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The Role of the Banda Aceh City Manpower Office in Handling the Increase in the Number of Unemployed Due to Corona Virus Disease 2019 (Covid-19)

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Abstract: The problem of unemployment is still one of the main topics of discussion in Indonesia, especially during the COVID-19 pandemic and is one of the indicators that causes poverty in Indonesia in general and Banda Aceh City in particular. The absorption of labor which is still minimal will certainly cause low income of the community so that their purchasing power is also low, the purpose of this study is to see and obtain information about what efforts have been made by the Banda Aceh City Manpower Office in carrying out its role to deal with the unemployment rate in Banda Aceh City during the pandemic. Researchers want to see how the Banda Aceh City Manpower Office carries out its role to reduce the unemployment rate in Banda Aceh City during the pandemic. The research method used in this study is a qualitative descriptive research method. The descriptive method is a method used to examine the status of a group of people, an object, a condition, a system of thought, and a glimpse of events in the present. The results of this study indicate that the Banda Aceh City Manpower Office in carrying out its role to reduce the unemployment rate in Banda Aceh City by taking policies aimed at ensuring that programs/activities carried out in an effort to reduce unemployment can be implemented optimally. The many obstacles faced by the Banda Aceh City Manpower Office are in the areas of inadequate budget and Human Resources so that the implementation of programs/activities is hampered and delayed.

Keywords: Handling Unemployment Rate

INTRODUCTION

Indonesia is a developing country with the fourth largest population in the world and has a fairly large market potential in terms of labor input. However, the reality faced until now, the large population and workforce do not become potential assets that can be developed to encourage economic activities but indirectly become a burden on the state in development. Socialization is an important process in human life where individuals learn and adapt to norms, values, culture, and social behavior in society. Socialization is also to introduce something to an individual so that they can know things that are not yet known. Control is needed so that everything can be carried out properly and achieve maximum results with the planned goals.

Behavior refers to any action, reaction, or behavior that can be observed or felt from a person, animal, or other entity. Behavior can include various aspects, such as physical actions, emotional responses, and cognitive reactions. In behavior, there are values that exist in society, these values become guidelines in society but sometimes shift as time goes by.

Compensation systems can vary from company to company and can be tailored to industry sector, organization size, and other factors. Good compensation management can be an important tool in human resource management and can have a significant impact on performance, employee retention, and company reputation. Compensation exists because the company or organization appreciates the services provided by workers during their service to the company or organization in the form of incentive awards or severance pay.

Termination of employment, also known as dismissal or termination, is the act by which a company ends the employment relationship with an employee. Termination of employment can occur for a variety of reasons, and the process depends on the labor laws in a particular country as well as the company's internal regulations and policies.

Termination of employment is a serious action that requires careful consideration and compliance with applicable laws and regulations. In addition, undergoing the termination process with empathy and professionalism can help reduce its negative impact on the employees involved. Economic indicators that affect poverty levels can be caused by unemployment, which is a condition in which someone who is included in the workforce wants to get a job but has not been able to get it. People who are not working, but are not actively looking for work are not classified as unemployed. Thus, it can be concluded that unemployment is a number of people or a number of residents who are included in the workforce where their productive age has reached 15-64 years, both those who already have jobs but are temporarily unemployed and those who are looking for work, they are classified as unemployed.

And Law Number 13 of 2003 concerning Manpower requires the government to address the unemployment problem in Indonesia during the COVID-19 pandemic. This is stated in the article which states that: (1) Workforce planning is the process of systematically preparing a workforce plan which is used as a basis and guideline in preparing policies, strategies, and implementing sustainable workforce development programs; (2) Work competency is the work ability of each individual which includes aspects of knowledge, skills, and work attitudes in accordance with established standards; (3) Workforce placement services are activities to match workers with jobs that match their talents, interests, and abilities and employers can obtain workers according to their needs.

Unemployment caused by COVID-19 has resulted in layoffs so that many workers no longer have jobs. The intensity of work causes individual abilities to decline. The free time that is owned a lot causes the mobility of each individual to be hampered by COVID-19, and activities have stopped. This causes the productivity of each individual to produce nothing.

As one of the regions filled with abundant natural resources. However, it does not make the level of welfare of the Acehnese people also increase. One of them is in the city of Banda Aceh. Banda Aceh City is the capital of Aceh province, although its status as the capital city does not reduce the unemployment rate. The number of unemployed is increasing day by day from year to year. The number of unemployed in the city of Banda Aceh is exacerbated by the presence of the COVID-19 virus which forces some people in the city of Banda Aceh to work from home and even to the point of layoffs.

COVID-19 or commonly called the corona virus emerged since the end of December 2019 in Wuhan City, Hubei Province, China and spread to countries in various parts of the world. This virus comes from animals (bats) that fly and drop their droppings on the ground. This droppings are accidentally taken by wild animals looking for food, then the wild animals are traded in the market and consumed by humans. Transmission of this virus occurs through droplets or splashes of fluid from coughing and sneezing, direct contact such as shaking hands, touching objects or surfaces that have the virus on them and then touching the eyes, nose and mouth before washing hands. This method of transmission is very easy so that the spread of this virus occurs very quickly, even within a few months it has infected millions of people worldwide (<https://bbc.com>, February 26, 2020).

The COVID-19 pandemic that exacerbates the number of unemployed in Banda Aceh city has become a job for the Banda Aceh city government, especially the Banda Aceh city labor office. Based on this background, it motivates researchers to look at the Banda Aceh city labor office's policy regarding the increasing unemployment during the COVID-19 pandemic. One of the quite serious problems currently being faced is the problem of unemployment. Unemployment is an employment problem that has now reached a fairly concerning condition. The high number of unemployed and underemployed is a waste of existing resources and potential, a burden on families and communities, a major source of poverty, can lead to increased social unrest and crime, and can hinder development in the long term. COVID-19 has caused the Indonesian economy to decline, many companies have experienced a decrease in income so that companies cannot pay employees so they carry out layoffs. On April 7, 2020, CNBC Indonesia revealed companies that carried out layoffs. The Ministry of Manpower noted that as of April 16, 2020, 229,789 workers from the formal sector were laid off due to COVID-19, while 1,270,367 workers were laid off. In addition, the informal sector was also affected, with 443,760 workers laid off. The total number of workers affected was 1.9 million. (Ministry of Manpower).

Based on the results of previous research conducted by Ninda Fahzura (2021) entitled "The Impact of the COVID-19 Pandemic on Halal Tourism in Banda Aceh City". The problem raised in this study is how the positive and negative impacts and efforts of the Aceh government, especially in responding to the impact of the COVID-19 pandemic on halal tourism in Banda Aceh City. The results of the study show that there are several positive impacts due to the COVID-19 pandemic on halal tourism, namely the change in profession of workers in the halal tourism sector to online entrepreneurs and making workers more creative in finding business opportunities that suit the needs of the community for the sake of survival, people currently have a healthy lifestyle, because they must always follow the COVID-19 prevention health protocol in every activity, the government will soon build zero kilometers and other culinary parks, and during the pandemic almost all MSME entrepreneurs and workers in the halal tourism sector have been able to use technology in developing their businesses.

As a main indicator directly related to poverty conditions, unemployment in Banda Aceh City must be given more attention. The Open Unemployment Rate (TPT) in Banda Aceh City shows a fairly high figure (6.92%) compared to the National Open Unemployment Rate (5.28%)

and the Open Unemployment Rate of Aceh Province (6.20%) (Source: Banda Aceh in Figures 2022).

Based on the above foundation, the researcher is interested in conducting research on how the implementation and impact of the Banda Aceh City Manpower Office in reducing the unemployment rate in Banda Aceh City. Therefore, the researcher wants to conduct research on the office with the research title "The Role of the Banda Aceh City Manpower Office in Handling the Increase in the Number of Unemployed Due to Corona Virus Disease 2019 (COVID-19)".

Based on the background and problem formulation that the researcher has compiled above, this research aims to: determine the role of The Manpower Office of Banda Aceh City into handle the increase in the number of unemployed due to Corona Virus Disease 2019 (COVID-19) in the city of Banda Aceh, as well as to determine the impact caused by Corona Virus Disease 19 (COVID-19) on the increase in the number of unemployed in the city of Banda Aceh.

LITERATURE REVIEW

Role Theory

Role means something that is played or carried out. Role is defined as an activity played or played by someone who has a position or social status in an organization. Role according to terminology is a set of behaviors expected to be possessed by those who have a position in society. In English, the role is called "role" which is defined as "person's task or duty in undertaking". It means "a person's task or obligation in a business or job". Role is defined as a set of behaviors expected to be possessed by people who have a position in society. While the role is an action carried out by a person in an event (Syamsir, 2014: 86).

Role is an activity carried out by a person or an institution/organization. Role which must be carried out by an institution/organization is usually regulated in a provision which is a function of the institution. There are two types of roles, namely the expected role and the actual role. In carrying out the role it carries out, there are supporting and inhibiting factors.

Role according to Koentjaraningrat (2010: 13), means the behavior of an individual who decides a certain position, thus the concept of role refers to the expected behavior pattern of a person who has a certain status/position in an organization or system. According to Abu Ahmadi, role is a complex of human expectations regarding how individuals should behave and act in certain situations based on their status and social function.

The definition of role according to Soerjono Soekanto (2010: 243), namely role is a dynamic aspect of position (status), if someone carries out his rights and obligations according to his position, then he carries out a role. Role is a dynamic aspect of position (status). If someone carries out his rights and obligations according to his position, then he carries out a role. While obligations are everything that must be done by everyone in carrying out their lives. In the Indonesian dictionary it is also explained that a role is an action carried out by someone in an event.

Human Resource Theory

Human resources are important assets and play a role as the main driving factor in the implementation of all activities or activities of the agency, so they must be managed well through Human Resource Management (HRM). According to human resource management experts are as follows:

According to Mangkunegara (2017) "human resource management is a management and utilization of resources available to individuals (employees)". This management and utilization are developed optimally in the world of work to achieve organizational goals and individual employee development. According to Simamora in Sutrisno (2017) "human resource

management is the utilization, development, assessment, reward and management of individual members of an organization or group of workers".

According to Hasibuan (2016) "human resource management is the science and art of managing relationships and roles of workers so that they are effective and efficient in helping to achieve the goals of the company, employees and society. According to Pangabean (2016) "human resource management is a process consisting of planning, organizing, leading and controlling activities related to job analysis, evaluation and implementation.

work, procurement, development, compensation, promotion, and termination of employment in order to achieve the stated goals". According to Handoko (2016: 3) "human resource management is the recruitment, selection, development, maintenance, and use of human resources to achieve both individual and organizational goals".

According to Dessler (2017) "human resource management is the process of acquiring, training, assessing, and compensating employees and of managing labor relations, health and safety, and matters relating to fairness". Widodo (2017) explains that: "Human resource management (HRM) is a process that includes evaluating human resource (HR) needs, getting people to meet those needs, and optimizing the use of those important resources by providing appropriate incentives and assignments, to suit the needs and goals of the organization where the human resources are located".

Human resources are people who are employed in an organization as pioneers, thinkers and planners to achieve organizational goals. While in general, human resources are individuals who work as activists in an organization, both institutions and industries and act as assets whose abilities must be trained and developed.

Organizational Theory

Organizational Science is part of administrative science because the organization is one of the elements of administration, so the discussion of the organization will give rise to organizational science as a branch of administrative science. According to Hasibuan (2016) "organization is a formal, structured and coordinated association system of groups of people who work together to achieve certain goals".

According to Waldo in Silalahi (2016) "organization is a structure of relationships between people based on authority and is permanent in an administrative system". The definition of organization is also mentioned by Weber quoted by Silalahi (2016), stating: "organization is a social relationship system, where each individual who cooperates carries out the process of interaction with other individuals".

According to Robbins (2016) "an organization is a consciously coordinated social unit, with a relatively identifiable boundary, which works on a relatively continuous basis to achieve a common goal or group of goals". According to Ali (2016) "an organization is an activity of compiling and building work communication between members in the organization so that a unity will be achieved to achieve the goals of the organization".

According to Kurniawan (2016) "an organization is a social unit of a group of people who interact with each other according to a certain pattern so that each member of the organization has their own functions and duties, as a unit that has certain goals and has clear boundaries, so that it can be separated". Meanwhile, Wursanto (2017) "Organization is a process of dividing tasks or work, arranging employees to carry out tasks or work from a business entity".

Concept of Workforce

Labor is a resource, specifically human resources or human resources that play a role in community development activities. The role of labor as one of the production factors is very large for economic development, as well as in the industrial sector which is largely oriented towards labor-intensive sectors that absorb a lot.

Labor (employed) of 3 (three) types, namely: a. Full labor (full employed), is a labor that has a number of working hours ≥ 35 hours per week with certain work results according to the job description. b. Partial labor or half-employed (under employed), is a labor with working hours < 35 hours per week. c. Labor that has not worked or is temporarily not working (unemployed), is a labor with working hours ≤ 1 hour per week labor is an important factor in the production process, because humans (labor) are able to move other production factors to produce goods. In other words, labor is one of the production factors that must be present in a process. production. Labor is a population aged over 10 years or more. Indeed, in each country the age limit for labor is different.

For example, in India, the workforce is the population aged between 14 and 60 years. Other than that age group is considered not to be a workforce. In Indonesia, there is no maximum age limit because in Indonesia there is no national social security. Indeed, there are some residents who receive benefits in old age but the number is only small, namely civil servants and a small number of private employees.

According to Law of the Republic of Indonesia Number 13 of 2003 concerning Manpower, Manpower is any person who is able to do work to produce goods and/or services either to meet their own needs or for the community. The concept of manpower is: "The part of the population that is able to work to produce goods and services". The United Nations classifies the population aged 15-64 years as the workforce. Indonesia classifies the population aged 10 years and over as the workforce, on the grounds that there are many people aged 10-14 and 65 years and over who work. Because the workforce is the part of the population that is able to work to produce goods and services, the dependency ratio is often calculated to show the average number of people (excluding themselves) that must be supported by a worker. When using the United Nations criteria, the dependency ratio is calculated from the comparison between the number of people who are not aged 15-64 years and the population who are aged 15-64 years.

The requirements for a good prospective worker include having broad knowledge, adequate skills, being able to communicate well verbally and in writing, having strong motivation, being willing to work hard, and being able to work carefully and precisely. Indonesian workers need to be improved because there are five mental attitudes that do not support increased productivity, namely: lack of discipline, lack of creativity, lack of innovation, lack of motivation, lack of dynamism in carrying out work. One of the consequences of using the employment approach in the national development process is the development of the workforce's capabilities. Efforts to build and develop the capabilities possessed by individuals can be realized by improving education and training.

Concept of Unemployment

Unemployment can occur as a result of the high rate of change in the workforce that is not balanced by the availability of sufficient employment opportunities and the absorption of labor that tends to be small in percentage. This is due to the low growth rate of job creation to accommodate the workforce that is ready to work. Or in other words, in the labor market the number of offers of labor is higher when compared to the number of demands for labor (Setiawan, 2013).

Unemployment is a condition where someone who is included in the workforce wants to get a job but has not yet obtained one. The main factor that causes unemployment is a lack of aggregate expenditure. In general, aggregate expenditure realized in the economy is lower than the aggregate expenditure needed to achieve full employment. This lack of aggregate demand is an important factor that causes unemployment. In addition, other factors that cause unemployment are (a) unemployment because they want to find better work, (b) employers use modern production equipment that reduces the use of labor, and (c) a mismatch between the actual skills of job seekers and the skills needed in industries (Sukirno, 2016).

RESEARCH METHODS

This study will use a descriptive qualitative research approach. The purpose of the study is to produce descriptive data, in the form of written or oral expressions from people and behaviors that are related to the Role of the Banda Aceh City Manpower Office in increasing unemployment during the Corona Virus Disease (COVID-19) pandemic. The sample used in this study was only a small number and was selected according to the purpose of the study to facilitate the study in obtaining information and data on the role of students in empowerment development.

Descriptive qualitative research is conducted in natural conditions and is of a discovery nature. In qualitative research, the researcher is the key instrument. Therefore, researchers must have a broad theoretical background and insight so they can ask, analyze, and construct the object being studied to be clearer. Qualitative research is used if the problem is not yet clear, to find out the hidden meaning, to understand social interactions, develop theories, ensure the truth of data and research the history of development (Noor, 2011).

RESULT AND DISCUSSION

Research Result

1. The role of the Banda Aceh City Manpower Office in handling the increasing number of unemployed due to Corona Virus Disease 2019 (COVID-19) in Banda Aceh City.

a. Socialization.

Broadly speaking, socialization is a process of interaction and learning carried out by a human being from birth to the end of his life in a community culture. Meanwhile, the narrow definition of socialization means a learning process from humans to be able to recognize the environment in which he will live, both the environment. In general, the definition of socialization is a process of teaching and learning in behaving in society. Some people also say that socialization is the process of instilling values, habits, and rules in behaving in society from one generation to another. In the process of socialization itself, humans are adjusted to their respective roles and social statuses in community groups. With the process of socialization, a person can know, understand and carry out their rights and obligations based on the role of their respective statuses according to the culture of society. Furthermore, in the process of recognizing the rights and obligations of an adult, each individual or human being needs to socialize to learn and develop patterns of social behavior with other members of society.

During the COVID-19 Pandemic, the Banda Aceh City Manpower Office conducted a socialization activity for the SISNAKER application in an effort to improve services in facilitating the public in applying the Manpower information system application. According to the Head of the Banda Aceh City Manpower Office, this application is very useful during

the COVID-19 pandemic which carries out activities online, this application is an online-based employment service system platform. This application is very helpful for job seekers to be able to see all kinds of information available during the pandemic, both regarding programs/training or applying for work from home. Based on the results of researchers in villages and villages in Banda Aceh, not all people have accessed the application socialized by the Banda Aceh City Manpower Office because not all of them have Android cellphones. Even if there are Android cellphones, they are used by children for the purposes of the learning process at school.

Based on observations and interviews, researchers concluded that the socialization carried out by the Banda Aceh City Manpower Office was not evenly distributed, both in villages. There are still people who do not use Android to access the internet or applications made by the Manpower Office.

b. Control

Control is the process of measuring performance and ensuring that actions taken successfully achieve predetermined goals. Control helps ensure that each individual and group act in accordance with the organization's long-term and short-term plans. Control also helps maintain compliance with organizational regulations and policies. In this case, the Banda Aceh City Manpower Office has the task of controlling any problems and issues during the COVID-19 pandemic, especially to solve the problem of increasing unemployment rates. Based on the results of the control indicator study, the policy made by the Banda Aceh City Manpower Office in an effort to reduce the unemployment rate is by issuing a budget policy aimed at implementing training programs for unemployed job seekers that are adjusted to the interests and talents of job seekers. In addition, the Banda Aceh City Manpower Office also collaborates with companies that have CSR (Corporate Social Responsibility) which is a company benefit given to the community around the company which ranges from 2% to 3% of the company's total profits in a year, where the CSR funds can be used to carry out activities that are beneficial to the community such as training activities or providing business assistance to the community and so on.

Based on the results, the researcher concluded that there is authority carried out by the Banda Aceh City Manpower Office by making policies regarding controlling the increasing unemployment rate during the pandemic. The Banda Aceh City Manpower Office to control the unemployed community, there are 3 things that the Banda Aceh City Manpower Office does, namely: Job Exchange, Labor Marketing, and Expansion of Job Opportunities, in the form of a job fair program. Based on the interview results AndThe researcher's observation concluded that the control carried out by the Banda Aceh City Manpower Office was a form of control over job seekers and provided information on job fair programs, so that they could match the skills of job seekers with existing jobs from companies to reduce the unemployment rate during the pandemic.

The Manpower Office also conducts competency-based training by optimizing the Job Training Center (BLK). With training/programs conducted by the Banda Aceh City Manpower Office with the hope of honing the skills possessed by the community and providing insight into entrepreneurship.

c. Behavior

Values. The definition of value as a belief about actions in life, there are values that can be used as a benchmark for living life. Life values can be obtained through one's own life experiences, other people's, or values that have grown in society. These values also become beliefs in determining life choices. In the Big Indonesian Dictionary (KBBI), value is defined as price (in the sense of estimated price); the price of money (compared to the price of other money), intelligence figures; seeds; the amount of content; content; quality; characteristics (things) that are important or useful for humanity; something that perfects humans according to their essence.

The changes in community values during the COVID-19 pandemic have caused changes in habits that are forced not in actual conditions, such as the use of attributes that comply with applicable health protocols and maintaining distance so as not to crowd to avoid the spread of the virus. Based on the results of research at the Banda Aceh City Manpower Office, changes in community values have made it difficult for the Banda Aceh City Manpower Office to provide information directly (face to face) and make policies on all information provided on the Banda Aceh City Manpower Office website, both from programs/training and other information.

Based on observations and interviews about the value indicators, the researcher concluded that there was a change in values that apply to society during the COVID-19 pandemic, and there are some people who have not yet implemented the government's health protocol instructions such as wearing masks, maintaining distance, and so on. This also makes it difficult for the Banda Aceh City Manpower Office to provide information directly because of the strict health protocol regulations, so that not all people get the information they need, both from programs/training and job opportunities.

2. Knowledge

Knowledge is a variety of phenomena encountered and obtained by humans through rational observation. Knowledge arises when someone uses their intellect to recognize certain objects or events that have never been seen or felt before. For example, when someone tastes a new dish, they will gain knowledge about the shape, taste, and aroma of the dish. Knowledge is information that has been combined with understanding and the potential to act, then sticks in someone's mind. In general, knowledge has the ability to predict something as a result of recognizing a pattern. When information and data are only able to inform or even cause confusion, then knowledge has the ability to direct action. This is called the potential to act.

Based on the results of the study, knowledge is needed to implement the program/training carried out by the Banda Aceh City Manpower Office to achieve the expected goals, the knowledge possessed by the Manpower Office employees is useful so that there are no obstacles in carrying out the training that will be carried out during the pandemic. This is so that all employees at the Manpower Office can carry out their respective duties professionally. Knowledge in the community is also very important, to help encourage the community to facilitate access to information and communication in terms of finding information on job opportunities or training to hone their respective skills. As one of the most advanced cities in Aceh Province, Banda Aceh City is the center of attention for job seekers from outside Banda Aceh City. The large number of immigrants who come to Banda Aceh City and stay for a long time or even move and become residents of Banda Aceh City with the aim of working will certainly be one of the factors in the high competition between job seekers, so that the problem of unemployment cannot be avoided.

Therefore, to reduce the unemployment rate in Banda Aceh City, the role of the Banda Aceh City Manpower Office is very important so that job seekers who lack skills can gain knowledge and skills to compete in the world of work or can create their own jobs.

Based on the results of observations and interviews, researchers on knowledge indicators concluded that there is still a lack of professionalism of employees due to a lack of knowledge of the implementation of the duties of the Manpower Office itself, there must be an in-depth study of how the duties of each employee in each field are so that there are no obstacles so that the implementation of activities can be achieved optimally. The community must also be more extra in honing their abilities through programs/training conducted by the Banda Aceh City Manpower Office to get the desired job.

3. Impacts caused by Corona Virus Disease 19 (COVID-19)

Regarding the Increase in the Number of Unemployed in Banda Aceh City.

a. Compensation

Services are a form of economic activity that involves service providers (service providers) to meet the needs or desires of customers (service recipients) by performing certain work or actions. Here are some important points to understand the concept of services. Examples of services include education, health care, transportation, consulting services, customer service, banking, and many more. Services play a vital role in the modern economy and contribute significantly to the formation of gross domestic product (GDP) in many countries.

Based on the results of the research on service indicators in carrying out job canvassing activities, the Banda Aceh City Manpower Office really tried hard so that this activity could be carried out properly and reduce unemployment. In carrying out job canvassing activities, the Banda Aceh City Manpower Office made AK1 cards (Yellow Cards/Job Seeker Cards) for job seekers registered in Banda Aceh City which contain information about job seekers in the form of names, Population Identification Numbers (NIK), E-KTP, graduation data and schools and universities where job seekers earned degrees based on the job seeker's last education. The AK1 card itself functions as a database for the Banda Aceh City Manpower Office which can later be used in job canvassing activities by providing data about job seekers to the employer company and is used as one way for companies to get prospective workers who are needed and according to the company's qualifications, because job seekers who make this AK1 card also come from various disciplines, so companies can choose based on this.

Based on the results of the study, training activities are one of the programs of the Productivity and Job Placement Division of the Banda Aceh City Manpower Office which is carried out in order to expand employment opportunities. In implementing this job opportunity expansion program, the Banda Aceh City Manpower Office carries out various training activities such as sewing training, embroidery installation, culinary arts, welding training and motorcycle mechanics. The training activities are attended by the community as job seekers with the aim of developing the skills and expertise needed to get a job or create new jobs with the skills they will later have or they have skills that can be offered to get a job. The training activities carried out are also very closely related to the provision of skilled and quality workers, because with this training activity, the Banda Aceh City Manpower Office hopes to improve the quality of the workforce so that they have high productivity.

Based on observations and research conducted by researchers on service indicators, all activities during the pandemic have stopped, many companies have gone bankrupt and have not achieved the targets they want to achieve. Health protocols during the pandemic have limited the mobilization of the community itself so that they can only use online motorcycle taxi services as a priority for delivering goods, buying food, and so on. Many forms of services are also carried out online because people's mobility is limited.

b. Money

Money is a form of exchange used in the economy to facilitate trade, exchange of goods, and value. Money is the foundation of the modern economic system and plays an important role in facilitating trade, investment, and economic growth. Wise money management by the government and central bank is important to maintain the economic stability of a country. Based on the results of the study, the Banda Aceh City Manpower Office in carrying out its role as a facilitator provides all the needs required in every training program/activity carried out, even to the provision of pocket money and consumption for training participants. In addition, outside of the existing training activities, the Banda Aceh City Manpower Office also facilitates community businesses on an MSME scale by procuring equipment for the community in making cakes and catering which is carried out at the sub-district level. This equipment procurement activity was carried out in December 2020 where the sub-districts that received assistance for cake making and catering equipment were Meuraxa District with 173 pieces of equipment, Syiah Kuala District with 50 pieces of equipment and Gampong Jeulingke Syiah Kuala District with 120 pieces of equipment. This is done with the aim of supporting MSME businesses in Banda Aceh City so that they can continue to develop existing employment opportunities.

Based on the results of the study, the Banda Aceh City Manpower Office stated that in implementing the planned programs/activities, of course, they face various challenges and obstacles that become obstacles in implementing the programs/activities in an effort to reduce the unemployment rate in Banda Aceh City, one of which is the budget constraint. In implementing the program, of course, the Banda Aceh City Manpower Office requires a large budget, coupled with the COVID-19 pandemic conditions faced by almost all countries in the world, which is also one of the causes of the available budget not being sufficient to meet the needs in implementation of programs/activities due to budget refocusing that is diverted to accelerate the handling of COVID-19 in Banda Aceh City. This also does not only occur in the Banda Aceh City Manpower Office, but is faced by all government agencies/agencies in the Banda Aceh City environment, so that several programs/activities that should be routinely implemented must be delayed or hampered in their implementation and cannot be implemented optimally. Based on observations and research on the Money indicator, the Banda Aceh City Manpower Office carries out its role in carrying out training activities to hone community skills so that they can deepen their abilities and provide pocket money, but there are obstacles in terms of the budget that is lacking from the government because during the pandemic it focuses more on the health budget to reduce the number of COVID-19 in Banda Aceh City. From the side of companies that lay off or temporarily lay off workers, many do not receive severance pay from the company.

c. Termination

Termination of employment. Termination of employment, also known as dismissal or termination, is the act by which a company ends the employment relationship with an employee. Termination of employment can occur for a variety of reasons, and the process depends on the labor laws in force in a particular country as well as the company's internal regulations and policies. Here are some key points you need to know about termination of employment: Termination of employment is a serious action that requires careful consideration and compliance with applicable laws and regulations. In addition, undergoing the termination process with empathy and professionalism can help reduce its negative impact on the employees involved.

Based on the results of the study, many non-civil servant workers were found to be affected by the Termination of Employment (PHK) during the COVID-19 pandemic. One of the private companies in the leasing sector that has become unemployed until now and has not found a replacement job confirmed that during the pandemic it is very difficult to get a decent job. Many people are affected PHK from private companies in the field of inter-country tourism who work as tour guides during the COVID-19 pandemic, almost no tourists from Malaysia visited Aceh because of the strict rules made by the Malaysian government. The cuts from state/private companies occurred not because there was no reason, but because of the limited mobilization of the community itself because of the rules that were implemented so that the COVID virus itself would not spread widely, this caused the income of state and private companies to decrease drastically. Here the role of the Manpower Office is needed to overcome the problems that are currently occurring in order to reduce the lack of jobs so that the unemployment rate decreases.

Based on the results of the study, employees in companies that produce tofu and tempeh were also affected by layoffs during the COVID-19 pandemic, due to the decreasing production of tofu and tempeh and decreasing demand so that the company's income decreased and could not pay its employees. Even layoffs also occurred at a famous Plaza in Banda Aceh, namely Hermes Mall, at one of the clothing brands during the COVID-19 pandemic, layoffs were carried out unilaterally and employees felt disadvantaged because of the difficulty of getting new jobs during the past COVID-19 pandemic. The same thing also happened with the termination of employment of workers at one of the Coffee Shops, layoffs were caused because the monthly income received by the company was not enough to pay workers and minimal income every day.

Discussion

1. The role of the Banda Aceh City Manpower Office in handling the increasing number of unemployed due to Corona Virus Disease 2019 (COVID-19) in Banda Aceh City.

a. Role.

Based on the conclusion of the research results, the role dimension shows that the active role of the government and the Banda Aceh City Manpower Office as an extension of the government is to be able to bridge the needs of the community to obtain decent work. In the midst of increasingly high and tight job competition conditions, it is also a factor in the increasing marginalization of job seekers with low skills and expertise. The Banda Aceh City Manpower Office is the executor of government duties in making various efforts to reduce

the unemployment rate in Banda Aceh City. In this case, the Banda Aceh City Manpower Office is moving to become the front guard in resolving matters related to employment problems in the Banda Aceh City environment.

Definition of role according to Soerjono Soekanto (2010), namely role is a dynamic aspect of position (status), if someone carries out his rights and obligations according to his position, then he carries out a role. Role is a dynamic aspect of position (status). If someone carries out his rights and obligations according to his position, then he carries out a role. While obligations are everything that must be done by everyone in carrying out their lives. In the Indonesian dictionary it is also explained that a role is an action carried out by someone in an event. Based on Article 27 paragraph (2) of the 1945 Constitution, every citizen has the right to work and a decent living for humanity. This certainly mandates the obligation for the State to be able to facilitate each of its citizens in obtaining decent work.

According to Syamsir (2014) Role according to terminology is a set of behaviors expected to be possessed by those in a position in society. In English, the role is called "role" which is defined as "person's task or duty in undertaking". This means "a person's task or obligation in a business or job". Role is defined as a set of behaviors expected to be possessed by people in a position in society. While the role is an action carried out by a person in an event. Based on Law Number 13 of 2003, the Banda Aceh City Manpower Office has a role in the implementation of national development, the workforce has a very important role and position as actors and objectives of development. Role and position workforce, there needs to be workforce development to improve the quality of the workforce and the role and increase the protection of workers and their families in accordance with their dignity and status.

Role according to Koentjaraningrat (2010), means the behavior of an individual who decides a certain position, thus the concept of role refers to the expected behavior pattern of a person who has a certain status/position in an organization or system. According to Abu Ahmadi, role is a complex of human expectations regarding how individuals should behave and act in certain situations based on their status and social function.

Finding 1: The regulation of the role of the Banda Aceh City Manpower Office in conducting socialization and control was not implemented effectively, due to the existence of health protocols that limit mass gatherings, limited public access to the use of Android.

b. Behavior.

Behavior is any action, reaction, or response that can be observed or measured by an individual, organism, or other entity. It includes everything a person does, whether it is a physical action such as walking or talking, or a psychological reaction such as thinking, feeling, or processing information. Behavior includes various types of activities that can be seen, measured, or explained, and it is an important aspect in the study of psychology, sociology, ethology (the science of animal behavior), and various other social and natural sciences. Behavior can also be influenced by various factors, including genetic, environmental, social, cultural, and psychological factors. According to Mangkunegara (2017) "human resource management is the management and utilization of resources available to individuals (employees)". According to Notoarmodjo (2010) Behavior is an individual's response to a stimulus or an action that can be observed and has a specific frequency, duration and purpose whether consciously or not, behavior is a collection of

various factors that interact with each other. It is often not realized that the interaction is so complex that sometimes we do not have time to think about the reasons why someone implements a certain behavior. It is very important to be able to examine the reasons behind the behavior that an individual has, before the individual is able to change the behavior.

Finding 2; Public distrust of COVID-19 so that many still do not comply with health protocols due to the habit so far Aceh still strongly adheres to social values and adheres to family values as well as a lack of awareness of the prevention and spread of COVID-19.

2. The impact of Corona Virus Disease 19 (COVID-19) on the increase in the number of unemployed in the city of Banda Aceh.

a. Compensation.

Based on Law Number 13 of 2003 concerning Manpower, it regulates the compensation given to people affected by Termination of Employment (PHK) will receive severance pay or service money to the company. Compensation is a payment or replacement given to individuals or groups as a reward or replacement for services, work, losses, or contributions they provide or experience. This is a form of appreciation or reward that is generally used in various contexts, including the world of work, law, economics, and business. According to Hasibuan (2016) "human resource management is the science and art of managing relationships and roles of the workforce to effectively and efficiently help realize the goals of the company, employees, and society".

In the workplace, compensation usually refers to the salary or wages given to employees in return for their work and contributions to the company. This compensation can be in the form of a monthly salary, allowances, bonuses, incentives, and other benefits such as health insurance or pensions. Compensation in the workplace context aims to Encourage and motivate employees to do their jobs well. Provide fair and decent income for employees, retain and attract high-quality talent to the organization. Provide rewards and recognition for good performance.

Finding 3: The company does not provide compensation to employees who are temporarily laid off, so that workers can survive in meeting their daily needs during the pandemic.

b. Termination. Based on Law Number 13 of 2003 concerning Manpower, it regulates termination of Employment with the following details:

- 1) Article 36 concerns various reasons underlying the occurrence of layoffs. The reasons for layoffs form the basis for determining the calculation of rights due to layoffs that can be obtained by workers.
- 2) Article 37 to Article 39 concerning Procedures for Termination of Employment from the stage of notification of termination of employment until the termination process in the company is carried out. Furthermore, if the termination of employment does not reach an agreement, the next stage is carried out through the industrial relations dispute resolution mechanism in accordance with the provisions of laws and regulations.
- 3) Article 40 to Article 59 concerning Rights Due to Termination of Employment, namely in the form of severance pay, long service award money, replacement money for rights, and separation money. The calculation is based on the reason/basis for the termination of employment.

Termination is the act or process of ending the employment relationship between an employee and the company or organization where they work. Termination can occur for various reasons, conditions, and specific needs of a company. Temporary termination is when a company cannot retain employees due to economic reasons or special circumstances (such as the COVID-19 pandemic). Employees are temporarily laid off with the possibility of being recalled when the situation improves. The termination process usually involves a number of procedures, including notification to employees, settlement of payments, return of company assets, and calculation of benefits. Some companies also follow legal and regulatory procedures when conducting terminations. Termination is an important part of human resource management and is often a difficult and sensitive decision. It can affect employees financially, emotionally, and socially, and has an impact on the company in terms of productivity and reputation. Therefore, it is important to manage terminations wisely, fairly, and in accordance with applicable laws and ethics.

Finding 4: Sudden dismissal or termination of employment makes dismissed employees feel dissatisfied with the decisions made by the company, and the company does not provide the rights of laid-off workers.

CONCLUSION AND RECOMMENDATION

Conclusion

The conclusion of this study 'The Role of the Banda Aceh City Manpower Office in Reducing the Unemployment Rate in Banda Aceh City Due to COVID-19' can be concluded as follows: The Banda Aceh City Manpower Office in carrying out its role to reduce the unemployment rate in Banda Aceh City has been carried out well. This can be seen from the roles carried out by the Banda Aceh City Manpower Office, both in terms of regulations, programs/training implemented to pressunemployment rate during COVID-19, the implementation of job fairs, labor marketing, and job expansion opportunities open up opportunities for people to find work and hone their skills.

Public distrust of COVID-19 so that they do not comply with health protocols is due to the habit that so far Aceh still strongly adheres to social values and adheres to family values as well as a lack of awareness of the prevention and spread of COVID-19, so that the policies and programs/activities implemented by the Manpower Office have not provided maximum results and achieved the desired goal, namely reducing the unemployment rate in Banda Aceh City.

The Banda Aceh City Manpower Office is experiencing constraints on an inadequate budget because the budget during the pandemic was more towards the health sector to prevent COVID-19 from spreading further and the existence of Human Resources (HR) who are still less professional and responsible in carrying out their duties and functions. So the Banda Aceh City Manpower Office has a big job to direct and provide understanding to employees who do not yet understand their duties and functions well so that they can be more professional and responsible in order to achieve goals in implementing maximum programs/activities.

Companies and organizations do not implement the provisions in force in Law Number 13 of 2003 concerning Manpower regarding Procedures for Termination of Employment from the stage of notification of termination of employment until the termination process in the company is carried out. Termination is carried out suddenly, making the dismissed employees feel dissatisfied with the decision made by the company, and the company does not provide the rights of workers who are terminated.

Recommendation

Based on the conclusions above, the researcher would like to provide some suggestions as follows: To ensure that the implementation of its role as an extension of the government and making regulations, the Banda Aceh City Manpower Office has been effectively implemented, it is expected that the Banda Aceh City Manpower Office will continue to monitor and re-evaluate each role that has been implemented so that in the future it can be more optimal in providing services to the community as job seekers both in terms of implementing training programs/activities, providing information related to job vacancies and facilitating each existing program/activity. In addition, the researcher also hopes that the training activities provided are also related to IT and other sciences that are relevant to the needs of the times so that they can develop further and can provide benefits for more job seekers who want to improve their expertise and skills so that they are able to compete in the world of work.

It is expected that every employee of the Banda Aceh City Manpower Office has a high initiative to learn and understand the programs/activities carried out by the Banda Aceh City Manpower Office so that in the future, employees of the Banda Aceh City Manpower Office can be more professional and responsible in carrying out their duties and functions as parties who play an important role in efforts to reduce the unemployment rate in Banda Aceh City. In addition, the researcher also hopes that the Banda Aceh City Manpower Office will continue to review and direct its employees to become Human Resources who have a great sense of responsibility in fulfilling their duties and obligations.

The Department of Manpower strictly enforces the provision of compensation to employees or workers who are dismissed without considering the situation and conditions that occur, resulting in dismissal/layoffs, and imposes sanctions on companies/organizations that do not provide compensation.

With the many cases of Termination of Employment (PHK) during the COVID-19 pandemic, the Banda Aceh City Manpower Office is expected to pay more attention to workers who experience Termination of Employment (PHK) whether their rights are fulfilled in accordance with Law Number 13 of 2003 concerning Manpower.

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