0	0	32	WE
2	training of village officials	2	6	0	0	0	0	6	XI
3	technical cadre training	5	15	9	18	3	3	36	IV
4	training of agricultural engineering cadres	13	39	6	12	0	0	51	III
5	seaweed technical cadre training	1	3	2	4	0	0	7	Х
6	handicraft training	1	3	0	0	7	7	10	IX
7	Skills training of mothers	1	3	0	0	0	0	3	XIV
8	community skills training	26	78	0	0	0	0	78	Ι
9	Household skills training	6	18	7	14	2	2	34	In
10	Sewing training	0	0	1	2	0	0	2	XV
11	football training	0	0	0	0	1	1	1	XVI

Table 8. Priority of Village Community Empowerment Problems According to	Respondents



12	cosmetology training	0	0	0	0	1	1	1	XVI
13	Training for the PKK	7	21	26	52	0	0	73	II
14	The construction of the younger generation	4	12	2	4	6	6	22	VII
15	Coaching to be able to work	1	3	1	2	0	0	5	XIII
16	The priority of empowerment does not yet exist.	2	6	0	0	0	0	6	XII
17	There is no empowerment.	7	21	0	0	0	0	21	VIII
18	Did not answer	0	0	6	12	56	56	68	NO

Based on table 4.15. it can be seen that the first priority in community empowerment that needs immediate attention and handling from the government is community skills training with 26 respondents, then agricultural technical cadre training with 13 respondents and training for PKK with 7 respondents.

Furthermore, the issue of community empowerment in the second priority scale based on respondents' responses, namely training for PKK with 26 respondents responding, then handicraft training with 16 respondents and technical cadre training with 9 respondents.

Furthermore, the problem of community empowerment in the third priority scale based on respondents' responses, namely handicraft training of 7 people, then coaching the younger generation of 6 people and training of technical cadres of 3 respondents.

To see in general the order of priority scale of village community empowerment in Pitumpanua District, Wajo Regency, can be seen in the following table:

Level	Shoes	Village problems			
1	78	community skills training			
2	73	Training for the PKK			
3	51	training of agricultural engineering cadres			
4	36	technical cadre training			
5	34	Household skills training			
6	32	handicraft trainers			
7	22	The construction of the younger generation			
8	21	There is no empowerment.			
9	10	handicraft training			
10	7	seaweed technical cadre training			
11	6	training of village officials			
12	6	The priority of empowerment does not yet exist.			
13	5	Coaching to be able to work			
14	3	Skills training of mothers			
15	2	Sewing training			
16	1	football training			
16	1	cosmetology training			

 Table 4.16. Priority Ranking of Community Empowerment Issues based on Score Results

Source: Processed Results of Primary Data, 2016



From a number of respondents' responses regarding priority problems in community empowerment programs that are considered to need attention, seen from the priority scale based on the recapitulation, it can be seen that community skills training with a total score of 78 is on the first priority scale, then in the second priority program with a total score of 76, namely training for PKK and Agricultural engineering cadre training with a score of 51 is the third priority.

Community skills training gets the highest priority scale portion, this is in accordance with the results of interviews with informants from Tellesang Village who stated that:

"Empowerment is still very lacking here, special empowerment is needed for people who do not have a job, especially in terms of agricultural management engineering skills that need to be owned by the community here" (interview on April 12, 2016)

Interview result another informant of Lawua Village who said:

"Training such as handicrafts, sewing training needs to be a community provision to be independent" (interview on 21 Aril 2016)

Based on the results of the interviews above, it can be seen that community empowerment programs that are considered to need attention are seen from the priority scale based on respondents' responses and the results of the interviews provide an understanding that in the aspect of empowerment skills training is needed, especially agricultural techniques for rural communities in the Pitumpanua sub-district, Wajo Regency.

Overall, the strategic issues identified from the respondents' responses and the results of the interviews indicate that the priority problems that require serious attention are inadequate village infrastructure, especially farm roads, then regarding the priority of village development that requires attention and handling from the government, namely the construction of rural roads into rural areas. The main priority then in the priority in the administration of government which is the main priority that needs immediate attention and handling from the government and the management of village funds, then in terms of coaching the priority, namely sports infrastructure is a priority in development of village communities that need immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling and in terms of empowerment which needs immediate attention and handling as a top priority, namely training in skills training is needed. skills for rural communities, especially about agricultural techniques.

From the various descriptions above related to the identification of strategic issues that arise from the Village RPJMD and musrenbang as well as the identification of priority issues from the community, it can be concluded that the strategic issues that arise in the Village RPJMDes are issues of village infrastructure, education and health facilities, community facilities are still issues that It also needs attention and village security still needs attention. Likewise, strategic issues in the musrenbang raise more issues related to improving transportation facilities, water needs for farmers, improving education, health and agricultural production facilities and identifying priority issues from the community, indicating that village infrastructure facilities are inadequate, especially rural road construction. , from the administration of government requires handling of village information, coaching requires sports infrastructure and empowerment in terms of skills training for rural communities.

#### Conclusion

Strategic issues identified from priority issues sourced from the community indicate inadequate village infrastructure, especially rural road construction, from government administration it requires handling village information, coaching requires sports infrastructure and empowerment requires skills training for rural communities as a priority. priority problems that require serious attention, namely inadequate village infrastructure, especially farm roads, then regarding village development priorities that



require attention and handling from the government, namely rural road development being the main priority then in priorities in government administration which are the main priorities that need attention.

#### Reference

- Anani, S., Mashudi, I., & Ariyasanti, D. (2020). Analysis of Local Government Implementation Report Model (LPPD) in North Bolaang Mongondow Regency, North Sulawesi Province. *Journal La Sociale*, 1(5), 19-23. https://doi.org/10.37899/journal-la-sociale.v1i5.170
- Bryson, J. M. (1999). Perencanaan Strategis Bagi Organisasi Sosial. Jakarta: Pustaka Pelajar.
- Carew-Reid, J., Prescott-Allen, R., Bass, S., & Dalal-Clayton, B. (2013). *Strategies for national sustainable development: a handbook for their planning and implementation*. Routledge.
- Creswell, J. W. (2010). Mapping the developing landscape of mixed methods research. SAGE handbook of mixed methods in social & behavioral research, 2, 45-68.
- Febriananingsih, N. (2012). Keterbukaan informasi publik dalam pemerintahan terbuka menuju tata pemerintahan yang baik. Jurnal Rechts Vinding: Media Pembinaan Hukum Nasional, 1(1), 135-156.
- Junaedi, J. (2020). Implementation of Good Corporate Governance (GCG) in the Field of Securing Plantation Assets. *Journal La Sociale*, 1(3), 5-9. https://doi.org/10.37899/journal-la-sociale.v1i3.110.
- Mendrofa, Y. (2020). Implementasi Perencanaan Partisipatif Dalam Menyusun Dokumen Perencanaan Pada Kantor Badan Perencanaan Pembangunan Daerah Kabupaten Nias Utara. *Jurnal Akuntansi dan Manajemen PEMBNAS (JAM PEMBNAS)*, 7(1), 117-123.
- Peppard, J. (2000). Customer relationship management (CRM) in financial services. *European Management Journal*, 18(3), 312-327.
- Saleh, H. A. (2015). *Perencanaan Pembangunan Nasional Isu –isu Strategis*. Bahan Ajar Mata Kuliah. Makassar: Fakultas Sosial Politik, Universitas Hasanuddin.

#### Copyrights

Copyright for this article is retained by the author(s), with first publication rights granted to the journal.

This is an open-access article distributed under the terms and conditions of the Creative Commons Attribution license (http://creativecommons.org/licenses/by/4.0/).