Complementary Approaches To Humanity Management On The Success Of Services And Security Systems Universitas Islam Lamongan

Khusairi[1], Abid Muhtarom[2], Abdul Ghofur[3], Mohammad Yaskun[4]

[1,2,3,4] Management Department, Universitas Islam Lamongan

Abstract

Technological developments have spurred an extraordinary spectacular increase in public services. The indicator of service success turns out to be a complementary approach point in the implementation of a modern security system. This study aims to examine the extent to which a complementary approach to humanities management has made the success of the service and security system at the Universitas Islam Lamongan. The research was carried out for 3 years from 2019 to 2021 using a combined descriptive qualitative approach. The results of the study indicate that a complementary approach to humanities management can effectively reduce the number of deviations from the campus security system. There are 8 out of 9 indicators that result in zero accidents, and 1 other indicator that there is a minor deviation at level 1 of the 10 level deviation indicator. Humanities management is a modern complementary approach that integrates the public service system into the security system, can reduce zero accidents if it is applied and developed seriously in the campus security system.

✉ Corresponden Author
(*) Author

Email:
kusairi@unisla.ac.id[1], abid@unisla.ac.id[2]

Introduction

Security is a management system that specifically carries out many activities containing creativity, innovation and developing intuition to create a sense of security for everyone. The indicators of security achievement are very simple, namely: zero accidents; but must be achieved with various complex activities. Campuses, like Universitas Islam Lamongan, are educational facilities. Furthermore (Wibowo, 2016) emphasized that a conducive campus atmosphere plays a very important role in encouraging the creation of outstanding students; which in turn will produce a strong

cadre of future generations for the nation. Study (Saad & Altim, 2015)emphasized that the need for a sense of security on campus which can encourage students to achieve more is based on the creation of a comfortable atmosphere so that interactions between all parties take place in an academic atmosphere, which continuously encourages the growth and development of science and knowledge for the future of humanity.

Based on data quoted from the Higher Education Service Institution VII in 2017 which was updated to 2019; East Java has 326 tertiary institutions consisting of 88 universities, 13 institutes, 139 high schools, 74 academies, 11 polytechnics, 1 community academy (BPS, 2019). From the data above, Lamongan Regency is reported to have 7 tertiary institutions consisting of 3 universities and 4 high schools. Universitas Islam Lamongan; as one of the largest universities in Lamongan Regency, in the last 10 years it has served an average of more than 6,000 students per year, 300 lecturers from various study programs, and 100 educational staff. Students consist of various generations and various study programs, not only from residents of Lamongan Regency, but also from various other districts/cities, even other provinces in Indonesia. The combination of behavioral characteristics and customs of each member of the Universitas Islam Lamongan is very diverse; requires a humanist approach so that a conducive academic atmosphere can be created and support the teaching and learning process as well as possible.

As a higher education organizing institution, the security system played by the assignment of human resources in the security sector has a very strategic role, although its achievement indicators are often underestimated and ignored by many parties. Various research results from (Anisah & Sakinah, 2020), (Suwaidi & Ardyan fitri, 2018) and (Setiawan, 2017) emphasizes that measuring indicators of the success of security performance in various fields is the absence of extraordinary events and/or any incidents that deviate from the provisions of the regulations applied to an institution. Even more than that, the successful implementation of a good modern security system has now led to the application of information technology, and the implementation of good, friendly, humanist and talented service obligations to all parties. In other words, security is a basic need for all parties, it no longer has to be displayed in a hard, stiff, scary face, and so on; but must be able to appear friendly, pleasant, intelligent and talented in order to continuously grow and develop into a respected figure and at the same time make the front guard a beautiful and attractive face for an institution, especially in the field of higher education which requires a pleasant academic atmosphere for all academic members.

Higher education has grown into a modern institution that must continuously modernize itself in accordance with the demands of global development. Higher education has grown into an educational services industry business service; Currently, they no longer rely on the quality of their performance rather than merely achieving certain competencies which are reflected in academic graduation degrees alone. However, the factors of organizing teaching and learning processes, research, community service, extensive scientific publications, as well as administrative matters based on information technology, and the creation of a conducive and high-quality academic atmosphere and academic platform; become a demand for global development. Study (Hermawan, Sriyono, Hariyanto, & Fediyanto, 2019) emphasizes the importance of measuring performance indicators, achievements, awards, and obtaining prestigious attributes which are measures of public recognition of the performance of a higher education institution; This is a necessity that must be achieved by higher education management.

In line with the demand that universities must grow and develop as modern institutions providing higher education; So each campus must make adjustments. The reference for the achievements of the adjustment policy steps is to refer to the

latest national higher education standards contained in the Minister of Education and Culture Regulation (Permendikbud) No. 3 of 2020. The assignment of the security sector in the process of providing higher education has the potential to become the initial face that determines the modernization performance of a higher education institution; including on the Universitas Islam Lamongan.

RESEARCH METHODS

This type of research is descriptive, with a qualitative approach. The research was carried out on the Universitas Islam Lamongan, Jl. Veteran No. 53A, Lamongan city. Observations are made on research objects which are also part of the academic community. Direct interviews by interviewers (researchers themselves and surveyors) who have trained themselves with various simulations, equalizing perceptions, standardizing language terms used to ask questions, and testing panelists before going into the survey into the field.

RESULT

Complementary Approach Analysis

A complementary approach places security systems as a form of service. The implementation of a security system on campus is aimed at creating an academic feel and atmosphere. Security measures are preventive measures with a multi-approach that prioritizes attitudes, behavior and daily habits to foster human character (character) in academics who think and act constructively, placing the scientific aspects they study in higher education as academic characteristics.

Various forms of consideration towards the complementary approach are presented in Table 1 below, which places the function of the security system as the basis of the academic foundation, and the academic atmosphere itself as the output of the security system that must be built on campus in the form of causality;

Table 1 Output off Humanist Approach to Security Systems

No.	The Goal Of Achieving The Approach	Benefits Of Implementing A Security System	Out puts
1	Zero theft	Prevent and minimize the occurrence of criminal acts of theft through the personal approach of security officers.	The sense of security of all academic members regarding their learning property.
2	Zero violence	Prevent and avoid 'no violence' incidents such as: bullying, harassment, threats, unpleasant treatment, and so on.	The feeling of comfort of all academic members regarding their safety from the people around them, during the learning interaction process.
3	Friendly security	Hospitality prevents and avoids rowdy situations, makes the atmosphere on campus calm, not noisy, and helps students focus on studying.	The learning atmosphere becomes more enthusiastic, encouraging all parties to continue working on the basis of positive and scientific thinking.
4	Comfortable relationship	Building an intellectual, dignified and forward-thinking social atmosphere based on a modernist attitude.	Producing various forms of scientific interaction, encouraging continuous improvement in science and technology mastery.

5	Comfortable studying	Prevent potential accidents during the learning process (No accident) which can be caused by various activities.	Encourage the achievement of the best Achievement Index for students.

Security Services Area Analysis

Security assignments on campuses, as an area of higher education delivery, have very fundamental differences from the security systems and assignments of other service areas. Security officers (security) on duty in the campus environment, managerially have 5 (five) main task points which 'must' support the achievement of 9 (nine) aspects of academic atmosphere within the framework of the Tri Dharma of Higher Education.

Through a complementary approach to security system management on campuses providing higher education; So security officers are required to be able to be modernist, think forward, be service oriented, and focus on achieving an academic atmosphere as the current provisions in the context of: independent learning, independent campus.

The scope of security services area, which must be implemented in modern universities, places security officers not only as 'security guards'. Security maintenance also no longer has to be carried out in a preventive manner to prevent commotion, chaos and various other forms of law violations alone. The connotation of guarding in a modern security system must start from an even earlier scope to preventive security measures. This means that the scope of work of security officers must be drawn further forward in the form of 'pre-preventive' actions.

The scope of security services in the form of pre-preventive measures means increasing the provisions for security officers to be able to: 1) Know, understand and understand the higher education delivery system in modern universities; 2) Security officers, starting at the gate, must have the best ability to provide explanations and manage the academic community and other parties who come to visit campus to convey their aims and objectives, then be straightforward, polite, friendly, speak intellectually, think scientifically, and deftly directing the steps that must be taken by parties to obtain the best service on campus.

Security System Policy Analysis

Security System Policy; cannot be underestimated because it is directly a foundation that has a large and strategic role in achieving the institutional accreditation target of a higher education institution. The following Bird's leg diagram and webbed analysis diagram analysis shows the big role of security system policy:

Self-defense skills, emotional control, excellent service attitudes, good manners, elegant and intellectual style and language, are valuable assets for security unit officers to gain a place in the hearts of the academic community so as to create a conducive learning atmosphere. Figure 4.3.3.a shows that the gap in opinion regarding comfortable studying which is very well established in the minds of guests can be narrowed by increasing the perception of comfortable studying for students.

Figure 4.3.3.b illustrates the comfort of relationships between the academic community and any party (from outside and within the campus environment) which is very harmonious and pleasant. The assessment contained in the figure shows that the potential for implementing humanities management on the Universitas Islam Lamongan campus is basically very good; However, it has not been formulated in standard implementation regulations and technical instructions. The trust capital of all parties regarding the comfort of relations between academics on the Universitas Islam Lamongan campus is sufficient to become capital for the institution in

developing itself, the influence and benefits of which are very large, up to the achievement of the best accreditation score for the institution.

Figure 4.3.3.c below reviews the current empirical conditions regarding the impression of friendliness and elegant attitude of members of the security unit at Universitas Islam Lamongan. The score on the Bird's leg diagram shows that the basic capital for building personal closeness is already owned by the members; and it is time to increase the capacity for close relationships with more elegant behavior, smoother and more intellectually meaningful speech, and a more modernist appearance.

Figure 4.3.3.d illustrates the belief of parties outside the campus environment who are guests, that on the Universitas Islam Lamongan campus there is no: persecution, bullying, sexual violence, bullying, and so on. Several cases that have tarnished the good name of the world of higher education have recently become widespread and have also occurred in state universities; still does not give guests a bad impression of the conditions conducive to crime on campus.

The zero theft score is related to cases of theft, which in the campus environment are often considered things that are "best forgotten" by many parties, especially the academic community themselves, because they are reluctant to cause a commotion, come into contact with colleagues, or for various other personal reasons.

Results of evaluation of security system policies based on various complementary approaches depicted in the bird's foot diagram above; needs to be followed up with the development of policies that are more elegant, modernist and oriented towards placing the assignment of security units as the spearhead of services and creating an academic atmosphere that can characterize Universitas Islam Lamongan as an advanced university in implementing SN Dikti in accordance with Minister of Education and Culture Regulation No. 3 of 2020.

Evaluation of Humanistic Management Effect

In order to achieve the effect of implementing humanities management which will truly support the achievement of excellent service and academic atmosphere on campus; Fundamental changes are needed starting from the appearance and assignment techniques of security guards. The image of a security guard can no longer appear as a figure to be feared (not to scare) but rather as a figure who is appreciated and respected because the attitude of the security guards themselves is humanistic and shows high intellectuality in accordance with the demands of the academic atmosphere on campus.

Clothing as an element of appearance greatly influences a person's personality, clothing that is appropriate, neat, gives beauty, harmony and harmony gives a person a positive self-image. On the other hand, someone who is dressed in a chaotic manner with excessive accessories gives a negative image to the wearer. A person's personality can be seen from the manner of dressing and grooming, the type and color of clothing worn as well as polite manners that reflect a person's personality. The Javanese proverb lies in saying "Ajining Self Ono ing Lati, Ajining Saliro Ono ing Busono" meaning that a person's self-esteem lies in the words he speaks, while the preciousness of his body is visible in his clothing. A person's personality can be observed from attitudes, behavior, words and actions both in carrying out professional duties and in daily interpersonal relationships among the wider community. Besides that, personality consists of external characteristics, namely a person's physical condition visually, such as: body shape, facial shape, hair and an attractive voice that seems to produce a positive (charming) image. Meanwhile, inner (abstract) nature is not easily recognized so understanding it requires a relatively long time (Risnawati, 2014). Furthermore (Pratiwi, 2018)

confirms that the color of the clothes a person wears can indicate his mood and characteristics at that time. Even (Hendariningrum & Susilo, 2008) adding that clothing models (fashion) can not only build the wearer's identity but also give a strong impression of the identity of their environment, as well as showing the communication style that the wearer wants to convey to their environment.

The form of implementation is very simple, with several examples, namely: security guards are accustomed to wearing collared t-shirts, casual trousers and sneakers; security guards wear sarongs and a combination of white koko (white skullcap); security guards wearing official style batik shirts combined with bright colored trousers; security guards dressed in bright colors; security guards must have a suit or at least a semi-coat top; security guards doing self-defense exercises in the front yard of the campus; security guards periodically participate in training with the Lamongan Police and/or certain battalions; If possible, take part in security unit competitions at national level. narcissistic security guards when necessary as a means of campus promotion with modern academic services; Security guards have additional specific skills related to services for lecturers and students (motorbike and car mechanics, driving – valet parking; and so on). Protocols for the use of attributes and uniforms can be planned and determined through campus regulations, as presented in Table 2.

Table 2 Daily Humanist Management Planning

Day	Humanist Management	Service targets	Academic targets
Monday-Tuesday	Official clothing type batik uniform; with light green formal trousers, black shoes. The batik used is batik and the typical pattern produced by Lamongan district and must be made viral through social media - sponsorship.	Activity: 1. Indonesian nuance; 2. Work readiness ceremony in the next week; 3. Leadership briefing; 4. Routine checking of reading corners, canteens, corridors, laboratories, techno parks, Islamic boarding schools, and various learning places; 5. Campaign to prevent smoking and littering;	Academic targets provide information on the flow of administrative tasks and write mottos at each service post; Security guard posts within the campus environment (except gates) can be designed in such a way as to provide walls for weekly expression mural paintings;
Wednesday-Thursday	Bright colored hem uniform, the typical official type of campus shirt, dark trousers. Hem shirts and trousers are also local MSME products whose sustainability can be promoted while placing security guards as 'models'.	Activity: 1. Registering guests and their interests, as well as providing directions to the service location; 2. Control reading corners, canteens, corridors, laboratories, techno parks, Islamic boarding schools, and various out door learning places for students (mingling); 3. Preventive preventing smoking and littering;	Academic targets also encourage students' timely attendance at studying through their presence at each service post; Security guard posts within the campus environment (except gates) can be designed in such a way as to provide walls for weekly expression mural paintings;

Friday	Bright colored koko shirt and white patterned sarong; Priority comes from products made by MSMEs in Lamongan district which can also go viral (have promotional value – sponsorship).	Activity: 1. Participate in monitoring the readiness of mosques for Friday prayers; 2. Educative reminds the academic community to store their property properly if they miss Friday prayers; 3. Preventive preventing smoking and littering;	Encourage the creation of an atmosphere that is developed with group discussion patterns between students in the form of directing areas for gathering; Reminding the importance of maintaining cleanliness, tidiness of campus property, and various other equipment so that it is used properly in a friendly and humane way (mixing in academic togetherness).
Saturday-Sunday	Bright colored collared t-shirt uniforms with certain attributes, combined with bright colored trousers and 'sneakers' produced by local MSMEs in East Java.	Activity: 1. While securing, you can also be directly involved in sports activities and various other forms of activity units on campus; 2. Stimulate the growth of extra-curricular and co-curricular activities on campus, which makes the campus always busy with visits from many parties.	Giving the impression of a refreshing weekend to the entire academic community, and filling it with positive activities that will continue after the Covid-19 pandemic ends in Indonesia.

Uniforms (costumes) and appearance (fashionable) worn by security guards, whose assignment points are spread throughout the campus; At first glance it looks ordinary and will even tend to be considered a waste. However, the different appearance (still mainstream even though the general public still views it as non-mainstream) of the security guards at Universitas Islam Lamongan is believed to be able to provide a viral shock effect; at the same time giving the effect of the University as a humanist figure, people are not afraid or embarrassed to come, and are guaranteed to be comfortable in the campus environment, or involved in academic activities (lecturers and students) anywhere outside the campus.

Table 3 Incidental Humane Management Planning

Program	Service Benefits	Academic Benefits
Examination period (UTS – UAS – Final Thesis/Thesis Examination)	*Routine daily official clothing display*(Table 4.3.4.a) provides a daily dynamic nuance that can provide enthusiasm for students entering the exam period;	A flexible and 'different' appearance can reduce the 'stress' pressure on students in preparing to take exams;
Graduation ceremony	*Thematic display*, adjusted to the assignment of each security	Thematic display according to assignment can help the smooth running of events related to

	personnel to their respective places;	identifying the functional roles of each personal at the point where they are assigned;
Khataman and other religious events	*The thematic display adapts to religious nuances*, by ignoring the daily clothing schedule;	Reducing the burden of thoughts related to academics for a certain time by increasing the nuances of Islamic spirituality on Islamic higher education campuses such as Universitas Islam Lamongan;
Visit of Government Officials	*Special thematic display*; It is very necessary for security guards to have safari suits, or even special semi-coats, in order to welcome visiting guests from government officials, national figures, or well-known practitioners, including visiting religious leaders;	Demonstrate the academic dignity of implementing the higher education process at Universitas Islam Lamongan. A special thematic display has the potential to surprise (make you amazed) guests from among the officials; which in the end can provide references and discourse on developing public service performance which will have a very broad impact on public services in Indonesia. The security unit at Universitas Islam Lamongan has very open opportunities, and really needs to be facilitated to show the progress, honor and dignity of higher education in Lamongan has followed the spirit and mandate in Minister of Education and Culture Regulation No. 3 of 2020 concerning national higher education standards; which is realized in the form of independent learning on an independent campus.
Accreditation	*Special thematic display*; It is very necessary for security guards to have safari suits, or even special semi-coats, which are worn during the accreditation of institutions and study programs, including when there are guest lectures or seminars and conferences;	Impress the assessors; Even before the accreditation process begins, through information and data searches that are usually carried out by assessors virtually before jumping in and providing assessments directly in the field.
National big Day	*Thematic displays customize the theme;*	Strengthening the thematic nuances on campus on national holidays and religious holidays; including weekend holidays and other special holidays.
Religious holidays	*Thematic displays customize the theme;*	
Holiday (practice goes viral)	*Daily official attire for Saturday and Sunday*, can be replaced at any time by martial clothing;	
Off-campus assignments (service)	*Thematic display*, adjust the assignment objectives of each personnel;	Bringing a good reputation to the campus, instilling a modern campus aura to the public, and economically becoming a cheap promotional event with an unlimited audience reach.

The descriptions in Table 2 and Table 3, if they can be carried out, are 'revolutionary' activities that are unusual and have not been carried out much in the arena of security duties at universities in Indonesia. An attractive appearance and being considered non-mainstream (even though it is actually still mainstream) has increased visits to campus. The increase in visits will certainly be obtained from the spread of the activities of the Universitas Islam Lamongan security unit to various social media.

This is very natural and logical, because every lecturer, especially students, will be very fond of spreading status, increasing likes, subscribers, bells on YouTube and followers on Instagram, Facebook and Twitter. Fashion capital combined with a little additional skill, and training in a humanist attitude towards creativity and innovation among security officers, will ultimately become very cheap and insignificant with the widespread recognition of Universitas Islam Lamongan, which is followed by an increase in student occupancy. The campus, Universitas Islam Lamongan, ultimately also has an 'attraction' to be visited as an object of comparative study by other campuses. It is even possible that there will be a creation and innovation of a new security system humanities management model in Indonesia; which can be applied to all campuses, even changing the rigid and conventional thinking about security assignments that has prevailed so far.

All attributes must still include the words Campus Security Unit: Universitas Islam Lamongan; which is designed in such a way with a combination of bright and attractive colors. Dark colors give an inhumane impression and actually (give a strong impression) position the security guard as a guard officer who is ready to fight (fight with criminals); even though the campus is actually a gathering place for intellectuals who are building academic closeness with scientific knowledge foundations.

DISCUSSION

Security guards must be able to encourage students and other academics to care for plants, maintain cleanliness by not throwing any rubbish, as well as sorting rubbish on campus. The involvement of security guards in building a sense of community belonging to the Universitas Islam Lamongan campus has been very effective; remembering that the security guards are the individuals who know the most technical ins and outs, as well as the empirical conditions of the corners of the rooms and the physical buildings of the campus.

Security guards should also be encouraged to pursue and complete higher levels of education, and as high as possible. The personal figure of the security task force on campus in a small town like Lamongan, who then appeared complete with a Master's degree or even had to become a Doctor; complete with attributes of daily activities in assignments that appear elegant, modernist, and show a nuance of forward thinking; It's very easy to go viral via social media. This phenomenon is easily realized by Universitas Islam Lamongan as an experienced and large institution providing higher education; and will make Universitas Islam Lamongan known for having many academic breakthroughs. Security guards also need to form groups and have sports teams that show fitness identity and at the same time have achievements together with students.

Complementary approach activities based on humanities management which need to be built and implemented as a security system to achieve the best service and academic atmosphere on the Universitas Islam Lamongan, can be used as one of the community service activities for lecturers funded by the campus internally (Litbangpemas Unisla) whose results can be directly enjoyed by Universitas Islam Lamongan it self.

CONCLUSION

The application of humanities management as a technical approach in implementing security systems is very effective in producing quality, elegant, modern, advanced and satisfying academic services for all parties; while creating a conducive and enjoyable academic atmosphere on the Universitas Islam Lamongan. The humanist attitude of current security force personnel is very potential and effective in helping to encourage the productivity of the Tridharma of Higher Education performance in the Universitas Islam Lamongan campus environment by creating an academic atmosphere that is: comfortable studying, comfortable relationships, friendly security, zero violence, and zero theft.

An academic atmosphere that fulfills these elements can have a direct influence on improving the performance of Universitas Islam Lamongan, through the creation of 9 (nine) crucial things as several components that are very determining when accrediting study programs and accrediting higher education institutions; based on National Higher Education Standards in Minister of Education and Culture Regulation no. 3 of 2020 include: *Friendly atmosphere*or a friendly atmosphere (scientific friendly); *Close relationships*or close relationships between academics (in the context of constructive relationships); *Cultivate creativity*or encourage the growth of scientific creativity based on multi-disciplinary knowledge; *Community service spirit*or enthusiasm for community service as a form of scientific charity; *Scientific innovation*or scientific innovation; *Research productivity*or productive in carrying out research; *Publication productivity*or productive in publications containing reporting of research results and implementation of community service in the form of: articles, journals, books, monographs, modules, infographics and so on; *Intellectual property productivity*or productivity in obtaining intellectual work rights, in the form of copyrights, patents, and so on; as well as *Graduation and achievement index*or high graduation numbers/degrees and achievement index; Understand and find the relationship between the beneficial aspects of a humanist attitude in security services for the public and the academic community of Universitas Islam Lamongan as a prevention of destructive attitudes and behavior based on various factors that are part of the comprehensive security system at Universitas Islam Lamongan.

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