

HAND BOOK

AICoBPA

The 2nd Annual International Conference on
Business & Public Administration

“Advancing Business and Public Administration
in the Age of Innovation, Priorities, Risk
and Opportunities”



23rd - 24th October 2019



Faculty of Administrative Science
Universitas Brawijaya

ORGANIZED BY:

FACULTY OF ADMINISTRATIVE SCIENCE
UNIVERSITAS BRAWIJAYA



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Warm greetings from Dean, Faculty of Administrative Science Universitas Brawijaya



Dear Colleagues and Guests,

A very warm welcome to our Annual International Conference on Business and Public Administration, conducted by Business Administration Department and Public Administration Department, Faculty of Administrative Science, Universitas Brawijaya, Indonesia!

This time we have collaboration with Indonesian Association for Public Administration and Indonesian Association for Business Administration. We are glad and proud that we could conduct this prestigious international event. We hope this conference can make at least 3 (three) significant points:

First, as the development of business administration science, both conceptually and practically, we need more depth study through research and result seminar. Business administration discourse in market and resource based dimension, supply chain management and other dimensions need to be continually reviewed. In this way the development of business administration, will always be dynamic in accordance with the scientific paradigm and global challenges in the business world.

Second, in the globalization era, the development of public administration and public services also tends to exceed national borders. Technological progress has also spurred the provision of better quality public services at the local, regional, national and international levels. In order to respond to these developments, we need a reliable study of public administration. This development can be obtained through sharing and conference in international scale.

Third, the development of business sector does not only involve the business world but also involves the public and private sectors. In this framework, concepts and applications have been developed such as Corporate Social Responsibility (CSR), Good Corporate Governance (GCG) and others. On the other hands, the development of public sector organizations also needs effectiveness, efficiency, and profits to ensure the continuity and improvement of the quality of public services. There is even, a very close link between public values and business values to complement each other in developing these two sectors. On the basis of those considerations we held this event. We hope this conference will be beneficial for the development of the science of Business Administration, Public Administration and the relationship between those two. Finally, I would like to sincerely thank the Organizing Committee for their hard work.

Thanks to all speakers and participants for your contribution!

About The Conference

This year of 2019, in a concordance with the 59th Anniversary of Faculty of Administrative Science Universitas Brawijaya, Indonesia, we proudly present the 2nd Annual International Conference on Business and Public Administration 2019 (AICoBPA 2019) in collaboration with Asosiasi Ilmu Administrasi Bisnis Indonesia (AIABI) and Indonesian Association for Public Administration (IAPA). AICoBPA 2019 invites scientists and practitioners from various fields related to Business and Public Administration around the world.

This is to accomplish in the development of Business and Public Administration. The theme coined in this international conference is “Advancing Business and Public Administration in the Age of Innovation: Priorities, Risk, Opportunities” that will act as a medium to discuss multidisciplinary topics in the field of Business and Public Administration. Through this theme, it is hoped that we can involve many professionals that have indirect roles in the related field of Business and Public Administration, such as auditing, tax and fiscal policy; economics, business and public finance; tourism; human resources development, leadership and organizational performance; marketing, entrepreneurship and supply chain management; policy, capacity building and empowerment; public service delivery and innovation; education, library and information governance; local governance and sustainable development; public reform and collaborative governance.

Besides, this anniversary event is also an event for homecoming for the alumni to contribute to the development of the Faculty of Administrative Science Universitas Brawijaya, Indonesia, which could strengthen the bond and network between department and its alumni and related parties.



AICoBPA

**The 2nd Annual International Conference on
Business & Public Administration**



SPEAKERS



SANDIAGA UNO, BBA, MBA

(Indonesian Businessman and Former Vice Governor of Jakarta)



Sandiaga Uno graduated from Wichita State University in 1990 and from George Washington University with an MBA in 1992. In 1994, he joined MP Group Holding Limited as an investment manager. The following year, he began working for NTI Resources Ltd in Canada and worked as an Executive Vice President in the company. In 1997, he co-founded PT. Recapital Advisors with his high school friend, Rosan Perkasa Roeslani. the following year, he co-founded Saratoga Capital with Edwin Soeryadjaya, son of William Soerjadaja. Both

businesses continue to flourish today. Listed as 29th richest man in Indonesia according to Forbes magazine in 2009, he continued to grow his businesses, buying a controlling (51%) stake in Mandala Airlines in May 2011. He was listed as 47th richest man in Indonesia according to Forbes in 2013. In 2016, his name appeared on the list of Panama Papers (known as Tax Scandal), although he denies he evaded taxes or broke the law. There were multiple reports in Indonesia that Sandiaga Uno was appointed as a "distinguished research professor in residence" at George Washington University. However, he already denied it, claiming that his appointment for the title was for his contribution in entrepreneur researches instead from teaching.

DR. M.R. KHAIRUL MULUK

(Universitas Brawijaya, Indonesia)



Dr. Mujibur Rahman Khairul Muluk was born in Surabaya on May 10, 1971 and he has graduated degree bachelor's education in state administration, Faculty of Administrative Science, Universitas Brawijaya in 1994 and master's education with a concentration of human resource development in the UB Graduate Program in 1999 (cumlaude). The author completed his doctoral education at the Graduate Program of the Department of Administrative Science, University of Indonesia with a special interest in regional government in 2006 with the title cumlaude. He is active in writing articles, especially about regional government which is published in various national and

international scientific journals. Books that have been written are *Desentralisasi dan Pemerintahan Daerah* (September 2006), *Organisasi dan Manajemen dalam Perspektif: Suatu Bunga Rampai Pemikiran* (as editor, July 1997), *Menggugat Partisipasi Publik dalam Pemerintahan: Sebuah Kajian Administrasi Publik dengan Pendekatan Berpikir Sistem* (November 2007), *Pembangunan dalam Perspektif: Suatu Tinjauan Multidimensional* (as editor, December 1997), *Peta Konsep Desentralisasi dan Pemerintahan Daerah* (2009) and *Innovative Governance* (2013). Aside from being active as a teaching staff at the Faculty of Administrative Sciences, Universitas Brawijaya, he is also active as a regional government consultant.

DR. CIORSTAN SMARK

(University of Wollongong, Australia)



Ciorstan Smark is a Senior Lecturer in the School of Accounting in University of Wollongong. He is the founder and co-editor of the Australasian Accounting Business and Finance Journal (AABFJ). Ciorstan currently has three major areas of research interested that are: auditing and financial reporting in the private and government sectors in Australia, the role of accounting in NPM (New Public Management) and influence on public policy choices, and the social and ethical impact of accounting related policy choices.

DR. MOHAMMAD SAUD KHAN

(Victoria University of Wellington, New Zealand)



Dr. Mohammad Saud Khan is a Lecturer in the area of Strategic Innovation and Entrepreneurship. Before taking up this role, he was positioned as a Postdoctoral researcher at the University of Southern Denmark. Having a background in Mechatronics (Robotics & Automation) Engineering, he worked as a field engineer in the oil and gas industry with Schlumberger Oilfield Services in Bahrain, Saudi Arabia and United Kingdom. In addition

to his involvement in several consulting assignments, his corporate experience includes a project on “Open Innovation” with Agfa Gevaert, Belgium. Saud’s research work has largely been focused on entrepreneurship (especially high-tech entrepreneurship), Innovation Management (especially implications of 3D printing and big data), teamwork, and uncertainty management with respect to people, organization and technology. His work has been presented and published at renowned international conferences and management journals. He is a frequent reviewer for prestigious academic conferences and journals such as Academy of Management Annual Meeting, European Academy of Management, Management Decision, International Journal of Entrepreneurial Behaviour and Research, Journal of Managerial Psychology and Creativity and Innovation Management.

TRI WULIDA AFRIANTY, PH.D

(Universitas Brawijaya, Indonesia)



Tri Wulida Afrianty is a Lecturer in business administration science, Universitas Brawijaya. She has completed his doctoral education at the Curtin University of Technology in 2014 She is active in writing articles which is published in various national and international scientific journals. Aside from being active as a teaching staff in the Faculty of Administrative Sciences, Universitas Brawijaya, She has also been the head of the master of business administration science and the chair of the Lab Business venturing laboratory.

PROF. BING WANG

(Huazhong University of Science and Technology, P.R. China)



Bing Wang is a professor in the College of Public Administration in Huazhong University of Science & Technology. He is also Chairman of Labor Union in the College of Public Administration. He has specialization of research interests area in public value, global governance, government reform, environmental policy and governance, and regional development.

PROF. NAHYUN KWON

(Myongji University, South Korea)



Nahyun Kwon is a Director of the Library in Myongji University and Vice President in Korea Biblia Society for Library & Information Science, He has research interests in Human information behavior, Service evaluation, Performance measurements, and Public library services. He has published 39 scholarly article in leading journal both national and international journal. For the past 9 years he also write a books with the title “Multicultural programs for tweens and teens”.

PROGRAM OVERVIEW

RUNDOWN AICOBPA 2019
FACULTY OF ADMINISTRATIVE SCIENCE, UNIVERSITAS
BRAWIJAYA OCTOBER 23rd-24th, 2019

Venue: Conference Hall, A Building, 4th FIA UB DAY 1 (Wednesday,
October 23rd, 2019)

Time	Event	Venue
07.30 - 08.15	Registration	A Building, Conference Hall, 4 th Floor
08.15 - 08.30	Promotion Session (Faculty, Undergraduate and Graduate Program, Laboratory)	
08.30 - 08.40	Traditional Dance	
08.40 - 09.10	Prayer Anthem song: Indonesia Raya Speech: Chief Executive (Dr. Cacik Rut Damayanthi) Opening Speech: Dean of Administrative Science Faculty (Prof. Dr. Bambang Supriyono, MS) Rector, Universitas Brawijaya (Prof. Nuhfil Hanani)	
09.10 - 09.20	Plaque Handover, and Photo Taking with Keynote Speakers	
09.20 - 09.35	Coffee Break	A Building, 4 th Floor, Banquet Room
09.35 - 11.55	Panel Discussion: 1. Dr. Ciorstan Smark (University of Wollongong, Australia) 2. Associate Professor Mohammad Saud Khan (Victoria University of Wellington, New Zealand) 3. Tri Wulida Afrianty, S.Sos., M.Si., MHRM., Ph.D (Universitas Brawijaya, Indonesia) Moderator: Mukhammad Kholid Mawardi, S.Sos, M.AB., Ph.D (Universitas Brawijaya)	
11.55 - 13.15	LUNCH	Building E
13.15 - 15.05	Congruence Sessions 1 Room A: Auditing, Tax and Fiscal Policy Room B: Human Resources Development, Leadership and Organizational Performance Room C: Marketing, Entrepreneurship and Supply Chain Management Room D: Policy, Capacity Building and Empowerment Room E: Local Governance and Sustainable Development	E Building, 8 th Floor
15.05 - 15:35	COFFEE BREAK	E Building, 8 th Floor, Banquet Room
15.35 - 17.05	Congruence Sessions 2 Room A: Economics, Business, and Public Finance Room B: Public Service Delivery and Innovation Room C: Education, Library and Information Governance Room D: Public Reform and Collaborative Governance Room E: Tourism	E Building, 8 th Floor

RUNDOWN AICOBPA 2019
FACULTY OF ADMINISTRATIVE SCIENCE, UNIVERSITAS BRAWIJAYA
DAY 2 (Thursday, October 24th, 2019)

Time	Event	Venue	
07:30 - 08:30	Registration	A Building, Conference Hall, 4 th Floor	
08:30 - 08.35	Opening by Master of Ceremony		
08.35 - 10.35	Panel Discussion: 1. Professor Wang Bing (Huazhong University of Science and Technology, P.R. China) 2. Professor Nahyun Kwon, Ph.D (Myongji University, Republic of Korea) Moderator: Sujarwoto, Ph.D (Universitas Brawijaya)		
10.35 - 10.55	a. Coffee Break b. Performance of PSM FIA UB		
10.55 - 11.15	Welcome Speeches 1. Dr .Cacik Rut Damayanthi (AICOBPA Chairman) 2. Professor Bambang Supriyono, Dean of Faculty of Administrative Science, Universitas Brawijaya 3. Professor Nuhfil Hanani, Rector of Universitas Brawijaya		
11.15 - 11.25	Plaque Handover, and Photo Taking with Keynote Speakers		
11.25 - 12.10	Keynote Speech I H. Sandiaga Salahuddin Uno, B.BA., M.BA Former Vice Governor of DKI Jakarta		
12.10 - 13.00	Keynote Speech II Associate Professor M.R. Khairul Muluk, M.Si (Universitas Brawijaya, Indonesia)		
13.00 - 13.20	PRESS CONFERENCE 1. H. Sandiaga Salahuddin Uno, B.BA., M.BA 2. Assoc Professor MR. Khairul Muluk (Universitas Brawijaya) 3. Professor Dr. Bambang Supriyono (Dean of FIA UB) 4. Yusri Abdillah, S.Sos., M.Si.,Ph.D (Vice Dean I of FIA UB)		A Building, Conference Hall, 4 th Floor (Conference Room)
13.00 - 13:30	LUNCH		
13:30 - 14.00	CLOSING CEREMONY Traditional Dance 1. Announcement (Best Paper Award) 2. Entertainment (Farewell) 3. Closing Speech Oscar Radyan Danar, Ph.D (General Chairman of AICOBPA)	A Building, Conference Hall, 4 th Floor	

The logo for AICoBPA, with 'AICo' in dark blue and 'BPA' in yellow. A horizontal line is positioned below the text.

AICoBPA

**The 2nd Annual International Conference on
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A large, stylized graphic of the letter 'A' on the left side of the page. It is composed of several overlapping geometric shapes in shades of orange, yellow, and grey.

CONGRUENCE

Wednesday, October 23rd 2019

SESSION 1 01.15 – 05.05 PM

SESSION 2 03.35 – 05.05 PM

CONGRUENCE

SESSION 1

AUDITING, TAX AND FISCAL POLICY

No.	Paper Title	Author Names
1	Tax Corruption and Tax Mafia: Learning from Indonesia's Experience	Abdul Rahman
2	Determinant of Tax Compliance Intention in Java Indonesia: Theory of Reasoned Action Approach	Latifah Hanum
		Dessanti Putri Sekti Ari
		Heru Susilo
3	Literature Review on Digital Service Tax as Reference for New Business Model in Indonesia	Nurlita Sukma Alfandia
4	Tax Incentive On Subsidized Housing In Kupang City	Damas Dwi Anggoro
		Rosalita Rachma Agusti
		Katharina S. Sarman
5	Entrepreneurial Behavior: Does Tax Policy and Financial Access matter? Evidence from University Student in Malang	Priandhita Sukowidyanti Asmoro
		Ferina Nurlaily
		Edlyn Khurotul Aini
6	Does Inflation Affect on Tax Receipts of Article 21 Income Tax with Unemployment as an Intervening Variable?	Mirza Maulinarhadi R
		Mirza Yuni Arrendamento
7	Indonesian General Tax Authorities: The Optimalization Strategies of Compliance Behaviour by using Joint Analysis Program	Kartika Putri Kumalasari
		Astri Warih Anjarwi
		Mohd Aliff Syahmi bin Abdul Rashid
		Diana Khaira Ernengsih
8	How is the Evaluation of Service Quality and System Quality in Taxation Service Applications?	Hanifa Maulani Ramadhan
		Rosalita Rachma Agusti
		Nisrina Rafian
9	Budgetting and Development Planning Innovation in Bandung City	Riki Satia Muharam
		Fitri Melawati
10	The Factors That Affecting Tax Revenue in 2019	Dewi Noor Fatikhah Rokhimakhumullah

HUMAN RESOURCES DEVELOPMENT, LEADERSHIP AND ORGANIZATIONAL PERFORMANCE

No.	Paper Title	Author Names
1	The Effect of Transformational Leadership on Organizational Culture, Rewards, Organization, Commitment and Organizational Citizenship Behavior (OCB)	Benny Hutahayan
2	The Effect of Perceived Organizational Support on Knowledge Sharing and Innovative Work Behaviour	Silvia Indra Mustika Kusdi Rahardjo Arik Prasetya
3	Transformational Leadership Approach in Effort to Achieve Good Corporate Governance (Study at PT. PLN (Persero) Rayon Ngagel)	Anggie Parawitha Lucca Ridho Asarday Putra
4	Organizational Culture as An Intervening Variable of Spiritual Leadership with Organizational Commitment and Ethical Behavior	RianeJohnly Pio Sontje Manuel Sumayku Danny David Samuel Mukuan
5	Improving Safety Behavior in The Workplace	Hamidah Nayati Utami
6	Different tests on 4 types of hospitals related to QWL, self-efficacy, job satisfaction, organizational commitment, and Organizational citizenship behavior (OCB) (Study of Nurse Hospitals in Malang Raya)	Ika Ruhana Endang Siti Astuti Hamidah Nayati Utami Tri Wulida Afrianty
7	Transformational Leadership and Digital Maturity: The Mediating of Organizational Culture	Yudha Prakasa Kusdi Raharjo Iko Dian Wiratama
8	Do Transformational Leadership Needed to Enhance Village Development?	Firda Hidayati
9	Village Fund Management Transparency in Kembuan Satu Village, North Tondano District	Abdul Rahman Dilapanga
10	Community Perceptions of Good Governance in the Bolaang Mongondow Regency Government	Devie S.R. Siwij Marthinus Mandagi
11	Civil-Military In Disaster Management: Public Administration	Bagus Tjahjono

MARKETING, ENTREPRENEURSHIP AND SUPPLY CHAIN MANAGEMENT

No.	Paper Title	Author Names
1	Brand Orientation, Brand Knowledge and Brand Involvement to Build Up The Commitment Brand	Nurul Azizah
		Siti Ning Farida
2	Dynamic Capabilities, Entrepreneurial Orientation, Innovation and Competitive Advantage in Travel Companies: concepts and framework	Wheny Khristianto
		Suharyono
		Edriana Pangestuti
		M.K. Mawardi
3	The Effects of Brand Experience on Brand Loyalty Through Brand Relationship & Brand Satisfaction (Study of Honda Motorcycle Group Customers in Bali)	Abdul Hafiz Mugni
		Effy Rusfiana
4	The Effect of Intellectual Capital on Innovation Capability	Detha Alfrian Fajri
		Aulia Luqman Aziz
5	Impact of Attitudes Toward Entrepreneurship, Subjective Norms and Perceived Behavioral Control in creating Entrepreneurial Intention	M. Kholid Mawardi
		Aufa Izzuddin Baihaqi
6	Critical Failure of Entrepreneurship: Literature Review	Finnah Fourqoniah
		Muhammad Fikry Aransyah
7	Exploring the Implications of Social Media Usage on Negative Consumers' Emotion And Behavior	Anni Rahimah
		Suharyono
		Andriani Kusumawati
8	An Innovative Framework of Digital Technology For Innovation Adoptions and SMEs Performance in The Manufacturing Sector	Brillyanes Sanawiri
		Endang Siti Astuti
9	Social Space of Knowledge are able to stop Social Village Innovation?	Rizki Yudhi Dewantara
10	Non Conformity Analysis with SCOR Model Approach and Analytic Hierarchy Process in Pharmaceutical Industry (Case Study: PT. PF Indonesia)	Erry Rimawan
		Wahyudin
		Ibnu Sholeh Kurniawan
11	Enterpreneurial Orientation, Religiosity and Muslimah Enterpreneur Value in Islamic Fashion Industry	Lusy Deasyana Rahma Devita
		Rizal Alfishyahr

POLICY, CAPACITY BUILDING AND EMPOWERMENT

No.	Paper Title	Author Names
1	Predisposing Factor in Implementation of Non-Smoking Area Policy in Government Institution Palembang City	Suryadi
		Atrika Iriani
		Sumartono
		Endah Setyowati
2	Implementation of Pedestrian Space Utilization Policy on Jalan Samratulangi, Manado City	Jeane Elisabeth Langkai
		Recky H. E. Sendouw
		Pingkan Sumakul
3	Contextualization of Disability Policy and Its Services in Indonesia	Wike, S.Sos., M.Si., DPA
4	The Political Affect of Identity On The Participation of Christian Voters in The 2018 Kotamobagu Regional Election	Marthinus Mandagi
		Devie S.R. Siwij
5	Gender In Government: The Opportunities and Challenges for Millenial Women in Government	Mariana Sole Agusta
		Nope
		Sulikah
		Sarifa Idrus
		Agung Jati Perkasa
6	Waste Problem: An Analysis of Policy Instrument of The Regional Regulation Number 8 Of 2013 In Sampang Regency	Bambang Tri Atmojo
		Muhammad Syafi'i
		Ramaditya Rahardian
		Erna Setijaningrum
		Nike Mutiara Fauziah
7	Developing A Public Value Waste Management Framework in Traditional Market	Fadlurrahman
		Joko Tri Nugraha
		R.M Mahendradi
		M.Rozikin
8	The importance of human resource capacity building in order to face demographic bonuses	Nur Amila binti Zawidon
9	The Empowerment of Post-Indonesian Migrant Workers' Family Through a Productive Migrant Village Program (Desmigratif) (A Study in Bedali Village, Ngancar Sub-District, Kediri District)	Lely Indah Mindarti
		Farah Anggraeni
10	Social Capital Analysis in The Engagement Culture for Reducing the IMR's and MMR's (Study on Jember Pandalungan Society)	Farida Nurani
		Mardiyono
		Bambang Supriyono
		Andy Fefta Wijaya
11	Self-Relocation Policy as an Alternative Disaster Management Policy for Long Period Disaster	Harmensyah

LOCAL GOVERNANCE AND SUSTAINABLE DEVELOPMENT

No.	Paper Title	Author Names
1	Beach Tourism Evaluation Using Participation Evaluation Approach	Akhmad Amirudin
		Bayu Kusuma
2	Village Innovation Based on Community	Erlita Cahyasari
		Moh Said
3	The Trade-offs Budget Analysis for Archipelagic Local Governance	Moh Said
		Bambang Supriyono
		Mujibur Rahman Khairul Muluk
		Bambang Santoso Haryono
4	Development Of Kampung Smart Program in Realizing Integrated Service	Nurjati Widodo
5	The Local Budget Management Accountability and Performance: Evidence of Bali Province in Indonesia	I Gede Eko Putra Sri Sentanu
6	Problem Identification of Regional Development Planning Processes in a Bottom-Up Approach in Malang City	Suhartono Winoto
7	The Role of Women Farm Worker in Building Family Economy in Sampiri Village, Airmadidi District, North Minahasa Regency.	Evi Elvira Masengi
		Elvis Martinus C Lumingkewas
		Margareth I R Rantung
8	The Pseudo Public Space in Development of Apartments, Super and Hypermarkets, Housing, and Shop-houses in Malang City, Society Centerd (Marxist) Perspective	Ainul Hayat
9	Transboundary Smoke-Haze Disaster Mitigation Efforts: Indonesian Case	Asti Amelia Novita
		Selma Sumaya Awumbila
		Siti Nursharafana binti Nazrey
10	Sustainable Development Strategies throught The Approaches ZOPP Method in Conflict Agrarian between Customary Law and State	Mieke Mnubefor
11	The Electronic Government Development Model in Realizing Smart Service Licensing Services in Sragen City	Rendra Eko Wismanu

CONGRUENCE

SESSION 2

ECONOMICS, BUSINESS AND PUBLIC FINANCE

No.	Paper Title	Author Names
1	Does Intellectual Capital Improve Bank Performance? A Comparative Study of Indonesian State-Owned and Private Banking	Rachma Bhakti Utami
		Nilia Firdausi Nuzula
		Cacik Rut Damayanti
2	The Influence of Exchange Rate, Towards Inflation, Interest Rate, and Composite Stock Price Index (Study at Bank Indonesia and Indonesia's Stock Exchange period of 2015-2018)	Suhadak
		Amanda Dwi Suciary
3	Risk, Stock, and Bond Value in Indonesia Public Companies	Sri Mangesti Rahayu
		Nilia Firdausi Nuzula
4	The Moderating Effect of Anti-Corruption Campaign on The Relation between Connections and Investment Behavior The Case of Chinese Listed Firms	Nur Imamah
		Tsui Jung Lin
		Suhadak
		Jung Hua Hung
5	The Mediating Role of Corporate Social Responsibility (CSR) Disclosure on Good Corporate Governance (GCG) and Firm Value	Saparila Worokinasih
		Muhammad Lutfi Zuhdi bin Mohamad Zaini
6	What factors Causing Retail Companies Facing Financial Difficulty?	Sri Sulasmiyati
7	Bank health level and Firms Value: Evidence from Indonesia	Cacik Rut Damayanti
8	Land Acquisition Act Impact on Singapore Hadrami Wealth: A Case Study of One Family.	Shireen Naila binte Ramli
		Ameen Talib
9	Analysis of Inventory Control on Cast In Channel HTA-CE 40/22 FV-300-CF/KF & HS 40/22 M12X50 Gvs 4.6 in PT.PARP using Continuous Review System and Periodic Review System Method	Antonius Setyadi
		Erry Rimawan
		Rosalita Elfazari
10	District and City Government Performance in Jambi Province (from Financial Condition Perspective)	Sri Rahayu
		Yudi
		Rahayu
11	Policy Implementation of Hope Family Program	Rahimullah

PUBLIC SERVICE DELIVERY AND INNOVATION

No.	Paper Title	Author Names
1	The Community Perspective on the Public Service Quality at Kediri City, East Java, Indonesia	Andy Fefta Wijaya
		Ali Maskur
		Martina Purwaning Diah
2	Building the Public Service that Smarter in the Disadvantaged Area (Analysis in Sumbawa District, NTB)	HeriKurniawansyah HS
		Sri Nurhidayati
		Amrullah
3	Safer City: Improving Public Services through Emergency Management Innovation (Collaboration Between Sectors In Implementing Public Safety Center (PSC) Tulungagung Regency)	Alina Sari Hartono
		Sulikah Asmorowati
		Antun Mardiyanta
4	The Implementation of Ticket Delivery System in Surabaya District Attorney's Office	Kurnia Vinda
5	Alleviating Poverty through Social Innovation	Agung Nugroho L.I.F
6	The Effect Of Dimension Of The Quality Of Health Services On Patient Satisfaction (Study In Community Health Centre Of Kemaraya Sub-District)	Nasrul
		Riski Amalia Madi
		Patwayati
7	The Innovation of Public Service in The Form of E-Government: A Study of SMS Gateway Website Application in Pulosari Village, Bareng, Jombang	Aizzatun Nabilah
8	Improving Service Delivery Performance of Airport Self-Service Technologies (Case Study: terminal 3 Soekarno-Hatta International Airport)	Eko Wahyudi, ST
		Santi Novani, S.Si, M.T, Ph.D
9	Improvement Civil Servants Career in The Bureau of Government and Public Relation, Secretariat Area in North Sulawesi Province	Lexi A Lumingkewas
		Elvis Martinus C Lumingkewas
10	Advancing Village Government System in Indonesia Based on Local Government Perspective	Ike Wanusmawatie
		Bambang Supriyono
		Luqman Hakim
		MR. Khairul Muluk
11	East Java Provincial Government Strategy in Improving Community Nutrition to Reduce Stunting Prevalence	Ike Arni Noventi

EDUCATION, LIBRARY AND INFORMATION GOVERNANCE

No.	Paper Title	Author Names
1	Media Literacy of E-Learning System in Higher Education	Aulia Puspaning Galih
		Anita Tri Widiyawati
		Lestari Eko Wahyudi
2	Effect of Knowledge Management on Library Performance in Library Institution	Andi Asari Taufiq Kurniawan
		Taufiq Kurniawan
		Andika Bagus Nur Rahma Putra
		Didin Widyartono
3	Undertanding How Undergraduate Students Experience Information Resources during Their Study	Heriyanto
		Yanuar Yoga Prasetyawan
4	Maturity Model Matrix of Information Governance in the Republic of Indonesia Public Television Broadcasting Institution	Nurul Janah
		Nina Mayesti
5	The Role of Information and Documentation Management Officer in Implementing Public Information Disclosure in Local Government (Comparative Study in Malang City and Batu City Government)	Muhammad Rosyihan Hendrawan
		Putri Fiona Sari
6	Evaluation of Usability on Dataverse in Repositori Ilmiah Nasional (RIN) at the Indonesian Institute of Sciences	Kamaludin
		Abdurrakhman Prasetyadi
7	Challenges of Regional Government In The Disruptive Era: Implementation of Online Single Submission (Oss) In Sidoarjo	Muhammad Fajrus Shodiq
		Eka Kurniawan Putra
8	Chalenges and Opportunity: Public Service Delivery by Clicking in Indonesia	Muhammad Shobaruddin
9	Coral Reef Management Information System (CRMIS) for the Sustainable Management of Coral Reef in Indonesia	Priti Swasti
		Bayu Prayudha
		Susetiono
10	Implementation of E-Government Policies (Case Study of Goods and Services Procurement in Buol Regency, Central Sulawesi)	Muhammad Ahsan Samad
		La Husein Zuada
		Vhany A.Is. Baculu
11	Democracy for Better Education	Khaing Tharaphy

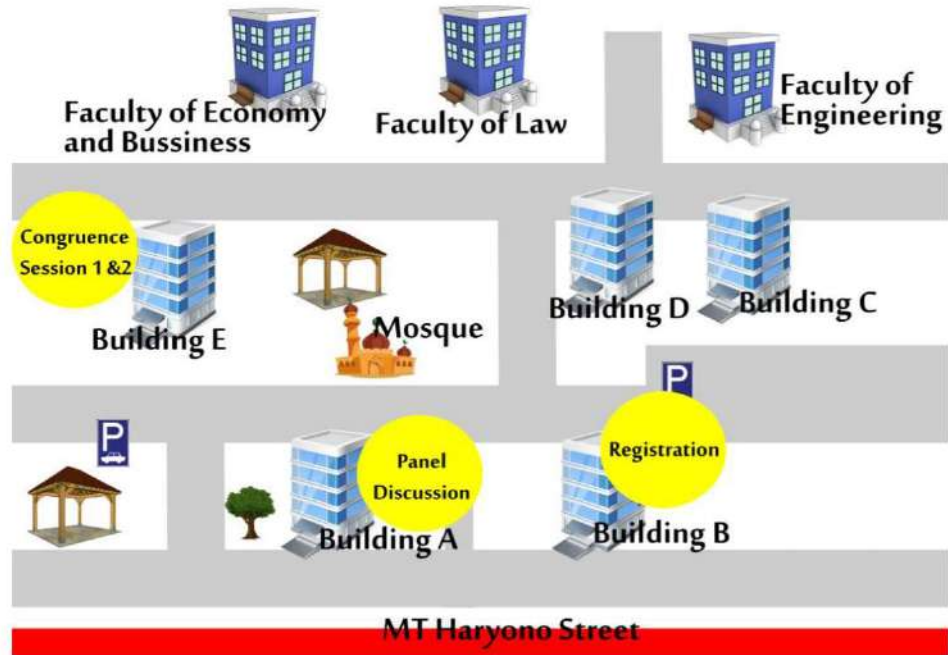
PUBLIC REFORM AND COLLABORATIVE GOVERNANCE

No.	Paper Title	Author Names
1	Change Management and “Island of Integrity”: Theory and Practice of Administrative Reform in Indonesia	Oscar Radyan Danar
		Habil Miranda
		Siti Syafiqah Bt Mad Tajudin
2	Mal Public Service of Public Service of Badung Regencyy: Product Bureaucratic Reform of Badung Regency in Public Services	I Made Wimas Candranegara
		I Putu Eka Mahardhika
		I Wayan Mirta
3	The Success of Surabaya City In Collaborative Governance: The Case of Development of Old Kampong Maspati	Devie Afrianto
		Rizky Wijayanti
		Ramaditya Rahardian
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OVERVIEW OF FIA UB

Faculty of Administrative Sciences commonly abbreviated as FIA is one of the oldest faculties located on Universitas Brawijaya. FIA has three programs consist of bachelor degree, master degree and doctoral degree.

HISTORY

The history of the founding of FIA begins with the opening of the Faculty of Commerce Administration (Fakultas Administrasi Negara – FAN in Bahasa) which was established on September 15, 1960 as an embryo of the Faculty of Administrative Sciences.

VISION AND MISSION

Vision of Faculty of Administrative Science within period 2016 – 2020 is *“Becoming an educational institution, developing an international scale administration of knowledge that is Entrepreneurial and Smart Faculty Governance in 2020”*.

Mission of Faculty of Administrative Science period 2016 -2020 are:

1. The realization of intellectual progress through increasing core competence and innovation in the field of administration
2. Realizing the improvement of the quality of education in order to product graduates with national insight and global competitiveness
3. The realization of an increase in the number and quality of research and service in the field of Administrative Sciences that is oriented towards improving the quality of life of the community.
4. The implementation of a faculty management system based on smart faculty Governance

Faculty of Administrative Science Bachelor Degree Program In bachelor level there are two reputable, qualified departments with some programs, details:

1. Business Administration Department

- Business Administration Program

The concentrations consist of Information Systems Management, Human Resource Management, Financial Management, Marketing Management, International Business, Entrepreneurship, Strategic Management, Real Estate and Retail Goods Supply Chain Management

- Taxation Program
- Tourism Program

2. Public Administration Department

- Public Administration Program

The concentrations consist of development Planning and Government Administration

- Library Science Program
- Education Administration Program

HUMAN RESOURCE

Lecturers and Professors of FIA are graduate from several universities in foreign countries such as USA, UK, Germany, Australia, Japan, Thailand and Malaysia.

INTERNATIONAL COOPERATION AND PARTNERSHIP

In recent years, FIA UB has organized in cooperation with educational institution abroad in the field of education and research in order to advance the education and development of scientific knowledge in the field of public administration, business, taxation and the management of higher education.

In the field of education, FIA UB organizes cooperation abroad, including in the form of the development of Double Degree class with some universities in Japan (Tohoku University, Takushoku University, Doctoral Program Ritsumeikan Linkage University activities, Ritsumeikan Asia Pacific University – APU and GRIPS University. Educational development activities with Kentucky University USA, home stay activities for the teaching staff with the Adelaide University and Canberra University (Australia), and Massey University (New Zealand), and cooperation with educational development Burapha University (Thailand), Prince of Songkla University (Thailand), and master of public administration specific to employees of the state administrator of Timor -Leste.

ACCREDITATION

In an effort to maintain quality education and service, FIA update the accreditation value by increasing courses that exist below it. FIA itself has been accredited by A National Accreditation Board of Higher Education (BAN PT). On Bachelor Degree program, Business Administration bachelor degree program and Public Administration bachelor degree program has been accredited A, while Taxation Courses accredited B. In addition to accreditation from BAN PT, Administration Business in 2014 have earned international accreditation from AASBI (Asian Association for School of Business International). While the status of the science of Public Administration are in the process for the filing of international accreditation of the AUN -QA (ASEAN University Network for Quality Assurance). Meanwhile in the master degree program, majoring on the Master of Business Administration, Master of Public Administration, Master of Management of Higher Education (MMPT) have all been accredited A. However, at the level of Doctoral Degree program, doctor of Administration has also been accredited A. It can be concluded that the quality of education and service in FIA has been secured nationally and internationally.



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AIABI

Indonesian Association for Business Administration Science is an association/non-profit organization engaged in the science of business administration in Indonesia. One of the background of Indonesian Association for Business Administration Science

establishment is the Decision of the Minister of Education Number 45/U/2002 on Higher Education's Core Curriculum which states that the Minister did not specify the curriculum core however defined by the joint community college among the profession and users of graduates.

So that in the event of a National Meeting of Business Administration Science on December 1-3, 2009, in Grand Hotel Preanger Bandung who's the participants are practitioners in the field of Business Administration Sciences Education agreed together to form an association that one of its main activities is the preparation and development of the Core Curriculum of science business administration.

Indonesian Association for Business Administration Science was officially formed on December 2, 2008 and was attended by 43 participants who also served as the founder of AIABI.

Indonesian Association for Business Administration Science was founded with the intent as to contribute towards the development of the science and the practice of business in Indonesia.



IAPA

Indonesian Association for Public Administration (IAPA) in Bahasa is known as Asosiasi Ilmu Administrasi Negara/Publik Indonesia. IAPA has been established since July 6, 2010 in Bandung, West Java. In the first period (2010 – 2013), IAPA was

chaired by Prof. Dr. Asep Kertiwa (Universitas Padjadjaran), with Deputy Prof. Dr. Sangkala (Universitas Hasanuddin), and Secretary General Dr. Sintaningrum. The Secretariat of IAPA was located on Jalan Bukit Dago Utara Nomor 25 Bandung, West Java.

During the first period, IAPA there were a number of programs accomplished, e.g. Konferensi Administrasi Negara (Public Administration Conference) III at Universitas Padjadjaran in 2010, Konferensi Administrasi Negara IV at Universitas Hasanuddin in 2011, the IAPA Annual Conference at Universitas Brawidjaja in 2012, and IAPA Annual Conference at Universitas Indonesia at the latest, following by formation of a number of IAPA regional committees. Beside those conferences, IAPA has already accomplished the Kerangka Kualifikasi Nasional Indonesia (KKNI, Indonesia National Qualification Framework) -based curriculum taken into effect to all levels of degree program (S - 1/Bachelor, S-2/Master, and S-3/Doctorate) in public administration, including general framework of coursework programs established at national level.

Since August 1, 2013 the first period expired and Prof. Dr. Eko Prasajo (Universitas Indonesia) has been elected for Chairman of IAPA for the next period (2014 – 2017) since October 22, 2013. The succession of committee was taken into effect on November 14, 2013, followed by promulgation of IAPA Chairman Decree Number 001/Ka.IAPA/Kep/KP/2014 on January 9, 2014 concerning establishment of IAPA Committee Period 2013 – 2016 in Bandung. Prof. Dr. Sangkala (Universitas Hasanuddin) remains as the Deputy as well as Dr. Sintaningrum (Universitas Padjadjaran). The Secretary General is Dr. Lina Miftahul Jannah (Universitas Indonesia).

The next period of IAPA is going to continue routine platform programs such as IAPA Annual Conference. A number of primary programs would be studies conducted working groups, dissemination of resulted studies especially publishing works, “Indonesia Melayani (Serving Indonesia)” movement, and technical assistances to several local governments would also be conducted.

ATLANTIS PRESS



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AAB & FJ



The Australasian Accounting, Business and Finance Journal (AAB & FJ) is a double blind peer reviewed academic journal. Editor in chief by professor Monir Mir University of Canberra and Dr. Ciorstan Smark University of Wollongong. The AABFJ publishes interdisciplinary research which informs a range of business-related fields. These include accounting, finance and financial planning research. The Australasian Accounting Business and Finance Journal appears in the Web of Science database under the Business Finance category. AABFJ articles appear in the Scopus database for 2014 onwards. The AABJ articles appear on both the ProQuest and EBSCO databases and our journal is listed with Cabell's and Ulrich's Directories. AABFJ is an open access journal which appears on DOAJ (Directory of Open Access Journals). AABFJ is also listed in the Emerging Source Citation Index of Thomson Reuters. AABFJ is currently rated as a Q3 under SJR (Scimago Journal & Country Rank). AABFJ is now ranked in the CABS's (the Chartered Association of Business Schools) Academic Journal Guide. AABFJ was a B ranked journal on the 2010 ERA (Excellence in Research for Australia) List of the Australian Research Council. Fields in which AABFJ seek articles include accounting; finance; financial planning; third sector; environmental accounting and finance; articles on the history of accounting and finance; alternative research in accounting, business and finance; forensic accounting and critical papers in accounting and finance. The AABFJ also welcome case studies, technical notes and book reviews on accounting and finance topics.

JPAS



Journal of Public Administration Studies (JPAS), with registered ISSN number 2548-902X (print) and 2541-6979 (online) is a scientific journal dedicated to disseminate the development of theory and practices of public administration globally. This journal contains scientific articles on public administration science written in English. The article is published in form of empirical research, conceptual or theoretical framework. JPAS is published by Department of Public Administration Brawijaya University Malang. Editor in chief by Dr. Sujarwoto in the Department of Public Administration Faculty of Administrative Science Brawijaya University, Indonesia. This journal provides

immediate open access to its content on the principle that making research freely available to the public supports a greater global exchange of knowledge. JPAS publishes two times a year. Depend on accepted manuscript, JPAS will publish around February and November. JPAS has been reviewing and assessing the practice of public administration at the local, regional, national and international levels where it is directed to managing development processes in developing countries. It gives special attention to both contemporary theory and practices of public administration including new public management approach, good governance, collaborative management, public private partnership, new public services, public services innovation and open government.

PROFIT



PROFIT is a scholarly journal that focuses on business-related research. It was chaired by Muhammad Cahyo Widyo Sulistyono

in the Department of Business Administration, Faculty of Administrative Science, Brawijaya University. The Secretariat of PROFIT was located on street MT Haryono 163 Malang. This manuscripts from business scholars and professionals worldwide concerning all types of business issues. The journal covers a variety of business topics which includes corporate governance, entrepreneurship, organization and human resource management, marketing management, financial management, operation management, strategic management, information system management, and tourism.

JIAP



JIAP FIA UB

Jurnal Ilmiah Administrasi Publik (JIAP) is published three times a year in April, August and December. This journal contains scientific articles on public administration science written in two languages: *Bahasa Indonesia* and English. The article is published in form of empirical research, conceptual or theoretical framework. JIAP is published by Department of Public Administration Faculty of Administrative Science Brawijaya University Malang with ISSN 2302-2698 and online ISSN 2503-2887. This journal provides immediate open access to its content on the principle that making research freely available to the public supports a greater global exchange of knowledge. Editor in chief by Asti Amelia Novita, Ph.D in the Department of Public Administration Faculty of Administrative Science Brawijaya University, Indonesia. JIAP has been reviewing and assessing the practice of public administration at the local, regional, national and international levels where it is directed to managing development processes in low and medium income countries. It gives special attention to investigations of the management of all phases of public policy formulation and implementation which have an interest and importance beyond a particular government and state. JIAP has a particular interest in the link between public administration practice and management research and provides a professional and academic forum for reporting on new experiences and experiments. JIAP also publishes articles on development management research in the NGO sector. It is widely read by academics and practitioners alike, including consultants, donors and policy advisers.

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ABSTRACT



ID PAPER 1901

Village Fund Management Transparency in Kembuan Satu Village, North Tondano District

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Abstract - This study aims to describe the Village Fund Management Transparency in Kembuan Satu Village, North Tondano District. The research method used in research is a qualitative research method. This research focuses on Village Fund Management Transparency in Kembuan Satu Village, North Tondano Subdistrict. The research site is in Kembuan Satu Village, North Tondano Subdistrict, Minahasa Regency. Data collection techniques are: observation, documentation, and interviews. Data sources are: Village Government, Community and Technical Implementation of Activities, BPMPD Monev Team. Data were analyzed descriptively qualitatively. Based on the results of the research on Village Fund Management Transparency that has been analyzed and discussed in the discussion from the results of the research described, it can be concluded that the village government did not involve the community in village APB development, the community did not get socialization about the Village Fund, in the implementation of the lack of community participation and there is no information board regarding the development carried out and the lack of transparency in the management of the financial resources of the villages that enter and exit and the reporting is often not timely and the accountability of the village government is not carried out by making information boards that are easily accessible by the community. It is recommended that: Transparency should be done during planning so that the community can be involved in the preparation of the Village Budget, there is transparency in the implementation of activities for the community so that the community can participate and the government makes an announcement board regarding the implementation of the activities. In Administration the village apparatus informs the public about the funds that go in even the funds that come out. Reporting must involve all village officials, so that reporting is timely. As well as village officials must be responsible for managing village funds in writing or verbally to the community

Keywords: Transparency, Management, Village Funds

ID PAPER 1902

Tax Corruption and Tax Mafia: Learning from Indonesia's Experience

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Abstract - Corruption in tax sector has a broad impact and destructive to economic development as well as the general public. By study of literature associated to tax corruption, in Indonesia, tax corruption is built by some patterns that have similarities between the study result and testimony from tax corruption actor, in which there is the existence of tax mafia in protecting any corruption cases related to taxes. Tax mafia, as an actor behind the tax corruption involving tax officials, business sectors and individual taxpayers, must be overcome by some efforts such as establishing a committee to minimize corruption, privatizing tax auditor, increasing role of board of audit of financial government, separating Directorate General of Taxes (DGT) from ministry of finance, moving to comply tax obligations, enhancing tax apparatus welfare, implementing reversed proof, protecting whistleblower, and determining money from corruption as tax object and burdensome fines for tax corruption. As conclusions, to eradicate tax corruption and tax mafia, it is needed the seriousness and strong commitment from government by the law enforcement and by providing evidences about using tax money so that the tax spirit and voluntary tax compliance could be achieved.

Keywords: Tax corruption; tax mafia; corruption pattern; corruption impact, overcoming corruption.

ID PAPER 1903

Predisposing Factor in Implementation of Non-Smoking Area Policy in Government Institution Palembang City

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Abstract— This study aims to analyze the Predisposing Factor in the Implementation of Non-Smoking Area Policy at the Palembang City Government Agency. This type of research is a qualitative descriptive study with a focus on research analyzing Predisposing Factors in the Implementation of Non-Smoking Area Policies in Palembang City Government Agencies, which consist of Knowledge, Attitudes, Commitments and Behaviors of Implementing Policies. Data was collected through interviews with key informants as well as the Non-Smoking Area Regulation Law Enforcement Team (Perda KTR). Data analysis consisted of the Data Condensation, Data Display and Conclusion Drawing/Verifications stages. The results showed that the implementation of the Non-Smoking Area Policy in the city of Palembang was still implemented but there were still various obstacles in the Predisposing Factor, namely that the Employees were aware of the KTR Perda, through socialization in the form of leaflets, brochures, giving and installation of Non-Smoking signs, coaching and assistance in implementing Regional Regulations for Non-Smoking Areas in the Workplace Area. But there are still many employees who do not care so that the commitment to comply with the Perda KTR does not yet exist, as a result of smoking behavior, especially in the Office (Government Agencies) continues to occur

Keywords: Predisposing Factor, Implementation, Policy, Compliance, Non-Smoking Area

ID PAPER 1904

The Innovation Of Public Service In The Form Of *E-Government*: A Study Of *Sms Gateway Website* Application In Pulosari Village, Bareng, Jombang

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Abstract - The spearhead of Indonesia's current development has been focused on the village society. This is evident by the existence of the District Law which was ratified by the government on January 15, 2014. One of the articles mentioned in the district law is the District Law Article 86 No. 6 of 2014, which discusses about a village information system managed by the District Government and can be accessed by the local societies and all stakeholders. In response to this, most district governments in the Indonesian region have implemented a village information system with the use of village websites. The village website is not only used as a medium of information and public transparency. The Pulosari Local Government also created a public service innovation through a short message service (SMS) as a solution to the problem of the complexity of making village cover letters. This study analyzes the quality of public services through the SMS gateway application and the extent to which the application has important roles in the implementation of e-government in the Government of Pulosari, Bareng, Jombang. The research method used in this study is descriptive with a qualitative approach. From several theories used in analyzing the main problems faced by the Pulosari Local Government, this study shows that compability (the suitability) of the service innovations is not in accordance with the conditions of rural societies who are generally spend more time at home and not used to using technology. If viewed in terms of the successful elements of e-government development, the three factors mentioned have a significant role as indicated by the findings of the data in the study. SMS gateway is one form of service innovation, but unfortunately it is not in accordance with the conditions of the Pulosari Village society.

Keywords: Public Service Innovation, *SMS Gateway* and *E-Government* Application.

ID PAPER 1905

THE EFFECT OF TRANSFORMATIONAL LEADERSHIP ON Organizational Culture, Rewards, Organization Commitment, And Organizational Citizenship Behavior (OCB)

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Abstract- This study aimed to examine the effect of transformational leadership on Organizational Culture, Rewards, Organizational Commitment, and Organizational Citizenship Behavior (OCB). This research was conducted at one of the state-owned companies in Indonesia. The data used are primary data from the results of questionnaires collected in 2018. The population in this study were all employees from the level of staff to managers spread throughout all branches in Indonesia as many as 540 people. The first data analysis method was descriptive statistics and continued with GSCA analysis. Transformational leadership influences both organizational culture and organizational commitment, also transformational leadership affects rewards. Better transformational leadership seen from the higher influence of idealism, inspirational motivation, intellectual stimulation and individual consideration will result in the better organizational culture and reward in PT. Pertamina. However, Transformational leadership does not directly influence OCB. In this study tested OCB influenced by several variables, which are transformational leadership as exogenous variables and organizational culture, rewards, and organizational commitment as mediating variables.

Keywords: Transformational Leadership, Organizational Culture, Reward, OCB

ID PAPER 1906

Community Perceptions of Good Governance in the Bolaang Mongondow Regency Government

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Abstract— The purpose of this study is to analyze people's perceptions of good governance and the highest and lowest indicators of the Government of Bolaang Mongondow Regency of North Sulawesi Province. To answer the purpose of this study, the researchers conducted research based on survey methods (descriptive quantitative). use percentage analysis of the frequency sought divided by the number of respondents. The results showed that the governance of the city of Manado according to the perception of respondents was 70.95% or in the good category with the achievement of each indicator of good governance is Transparency of 76.6% or good enough, Participation of 66% or good, Accountability of 58% or good and the rule of law of 91.2% is quite good with the highest implementation indicator for governance governance is the Accountability indicator with 74.12% and the lowest indicator is the Legal Supremacy of 68.9%. From the results of this study, it can be concluded that the implementation of good governance according to public perceptions is quite good where accountability indicators in good governance The Government of Bolaang Mongondow Regency is the highest indicator of its implementation compared to other indicators.

Keywords: Component, Good Governanace, Perception (key words)

ID PAPER 1907

Implementation of Pedestrian Space Utilization Policy On Jalan Samratulangi, Manado City

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Abstrak— This study aims to analyze the implementation of Pedestrian Space Utilization policy in Jalan Sam Ratulangi Urban Area of Manado City. This study uses a qualitative approach, with data collection techniques: observation, interviews and documents. Data sources: Pedestrian Users, Street Vendors, Asongan Traders, Civil Service Police Service Transportation Agency, Public Works and Spatial Planning. The results showed that the implementation of pedestrian space utilization in Jalan Sam Ratulangi Urban Area of Manado City: a) there has been no communication between the technical implementer and the field implementer, b) socio-cultural and economic conditions of the community have not yet supported the implementation of pedestrian space utilization policies, c) the technical difficulties of the implementer to determine the main task area and function between the Provincial and City Regional Work Unit Tools, d) diversity of community behavior consisting of various cultures, the economy has not supported the implementation of the use of pedestrian space as a consequence of the city of Manado as the provincial capital, e) the formulation of pedestrian space utilization policy has not yet stipulated the allocation of funding sources explicitly. For this reason, it is recommended that: a) intensive communication be made between the technical implementer and the field implementer, b) needs to be prepared so that the creation of socio-cultural and economic conditions that support the implementation of pedestrian space utilization policies, c) the formulation of the policy needs to determine the main task area and function between the Provincial and City Regional Work Unit, d) it is necessary to consider the diversity of people's behavior to support the implementation of pedestrian space utilization as a consequence of the city of Manado as the Provincial Capital, e) the formulation of pedestrian space utilization policy needs to stipulate the allocation of funding sources explicitly and clearly.

Keywords: Policy Implementation, Pedestrian Space, Sam Ratulangi Street, Manado City

ID PAPER 1908

**THE IMPLEMENTATION OF TICKET DELIVERY SYSTEM IN SURABAYA
DISTRICT ATTORNEY'S OFFICE**

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Abstract-In the perspective of governing, the rapid progress of information and technology has affected the way governments do and run things. It is no different in Surabaya, Indonesia. The government has been intensively creating new technology-based services, one of which is carried out by the Surabaya District Attorney's Office. The task of the Surabaya District Attorney's Office is to handle cases in General Criminal Cases, Special Criminal Cases, and Datun Cases. One of the technology-based services of the Surabaya District Attorney's Office is the application of Ticket Delivery in General Criminal cases. Ticket Delivery Service is created in response to public complaints about the long waiting time in the ticketing process. Moreover, Ticket Delivery is also created to minimize the presence of ticket brokers and illegal levies. The method used in this study is qualitative descriptive method, data analysis techniques used are data collection, data reduction, data presentation and conclusion drawing. The result of this study shows that the implementation of the Ticket Delivery service is still not maximal on the communication indicator. Resource indicator shows better operator response speed when compared to the early stages of this service implementation. The disposition or attitude indicator is already good, because it proves that the existence of Ticket Delivery service at the Surabaya District Attorney's Office has made a more comfortable ticketing process. Nowadays, the ticket queue is not as packed as before the existence of this service. Finally, the indicator for bureaucratic structure is not good yet, because the specific laws regarding the Ticket Delivery service have not been formally written yet.

Keywords: Impementation, Public Service, Delivery

ID PAPER 1909

Evaluation of Usability on Dataverse in Repositori Ilmiah Nasional (RIN) at the Indonesian Institute of Sciences

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Abstract— Repositori Ilmiah Nasional/RIN (The National Scientific Repository) is a means to share, preserve, explore and analyze research data, developed by the Center for Scientific Data and Documentation-Indonesian Institute of Sciences (PDDI-LIPI). This study aimed to evaluate RIN at LIPI by using *Usability* with *heuristic evaluation*. The method used was descriptive with a quantitative approach. The technique of collecting data used a questionnaire as a research instrument; the population of this study was researchers at the LIPI. Determination of the sample was taken using the Solvin formula, obtained a sample of 17 respondents. The results showed that there were 7 (seven) variables that were in the Agree category including Visibility Status, Match Between System and The Real World, User Control and Freedom, Consistency and Standards, Prevention Error System, Recognition Rather Than Recall, Aesthetic Design. Then 2 (two) in the category of Strongly Agree including Flexibility and Efficiency of Use, and Help and Documentation. Finally, there was one variable that fell into the Neutral category, Recovery and System. The usability level of RIN LIPI's dataverse website was 75.44% which was in the Agree/High category.

Keywords: Usability, Dataverse, Repositori Ilmiah Nasional (RIN), PDDI-LIPI, Evaluation.

ID PAPER 19010

The Political Affect of Identity On The Participation of Christian Voters in The 2018 Kotamobagu Regional Election

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Abstract— The purpose of this study is to find out and analyze the influence of political identity on the political participation of Christian voters in the Regional Head Election of Kotamobagu in 2018. To answer the purpose of this study, the researchers conducted a study based on sociative quantitative methods with regression and correlations data analysis. The results of the research carried out that according to the results of the calculation of the significance test and regression linearity test above, show that the Effect of Political Identity on Christian Voter Political Participation is significant and linear. The correlation analysis is carried out to find out whether or not there is a relationship between the two variables and to find out how closely the relationship between the variables of Political Influence of Identity (X) and the variable of Political Voters Participation variable (Y). Based on the results it is known that the correlation coefficient $r(r_{xy})$ is 0.387, meaning that the Influence of Political Identity on Political Participation of Christian Voters in this study is classified as moderate. From the results of the research and analysis of the data, it can be concluded that based on the analysis of the results of the study show that Political Identity has a low relationship with the political participation of Christian. Political Identity has a significant and linear effect on the political partition. This means that if the political value of identity is good then the value of political participation will rise too.

Keywords: Good Governanace, Perception (key words)

ID PAPER 19011

Developing A Public Value Waste Management Framework in Traditional Market

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Abstract— The growth of trade activity impacts on increasing waste volume. One of the waste problem that becomes the attention of government is waste management in traditional market. Waste problem besides being challenging, can also be an opportunity, as well as waste management in Traditional Markets. This paper aims to explore the public value management theory that can be applied to the practice of waste management in traditional market. This paper is a literature review by examining journals related to waste management and public value. The results of various literature reviews will be used to developing a framework for analyzing public value in waste management in traditional market. This paper focuses on the developing of public values in the waste management in traditional market that could be classified of several aspects which are basic legitimacy and support; operational capabilities and substantial value. The result of paper create a framework to a public value in waste management in traditional market. This framework will make a theoretical contribution to the study of public service management.

Keywords: Public Value, Waste Management, Traditional Market.

ID PAPER 19012

Brand Orientation, Brand Knowledge and Brand Involvement to Build Up The Commitment Brand

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Abstract— A brand is the identity of an organization, also as the intangible asset that has significant added value for an organization. Currently, there are very few organizations that are aware of the important role of brands. Thus, based on the internal branding concept the current study aimed to gain the brand identity. Internal branding consists of three variables, they are brand orientation, brand knowledge, and brand involvement. The case was taken in Universitas Pembangunan Nasional (UPN) "Veteran" Jawa Timur (UPNVJT) since has a relatively new brand, it is “Bela Negara” campus. The sample was used all employee in UPNVJT as 267 respondents. SmartPLS software is used to test the hypothesis. The result shows that all three variables (brand orientation, brand knowledge, and brand involvement) have a positive effect on brand identity. By the three variables, brand involvement has a dominant effect than the others. The future study and limitation of the current study write down later.

Keywords: internal branding, brand orientation, brand knowledge, brand involvement and brand identity

ID PAPER 19013

**Maturity Model Matrix of Information Governance in the Republic of Indonesia
Public Television Broadcasting Institution**

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Abstract - Information governance in the Republic of Indonesia Public Television Broadcasting Institution (LPP TVRI) is applied cross-functionally to jointly achieve the organization's vision. This research was conducted to ascertain the level of maturity of the information governance matrix model. This will be useful in improving the efficiency and quality of the broadcast products produced by LPP TVRI. The research method in the study is a qualitative exploratory case study that considers how information governance practices have been undertaken at LPP TVRI. The research is limited to broadcast products which are under the responsibility of the program division, the documentation and library division, and the information technology division. By using Generally Accepted Recordkeeping Principles (GARP) from the Association of Records Managers and Administrators (ARMA), information governance activities are considered in line with eight principles, namely accountability, transparency, integrity, protection, compliance, availability, retention and disposition. The maturity matrix of information governance in LPP TVRI is at level 2, which means that it is in development. This development has meant that information management has been able to support broadcast production activities in LPP TVRI, but the existing information governance has not been strengthened by the existence of standards set by the organization.

Keywords: Information governance, public television, GARP, ARMA, TVRI

ID PAPER 19014

Does Intellectual Capital Improve Bank Performance? A Comparative Study of Indonesian State-Owned and Private Banking

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Abstract— The main purpose of this study is to examine the effect of Intellectual Capital on the financial performance of Indonesian state-owned and private banking from the period of 2001 – 2018. The study used proxies such as; Human Capital Efficiency (HCE), Structural Capital Efficiency (SCE), Relational Capital Efficiency (RCE) and Capital Employed Efficiency (CEE) as proxy for Intellectual Capital. This research covers 8 Indonesian conventional State-Owned (Himpunan Bank Negara / Himbara) and Private Banking (Bank Swasta). To assess the intellectual capital, this research use EVAICPlus method as quantifiable measure. The data for the study were analyzed by using Partial Least Square (PLS) and Mann Whitney U Test. Testing the effect of intellectual capital on both Indonesian state-owned and private banking shows a positive and significant result. The result of this study indicates that well allocated intellectual capital banks can improve its financial performance. Furthermore, the result of Mann Whitney U Test shows that there is difference but not significant in the intellectual capital between Indonesian state-owned and private banking. The study recommended that investment in intellectual capital is needed to improve financial performance of banks in Indonesia.

Keywords—Intellectual Capital, Bank Performance, Indonesian state-owned and private banks.

ID PAPER 19015

Budgetting and Development Planning Innovation in Bandung City

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Abstract— Law No. 23 of 2014 mandates the need for a Planning and Budgeting System technology-based so that it can be well integrated and able to present aspects of the process and stages of planning and budgeting for Local Governments. The development planning system technology-based in Bandung City takes the form of a Planning and Budgeting Information System (SIRA). The Planning and Budgeting Information System, hereinafter referred to as SIRA, is an internet-based application used in integrated planning and budgeting processes aimed at realizing consistency in the stages of regional development planning and budgeting, and realizing accountability, transparency, effectiveness, efficiency in order to support improved public service performance with utilize information technology. The problems in the implementation of SIRA show that the most fundamental mismatch is a paradigm shift or mindset in understanding the system and mechanism of the planning process, where most still use the old paradigm or mindset, while the SIRA implementation demands a new paradigm (logical structure) from previous. The results of the study indicate, factors related to success in the Planning and Budgeting Information System, namely "Interoperability".

Keywords—Innovation, Planning, Budgetting, Bandung.

ID PAPER 19017

**TOURISM PLANNING DEVELOPMENT OF BORDER TERRITORY ROTE
NDAU ISLANDS INDONESIA**

Nurliah Nurdin

Abstract- Indonesia is a country with the largest number of islands in the world. Tourism with thousands of beaches should not be a problem. Rote Ndao is one of exotics tourism at the southern border territory of Indonesia nearby Australia. Somehow, the development of tourism is still far behind. Hotels, transportation, beaches quality were still disconnect with people surrounding to build the place. Local government runs slowly that make foreigners eventually build their own resort leaving local interests. How the tourism could let local people disengaged with the program. Cooper (2013) argues four concept will be applied for tourism components, they are : attraction, access, amenities and ancillary services. It is find that those four components need to be developed to build tourism in Rote Ndao as well as to engage the society culture and effort.

Keyword: Tourism, Border Islands, Development Program

ID PAPER 19018

Rural Tourism, A Local Economic Development Strategy

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Abstract – Trisetia Wijijayanti, Yuli Agustina, Agung Winarno, Lulu Nurul Istanti, Buyung Adi Dharma, Rural Tourism is a potential sector in the development of both urban and rural areas. In the rural environments, the tourism destinations help in communities' empowerment as well as attaining a sustainable local economic development. Each village has a hallmark, such as the unique regional life pattern, culture and handicraft products. The development of rural tourist destinations is carried out based on the village potential as a tourism product attribute. The community itself is not passive but an active meaning it is not only the destination of tourism activities the organizer. They become an inseparable part of tourism products, distinctive local wisdom. The research used descriptive qualitative technique and population was selected using purposive and accidental sampling. This was conducted in the following villages: Sumberagung in Ngantang District, Petungsewu in Dau District, Lang Lang in Singosari District, and Gajahrejo in Gedangan District, Malang Regency. Expectedly, these villages have very distinct characteristics and potential tourist destinations. The social, economic and cultural factors are potentials, though the two can also be obstacles in developing the village's strategic plan with an aim of transforming to a tourism community. The strategy produced is related to sustainable economy, environmental, development, and the community approaches.

Keywords: rural tourism, strategy, local economy development, community empowerment and sustainable development.

ID PAPER 19019

Dynamic Capabilities, Entrepreneurial Orientation, Innovation and Competitive Advantage in Travel Companies: concepts and framework

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Abstract—The purpose of this paper is to provide literature review and theoretical framework on the influence of market sensing capability, information technology (IT) capability, entrepreneurial orientation on innovation, and their impact on competitive advantage in the context of travel companies. This article is motivated by changes that occur in businesses engaged in the tourism sector due to changes in consumer behavior, the influence of massive information technology development, and the emergence of a digital revolution in the form of a digital-based tourism business platform. On the other hand, the travel company is a part of the small and medium business sector which has an important role in job creation and economic development in the tourism sector. This sector has been recognized to have agility in dealing with changes that occur in the business environment. The level of innovation is the key that also plays a role for travel companies to be able to have competitiveness in an increasingly complex business environment. This study proposes a research framework on the effect of market sensing capability, information technology capability, entrepreneurial orientation on innovation, and their impact on competitive advantage. An integrative framework relies on resource-based view theory, dynamic capability, and combining Porter's theory. As postulated in this study, market sensing capability, information technology capability, and entrepreneurial orientation contribute to innovation and competitive advantage.

Keywords: market sensing capability; IT capability; entrepreneurial orientation; innovation; competitive advantage; resource-based view; dynamic capability; Porter's theory

ID PAPER 19020

Performance of Integrated Capital Investment and Licensing Service of Batu City on Tourism Development with Pentahelix Perspective

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Abstract- The issue of standardization in public services become more important to government institutions, not simply because of the individual nature of individual actor and lack of personal responsibility for bureaucracy apparatus. Furthermore, because the nature of work and accountability are the interests of various parties and the government itself. The dynamics of development in Batu City in the last five years show a very rapid development, this is marked by the increasingly widespread physical development, whether housing, offices, hotels, businesses, attractions, especially the investment of Batu City is the tourism sector. Pentahelix explained that the implementation of the sustainability synergy of helix in the pentahelix must be a synergy as a mutually supportive and interconnected power, especially in the service field. This research was conducted by using qualitative approach. This qualitative research was aimed to produce discoveries that could not be obtained by using static procedures or by other means of measurement. The technical analysis used in this research was data analysis model of activity flow by means of data collection, data condensation and data presentation, and then data verification and description accompanied by triangulation of data technique and triangulation of data analysis as the process cycle to find problems' answer.

Keywords: Service Performance, Tourism Development, Pentahelix, Batu City

ID PAPER 19022

The Effects of Brand Experience on Brand Loyalty Through Brand Relationship & Brand Satisfaction (Study of Honda Motorcycle Group Customers in Bali)

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Abstract- This study discusses the importance of brands to brand relationships and brand satisfaction in building brand loyalty. Experience recruiting loyalty by creating emotional relationships through interesting, convincing, and consistent relationships. Brand relationships are developed over a period of time because they relate to previous consumer experience with a brand. Satisfaction is also an important driver of loyalty because it enhances brand capabilities based on past brand experience. This research was conducted with quantitative methods. Structural Equation Modeling (SEM) was used to analyze 225 Honda Motor customer groups in the province of Bali, Indonesia. The results of the study show the fact that brand experience builds positively in building brand loyalty through brand relationships and brand satisfaction.

Key words: brand experience, brand relationship, brand satisfaction, brand loyalty.

ID PAPER 19023

The Influence Of Exchange Rate, Towards Inflation, Interest Rate, And Composite Stock Price Index (Study at Bank Indonesia and Indonesia's Stock Exchange period of 2015-2018)

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Abstract- As part of economic development, investment has become a very important part of every country in the world to increase their national income. Investment, exchange rate, inflation, interest rate is one of many components which can be used to measure the economic condition in the developing countries such as Indonesia. When Indonesia's rupiah is weakening towards USD, then country cash flow will increase towards goods services, this condition will affect inflation. Therefore, when the inflation decrease the government tend to take monetary policy to increase the interest rate in order to stabilize inflation. This phenomenon will affect the economy condition. The changes in macroeconomic variables can indicated, each of these macroeconomic variable are influencing each other. This research is an explanatory research with quantitative approach. The data used is secondary data and obtained from Bank of Indonesia and Indonesia Stock Exchange. The sample in this research used saturated sample. In order to analyze the data this research used descriptive statistic, classical assumption test, linear regression and also path analysis. The results of this study shows that exchange rate and inflation has positive and insignificant influence towards Composite Stock Price Index, Interest rate has negative and significant influence towards Composite Stock Price Index, Exchange rate has no influence towards interest rate, inflation has positive and significant influence towards interest rate, exchange rate has negative and significantly influence inflation and interest rate has positive and significant influence towards inflation.

Keywords: Exchange Rate, Inflation, Interest Rate, and Composite Stock Price Index

ID PAPER 19024

Collaborative Actors In Poverty Reduction

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Abstract- This paper aims to describe the collaboration of actors in poverty reduction policies in Badung Regency. Five collaborating actors, namely the government, business / private sector, academics, communities and mass media. Poverty is a complex problem involving various parties to cooperate in mitigating it. Collaborative actors succeed if each actor collaborates in synergy with their respective roles in poverty reduction. Data obtained through observation, interviews with selected informants and documents related to the problem. Badung Regency was chosen because it has high local revenue, has a Regional Poverty Coordination Team with a coordinated work program, but has the same poverty rate in the past five years. Qualitative descriptive approach is used to reveal information and phenomena related to the implementation of poverty reduction policies. The findings show that the collaboration of actors in the poverty reduction policies in Badung Regency has not yet occurred. This can be seen from the process of cooperation between actors and their respective roles in poverty reduction policies.

Keywords: Collaboration, poverty reduction

ID PAPER 19025

Challenges and Opportunity: Public Service Delivery by Clicking in Indonesia

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Abstract— the utilization of Information and Communication Technology (ICT) had change public services delivery practices in Indonesia. To improve service and meeting public expectation, the government has made several innovations in service. Besides, Indonesian government has implemented the Roadmap for Bureaucratic Reform to achieve world class public service. The government should not only be transparent and accountable, but also must provide maximum benefits and services to the society more effectively. Therefore this study will identify the implementation of public service delivery using ICT by study literature. The study result is expected to contribute describing the aspect of public service delivery using ICT that should be develop and discontinue. The study result shows that all good achievements of public service delivery practices need government to make sure the lower risk and the more benefits for society. Levels of trust in government are influenced by whether citizens consider government as reliable, responsive and fair as well as capable of protecting citizens from risks and delivering public services effectively. Benefits given by using digital form of public service delivery are two way communications or direct feedback from society, higher level of society participation, reducing cost practice, reaching remote society, and better public service delivery practice. In contrast, the challenges and risk to avoid are integrity risk, such as fraud, corruption, lack in supportive policy, and higher social spending. After all, government need to design single policy to govern big data and integrate apps about public service delivery, thus all practices' quality can be controlled and measured.

Keywords: Public Service Delivery, Digital, Challenge, Opportunity

ID PAPER 19026

The Role of Women Farm Worker in Building Family Economy in Sampiri Village, Airmadidi District, North Minahasa Regency.

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Abstract- The focus of the problem in this study is the Role of Women Farmers Workers to build Family Economy Study in Sampiri Village, Airmadidi District. The problems in this study are formulated as follows: (1) How the Role of Women Farmers Workers Build Family Economies (2) What factors influence the Role of Women Farmers Workers build a Family Economy. This research uses qualitative research methods. The Research phase are: (1) Entering the Research Location (Getting in); (2) Being in the Research Location (Getting along); Data collection techniques used are: (1) observation, (2) interviews; and (3) documentation study. The results of the study are: That the role of women farm workers to build a family economy can be grouped The role of women farm workers to build a family economy can be classified in 2 groups namely (1) The role of women farm workers as a supplement in building the family economy, (2) The role of women farm workers as the main breadwinner in building a family economy. While the factors that influence include factors of education level. The low level of education causes a lack of choice in the work they can do so that the skills they master are only as farmers, so the choice to farm and become farm worker is the only choice of work they can do to support the family economy. For this reason, Onny S Prijono (Tarjana et al., 2011: 235) said that the empowerment process is a holistic approach where education is a key factor but also needs to be supported and complemented by economic, psychological, socio-cultural and political empowerment efforts. Women's access to employment opportunities is influenced by individual factors and environmental factors. Modernization in agriculture has an impact on the use of technology to increase agricultural effectiveness and efficiency. Resulting in reduced employment of women farm worker.

Keyword: Role, Farm Worker, Family Economy

ID PAPER 19027

IMPROVMENT CIVIL SERVANTS CAREER IN THE BUREAU OF GOVERNMENT AND PUBLIC RELATION, SECRETARIAT AREA IN NORTH SULAWESI PROVINCE.

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Abstract- The focus of the problem in this study is Improvement Civil Servants Career in The Bureau of Government and Public Relation, Secretariat Area in North Sulawesi Province. Formulation of the problem; (1) How Enhancement Civil Servants Career in The Bureau of Government and Public Relation, Secretariat Area in North Sulawesi? (2) What are the inhibiting factors Improvement of Civil Servants Career in The Bureau of Government and Public Relation, Secretariat Area in North Sulawesi Province? The research objectives are: (1) Describe, analyze and interpret about Improvement Civil Servants Career in The Bureau of Government and Public Relation, Secretariat Area n North Sulawesi Province (2) Describe, analyze and interpret the inhibiting factors Improvement of Civil Servants Career in The Bureau of Government and Public Relation, Secretariat Area in North Sulawesi Province. This study uses a qualitative approach with researchers as the main instrument. The conclusions of this study are: (1) Civil Servants Career in The Bureau Of Government And Public Relation, Secretariat Area In North Sulawesi has not been determined by the career system (rank) and work performance and stipulated rules and regulations;(2) Factors that inhibiting Civil Servants Career in The Bureau Of Government And Public Relation, Secretariat Area In North Sulawesi Province (a) Placement in positions that are not in accordance with the career system, namely training background, competence and length of service (seniority);(b) Educational background and limitations of training; (c) Lack of trust from leaders due to poor work behavior. (d) Lack of Employee Motivation. Suggestions submitted: (1) Career Improvement in the Government and Public Relations Bureau of North Sulawesi Province Regional Secretariat must be pursued by following established rules; (2) Factors that hinder Career Improvement in the Government and Public Relations Bureau of North Sulawesi Province Regional Secretariat must be continuously considered and improved.

KeyWord: Improvment Career

ID PAPER 19028

The Empowerment Of Post- Indonesian Migrant Workers' Family Through A Productive Migrant Village Program (Desmigratif) (A Study in Bedali Village, Ngancar Sub-District, Kediri District)

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Abstract— The Productive Migrant Village Program (Desmigratif) is a breakthrough effort by the Ministry of Manpower in collaboration with various institutions to empower, improve services and provide protection for Indonesian Migrant Workers/Migrant Worker applicants in villages that become migrant worker enclaves. Empowerment through Desmigratif program applies 4 (four) main pillars as a reference for community empowerment. The purpose of this study is; To find out the empowerment of the Productive Migrant Village (Desmigratif) program. The research method used in this research is descriptive research with a qualitative approach. Data collection methods used were interviews, observation and documentation. The analytical method used in this study is data collection, data condensation, data presentation and drawing conclusions. The focus of this research is the process of empowering post-migrant family empowerment through the Desmigratif program and the stakeholders involved in this empowerment process. The results showed that the empowerment process included the implementation of the Desmigratif program in Bedali village, is providing information and migration services, developing productive businesses, facilitating the formation of a parenting community and facilitating the formation and the development of cooperatives / financial institutions. And the stakeholders involve in the development of the Desmigratif program are the local village government, the person in charge or the companio. And the post-Indonesian Migrant Worker community can succeed and maximize this Desmigratif program.

Keywords: Empowerment, Indonesian Migrant Workers, The Productive Migrant Village Program

ID PAPER 19029

Risk, Stock, And Bond Value In Indonesia Public Companies

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Abstract— Indonesian stock market are unpopular sources of capital for companies. Stock market have 2 main product that is stock and bond. Bond is much more unpopular than stock. This study will examine the relations between risk, stock return, and bond returns relation in Indonesian Public Companies. Sample are 51 companies that listed in Indonesian Stock Exchange and issues bond during 2011-2018. Risk as endogen variable measured by Altman Z score. Stock values as exogenous variables using stock returns and dividend yields as indicators. Endogen variable bond value having bond returns and Yield to maturity as measurements. Data then analysed using warp PLS. The results shows that stock returns are mediating the relations between bankruptcy risk and bond return in Indonesia. This is consistent with optimal capital structure and financial distress theory. Companies usually choose to issued stock rather than bond. If it choose both, it will be like to use stock rather than bond. Hence, investor also choose in the stock when companies risk is higher rather than bond.

Keywords: *Bankruptcy risk, stock value, bond value*

ID PAPER 19030

The Moderating Effect of Anti-corruption Campaign on the Relation between Political Connections and Investment Behavior - The Case of Chinese Listed Firms

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Abstract- This paper examines the effect of the anti-corruption campaign on the investment behavior of Chinese politically connected firms between 2007 and 2016. The results indicate that the campaign really impacts on the investment expenditures and investment efficiency of Chinese listed firms. Compared with the pre-campaign period, all types of politically connected firms experience obvious reduction in investment expenditures and SOEs controlled by local governments and Non-SOEs face enhanced investment efficiency after the campaign. Further analysis shows that it is mainly due to the mitigation of underinvestment for SOEs controlled by local governments and the alleviation of both over-investment and underinvestment for Non-SOEs.

Keywords: Anti-corruption campaign, investment expenditure, investment efficiency, SOEs, Non-SOEs

ID PAPER 19031

IMPROVING SERVICE DELIVERY PERFORMANCE OF AIRPORT SELF-SERVICE TECHNOLOGIES (CASE STUDY: TERMINAL 3 SOEKARNO-HATTA INTERNATIONAL AIRPORT)

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Abstract— In the last two decades, air transport industry has grown tremendously in all over the world. The airports were transformed from Airport 1.0 to 4.0, when all about traditional processes turned into full-connected with all stakeholders and superior activities. AP2 has introduced some new digital services in Terminal 3 Soekarno-Hatta International Airport (Terminal 3) focused on easing passenger journey, especially for the using of Self Service Technologies (SSTs). The service quality and performance of SSTs was still under unacceptable level and current investment still ineffectively implemented. Using a modified conceptual model about the needs of service design for organizational change and enhanced value creation, this study is a mixed-research with assumptions that problem was caused by organization contribution and the customer acceptance. The result from internal analysis identified that SSTs design interface (UI/UX) was identified as major fail points and from Qualitative Data Analysis that SSTs services in Terminal 3 still need many improvements. Furthermore, SSTQual customer survey with 143 respondents described that highest gap on is Design dimensions with -0.357 and the lowest gap is Assurance dimensions with -0.199. Six proposed solutions was prioritized using AHP model and alternative 3 for Customer Feedback & Channel as top priority with Normals score 0.2645. This result will impact for airport operator to improve service delivery performance by business process improvement for achieving higher customer experience level.

Keywords: Airport technology, customer experience, digital services, Service Dominant Logic

ID PAPER 19032

Undertanding How Undergraduate Students Experience Information Resources during Their Study

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Abstract— Information comes in different forms, and it influences the preference of people to find and uses information, including undergraduate students. This is a generation who's commonly known as a digital native generation, where they live and study during the information era. To respond to the information need of this generation, the library as one of the reliable information sources but also as an information provider has adapted its collection development strategies related to the need of this generation. This research explores the information experience of undergraduate students in one of the University in Semarang during their study. It aims to identify how these students have developed their strategies on searching and using information related to their study. A qualitative method was employed by applying semi-structured interviews for collecting data. The data collected then analyzed by using Thematic Analysis to uncover the pattern of the information experience of the students. The preliminary findings show that most of the participants prefer to use electronic resources, which mostly located from public spaces. Few informants utilize library resources. These preliminary findings benefit not only for the next process of the research but also to inform university library about the way undergraduate students experience information resources so that it can be used for the library for developing their information services to their users.

Keywords: Information Experience, Undergraduate students, University libraries, Information resources

ID PAPER 19033

Policy Implementation Of Hope Family Program

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Abstrak- This paper will analyze the policy implementation of hope family program in Airlangga Urban Village, Surabaya. Hope family programs are a way of government that aims to improve the quality of life of poor and vulnerable families through increased accessibility to health, education and social welfare services. Using a qualitative approach, this article finds that the implementation of policies on family programs is not yet effective in achieving their goals. Although viewed from outputs such as access, the accuracy of services, and the suitability of the program with the needs of recipients have been well implemented. But in terms of output in the form of coverage and bias there are people who are registered as recipients of family programs but do not get them. On the other hand there are recipients of hope family programs who are not eligible to receive such assistance.

Keywords: Policy Implementation

ID PAPER 19034

COLLABORATIVE GOVERNANCE IN DEVELOPMENT

(Study on Tourism Village Management in Pujon Kidul Village, Pujon District, Malang Regency)

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Abstract- Indonesia is a rich country starting from the potential of natural resources, uniqueness and cultural diversity. In addition, Indonesia has other advantages that make the State of Indonesia has a lot of potential to be made into a tourist attraction. One area in Indonesia that can be used as a tourist attraction is in the province of East Java, more precisely in Malang. In 2018, the development of tourism in Malang Regency focuses on seven points, one of which is the development of a tourism village in the Pujon Kidul Village. Management of tourism villages in the Pujon Kidul Village by using collaborative governance that is by involving many parties. The purpose of this study is to find out, describe, analyze the management of Pujon Kidul Tourism Village and to find out, describe, analyze the management of Collaborative Governance-Based Tourism Village in Pujon Kidul Village. This research uses descriptive research with a qualitative approach. The location of the study was conducted in Pujon Kidul Village, Pujon District, Malang Regency, East Java. Data sources used in this study are primary data sources and secondary data sources. While the data collection techniques in this study are observation, interviews, and documentation. The results of this study indicate that the Pujon Kidul Village began to build attractive tourist objects. With the construction of several tourist attractions, Pujon Kidul Village is a tourist village. With the existence of Wisata Village, the economy of Pujon Kidul Village was greatly helped. The tourism village is managed by young people in Pujon Kidul Village. Management of tourism villages based on Collaborative Governance, there are several actors who play a role, namely Academics, Business, Government, Society, and Media. These five components have played a role in the development of the Pujon Kidul Tourism Village, but there are several components that have not yet played a maximum role.

Keywords: collaborative governance, rural tourism, and development

ID PAPER 19035

**The Strategy Implementation of Muarajambi Temple Tourism Object Development
By Tourism Department of Jambi Province**

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Abstract- Jambi Province, with its abundant natural and cultural wealth, can be one of the true potentials in advancing and developing its region. The beauty of its nature and culture can attract local and foreign tourists to visit Jambi Province. One of them is the Muarajambi Temple tourism, which is a cultural heritage that can be utilized for the welfare of the communities around the temple complex. This study aims to determine the development strategies of facilities that have indicators in the form of essential means of tourism, tourism additional facilities, and supporting facilities for tourism which were seen from internal factors such as strengths and weaknesses and external factors in the form of opportunities and threats. This research was a descriptive study with qualitative data. Data collection techniques were carried out by interviewing, observing, and documenting methods involving informants. Facility development strategies included: Developing basic tourism facilities such as utilizing community houses to be used as lodging accommodations in the form of homestays and restaurants, providing public transportation that had a special route to the area of tourist attractions, developing traditional processed food products, utilizing and developing the potential of land for the development of complementary facilities, which were recreational facilities such as making ancient canals as a means of water tourism, which were boat games and fishing ponds, developing handicraft products through souvenir shops in then tourism areas.

Keywords: Strategy Implementation, Tourism Development, Facilities.

ID PAPER 19036

COLLABORATIVE GOVERNANCE IN PUBLIC SERVICES (Study of Service Quality on Malang City PDAM Water Services)

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Abstract- This study aims to determine the level of customer satisfaction to service quality of the Regional Water Company Malang. The research method used in this research is quantitative descriptive with a population of Malang PDAM customers. The sample in this study of 180 respondents taken with the probability sample. Data taken with questionnaires and interviews and using descriptive percentages. The results showed overall customer satisfaction level would include poor service quality that is equal to 62.25%, which means that customers feel less satisfied with the service taps. Elements of customer satisfaction that are less good at, there are 9 categories of Serviceability, delivery systems, service procedures, disciplinary care workers, service personnel responsibilities, personnel service capabilities, service cost reasonableness, cost certainty, and certainty of service schedules. While there are 8 elements of both categories of product quality, service requirements, clarity of frontline employees, speed of service, justice get service, politeness and friendliness of staff, comfortable environment, and environmental security. Because customer satisfaction is a comparison between expectations and actual performance it is recommended to the taps to increase the service element that has not met customer expectations or the category of poor service and conduct regular research to determine customer satisfaction on the quality of services provided and research results need to be evaluated and followed up.

Keywords: Customer Satisfaction, Service Quality and collaborative governance

ID PAPER 19037

The Reform Of Public Service Bureaucracy In Investment Sector Within The Pentahelix Perspective; A New Hope In The Era Of Autonomy?

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Abstract— Many recommendations have been proposed to enhance the reform public service bureaucracy. However, they were not effective enough since complaints were still directed toward the public service practice. This research was conducted to investigate this issue and propose solutions to enhance the effectiveness of public service reform in the field of investment in order to increase the regional economic growth. This research resulted in solutions in the form of an ideal reform model based on multi stakeholder (penta helix) approach. A hierarchical qualitative analysis approach was used in this research. This research also employed phenomenological method through participatory observation. The focuses of this research included institutional conditions, human resources, bureaucratic procedures and multi-stakeholder involvement. The research was carried out in two stages. In the first stage focused on finding the most appropriate model of public service bureaucratic reform. Whereas, the second stage included the formulation of convincing pentahelix model to enhance the process of investment service reform.

Keywords: Bureaucratic reform, public service, invesment, penta helix

ID PAPER 19038

Mapping Strategy Development Of Tourism Destinations In Supporting Local Community Development East Coast In South Sulawesi

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Abstract - The purpose of this study is to identify, analyze, and orientation of the mapping strategy to support the development of tourism destinations empowering local communities an area-based tourism as its leading sector. The approach used is qualitative and quantitative techniques. Quantitative analysis techniques sift share analysis. The results showed that 1. The potential of tourism in Sinjai can be seen from three aspects such as: 1) the potential of nature tourism that consists of 35 natural attractions that are spread from each district, 2) the potential of the region's history and culture that consists of 71 destinasi travel, 3) the potential of artificial tourism human and special interests such as: 1) Agro Tourism Industry Susin, 2) Green Park Pasanggarahan Manipi, 3) Agro Tourism Garden Vegetable, 4) Special interest Foothills Bawakaraeng, 5) Agro Tourism Orchard, 6) Agro Tourism Orchard, 7) Appareng River, 8) Sports and Gellert Family, 9) Crafts Ferns, 10) Culinary TPI Lappa, 11) Swimming Pool H. Muh Nur Tahir, 11) Sculpture Welcome Batumimbalo, 12) Sports and Baths Tallasa, 13) Park City Forest, 14) Yosemite National Field, 15) Horse Sculpture Park, 16) Region Sinjai Bersatu Culinary Courses. 2. tourist developments in Sinjai can be seen from: 1) tourists, 2) domestic tourist destination, 3) tourism activities, 4) the property is used, 5) tourist trips, 6) average expenditure, 7) foreign tourists, 8) characteristics of the tourist market. The mapping showed an increase and expansion of the tourist area each year. Increased tourism destinations and the availability of adequate facilities provide the opportunity for local communities to participate in the tourism industry that contribute to the empowerment of local communities. The government's efforts in promoting the expansion of development opportunities in various sectors of the tourism sector in particular strongly support the improvement of the economy and social life of the local community level.

Keywords: Empowerment, local communities, the tourism potential, development and beaches

ID PAPER 19039

The Effect Of Intellectual Capital On Innovation Capability

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Abstract - This study aims to determine and analyze the effect of intellectual capital on innovation capability. This study uses a quantitative approach. The independent variables studied included intellectual capital created from human capital, and structural capital. The dependent variable is the company's innovative capabilities. In this study using a questionnaire with 16 questions. This study had 32 respondents from different startup companies in Indonesia. Analysis of the data used in the form of validity and reliability statistics, classical assumption tests, and multiple linear regression analysis. The results of the study show structural capital and human capital partially have a significant effect on innovation capability. Structural capital and human capital also have a significant effect on innovation capability.

Keywords: Innovation Capability

ID PAPER 19040

Impact of Attitudes Toward Entrepreneurship, Subjective Norms and Perceived Behavioral Control in creating Entrepreneurial Intention (Study in Brawijaya University Students at Non-Exacta Faculty for 2016 Period)

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Abstract -Many studies have discussed entrepreneurial intentions, but only a little research can be used as a reference in measuring the overall university in creating student entrepreneurial intentions in Indonesia. This research is focused on examining attitude toward entrepreneurship, subjective norms and perceived behavioral control by students in creating entrepreneurial intentions in the non exact faculty of Brawijaya University. The data for this study were taken from 3 faculties, namely the Faculty of Administration, the Faculty of Social and Political Sciences and the Faculty of Economics and Business which are in Brawijaya University. The sample used in this study was 141 students. The results showed that attitudes towards entrepreneurship, and perceived behavioral control have a positive effect on entrepreneurial intentions. Only subjective norms have an not significant effect on entrepreneurial intentions.

Keywords: Attitudes Toward Entrepreneurship, Subjective Norms, Perceived Behavior Control and Entrepreneurship Intentions

ID PAPER 19041

Effect Of Knowledge Management On Library Performance In-Library Institutions

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Abstract - In the era of the industrial revolution 4.0 which is accompanied by free competition as it is now expected that knowledge management can make a good contribution to human resources, especially in the world of libraries and information institutions. This study aims to measure the effect of knowledge management on employee performance with a case study in the library area of East Java. The results of this study indicate that knowledge management indirectly affects employee performance, there is a significant influence between personal knowledge on job procedures, and the most dominant factor influencing employee performance is information and communication technology.

Keywords: knowledge management, librarians, library institutions

D PAPER 19042

Land Acquisition Act Impact On Singapore Hadrami Wealth: A Case study of one Family.

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Abstract - Talib (1997) highlighted four factors for the decline of the Hadrami wealth and influence in Singapore. One factor was the Land Acquisition Act. The overall purpose of this paper is to study the impact of the Land Acquisition Act on one Hadrami family in Singapore. This study hopes to gain insights to appreciate the wealth lost through acquisitions. The Land Acquisition Act (LAA) was enacted to give power to the government for compulsory land acquisition for public development. There were four main features of LAA, (1) expansive powers to acquire land, (2) landowners cannot oppose to the government's choice to attain land, (3) the state has to pay compensation for all land acquired from landowners, and (4) the establishment of an Appeals Board to adjudicate the amount of compensation paid. The Arabs held about 75% of the private land marketed by the British, which was approximately 50% of the total land area in Singapore. After the Land Acquisition Act was implemented in 1973, the government owned 76.2% of the land in Singapore, double from 31% in 1949. Many properties under the Arab family was being acquired, such as the Perseverance Estate that once belonged to the Alsagoff family and 10 Anson Road, which belonged to Talib family, where International Plaza now stands. According to the audited financial statements of the Sallim Talib family settlement, the total fair value of the investment properties as at 2017 is approximately S\$578 million. However, if the act had not been implemented, the Talib family could have been earning an additional value of approximately S\$270 million in the Civic district and S\$2 billion in the Central Business district.

¹¹ This paper is from Shirin's Final Year Thesis.

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ID PAPER 19043

Designing Virtual Tourism Experience for a Ancient Temple: Yay or Nay?

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Abstract—As the oldest ancient temple in East Java Province, Indonesia, the Badut Temple experiences a dualism of function of space where as a building of religious rituals, cultural preservation as well as tourist destinations. Therefore, it is necessary to manage heritage tourist destinations that can maintain the sustainability of the site while satisfying the visitors of the destination. This research uses the Research and Development (R&D) method to design the Badut Temple Web-Based Virtual Tourism (Web-VR). The content was subsequently confirmed using field experiments analyzed by GSCA involving Malang City tourists. The results of this study indicate that after visiting the Badut Temple Web-VR, a virtual experience of tourists consisting of immersiveness and telepresence results in a positive attitude to the virtual destination.

Keywords: Virtual Tourism; Virtual Experiences; Immersiveness; Telepresence; Attitude; Ancient Temple

ID PAPER 19044

The Effect of Perceived Organizational Support on Knowledge Sharing and Innovative Work Behaviour

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Abstract— This study was conducted to determine the effect of perceived organizational support on knowledge sharing and innovative work behavior. Type this research on this study uses explanatory research with a quantitative approach. Data in this study were collected with a survey using a questionnaire. The method used in this study uses Structural Equation Modeling (SEM) to explain the effect of relationships between variables. The sampling method uses proportional random sampling with a sample of 121 non-medical staff Lavalette Hospital in Malang. The results of this study indicate that perceived organizational support has a positive and significant effect on knowledge sharing and innovative work behavior. Knowledge sharing has a positive and significant effect on innovative work behavior. In addition, knowledge sharing has also succeeded in mediating the relationship between perceived organizational support and innovative work behavior.

Keywords: Perceived organizational support, Knowledge sharing, Innovative work behaviour)

ID PAPER 19045

Coral Reef Management Information System (CRMIS) for the Sustainable Management of Coral Reef in Indonesia

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Abstract - The Coral Reef Rehabilitation and Management Program (COREMAP), a program in the Research Center for Oceanography of the Indonesian Institute of Sciences has the task of collecting data on coral cover and its related ecosystems, such as seagrass and mangrove. Collected data comes from baseline surveys and regular monitoring in various sites of Indonesian marine waters. The collected data are grouped into three parts, such as coral reefs, seagrasses, and mangroves. Managing these data was very challenging due to the state of the former data management process, which was manual, scattered, non-centralized, and non-standardized. Integrated information system is needed in order to reduce data redundancy, and allows simple data access and linking. To meet this need, the Coral Reef Management Information System (CRMIS) was introduced. The CRMIS is an easy-to-use information system that has made the coral reef management integrated and practical. CRMIS enables the stakeholders to easily obtain the right information for making better report, research-planning and decision-making on the condition of coral reefs, seagrasses and mangroves in areas of concern.

Keywords: COREMAP, CRMIS, coral reefs, mangroves, seagrasses

ID PAPER 19046

The *Pseudo* Public Space In Development Of Apartments, Super & Hyper Markets, Housing, And Shop-Houses In Malang City; Society Centered (Marxist) Perspective

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Abstract - Malang city as an urban centralization is followed with new industrial area. and in short time, the whole public spaces relocated to the mall, apartment, housing complex, and shop-houses, so that the public space free from the poor and its moves. The real public space becomes pseudo public space. Malang becomes fragmented, segregated, enclave, gated, fortified, and apartheid city. All of these are built for the sake of anticipating the threats of the poor. Law and order has made to protect the haves rights in creating the paranoid lifestyle and adopting consumptive behaviors. The more developed the city, the more discomfort Malang becomes. The more sophisticated the more isolated the housing complex and apartment will be. What a paradox!

Keywords: fragmented, segregated, enclave, gated, fortified, and apartheid city

ID PAPER 19047

Contextualization Of Disability Policy And Its Services In Indonesia

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Abstract - This paper is aimed to context and explores the Indonesian Government regulations in terms of Disabilities and its services. Indonesian government has many policies and programs intending to accommodate the needs of people with disability. The method of data collection was used the Document and contents of analysis. The result of research shown that some of the general provisions for the Indonesian population of education and health services provide some support for disabled people. The policy intention of the Indonesian government is clearly aimed at meeting the needs of the disabled and legislative provision of policies has been strengthened in recent decades. Nevertheless, there are many gaps between legislated policies and their implementation. The Indonesian government have formulated many policies in the areas of Education, Health and Social Affairs to assist and to help people with disability for making them empowered as community member and as citizens of Indonesia.

Keywords: Disabilities, Services

ID PAPER 19048

Critical Failure of Entrepreneurship: Literature Review

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Abstract— Entrepreneurs play a part as managers in entrepreneurial operations for Small and medium-sized enterprises (SMEs), while SMEs have proved to be the key contributors to the nation's economy. The present research will provide a literature review regarding entrepreneurs with a set of critical factor model for failure. It reviewed the entrepreneur's critical failure factors recognized in prior research. The research also shows the critical factors of failure to prevent the collapse of entrepreneurs. It also recognized and categorized six variable categories based on financial issues, incompetence in management, poor business planning, inadequate knowledge and know-how, weak target market, an unfavorable business environment that could lead to a failure of entrepreneurship if additional precaution was not taken. Many studies have documented significant reasons for failure; the fundamental logic is that understanding and accepting how and why the failure of the venture can minimize the chances of future mistakes. Anything that results in the failure of an entrepreneur is discussed in this study. Contribution of this study will help to optimize business performance by showing failure factors that have a significant impact on entrepreneur performance.

Keywords: Entrepreneur, Literature Review, Critical Failure Factors, Small and medium-sized enterprises (SMEs)

ID PAPER 19049

Safer City: Improving Public Services Through Emergency Management Innovation (Collaboration Between Sectors In Implementing Public Safety Center (PSC) Tulungagung Regency)

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Abstract —Tulungagung succeeded in developing a technology-based integrated emergency management system called the Public Safety Center (PSC). This success brought Tulungagung District to receive various awards and became a model for other districts because it was considered successful in implementing integrated emergency management. This innovation is significantly able to reduce mortality and accelerate the response time in an emergency. The PSC is an integrated emergency program which is a collaboration of several agencies namely Hospitals, Puskesmas, Police, Fire Extinguishers, Regional Disaster Management Bodies, Kodim, and Civil Service Police. This paper aims to describe the success of the PSC in Tulungagung Regency as an innovation that has changed the governance of handling emergency conditions experienced by the community. This study uses descriptive qualitative research methods, data collection through interviews, observations, literature reviews, and data from the results of the PSC Monev and related agencies. The results showed that the success of the Tulungagung PSC began with a meeting of three policy streams: problem streams, political streams, conducive policy streams. PSC is one form of public service improvement that arises from the innovation of one of the service provider agencies and has developed into a joint integrated system of several agencies due to conducive collaboration between sectors.

Keywords: Public Safety Center, Safer City, Collaboration, Emergency Management, Improving Public Service, Innovation.

ID PAPER 19050

Penta-Helix And Quintuple-Helix In The Management Of Tourism Villages In Yogyakarta City

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Abstract - Each country is currently focusing on developing tourism, considering its impact on economic growth and people's welfare. Special Region of Yogyakarta is one of the regions with diverse tourist destinations. The majority of tourist destinations in Yogyakarta city promote arts and culture as tourism icons, including tourism village destinations. However, tourism villages in the city have not fully received tourist attention. Therefore, solutions are required to be found to optimize tourism management and significantly increase the number of tourist visits. This paper aimed to describe the interaction between the government, the tourism industry, higher education institution, media, society, and environment in the management of tourism villages in Yogyakarta city. The discussion results describe that the management of tourism villages requires synergistic interaction from some elements covering the government, tourism industry, higher education institution, media, society, and environment. The interaction can at least be a solution in improving the quality of tourism village management. Triple-Helix focuses on interactions among higher education institution, industry, and government on innovation. Quadruple-Helix adds the fourth helix, namely culture and media-based public. Quintuple-Helix is a collaboration of elements contained in the Quadruple-Helix with the addition of the natural environment of society. Penta-Helix adds the media element. With the presence of the government, tourism industry, higher education institution, media, society, and environment that interact with each other, the management of tourism villages in Yogyakarta city becomes more optimal and able to attract more tourists to visit.

Keywords: Tourism Management, Tourism Village, Quintuple-Helix, Penta-Helix

ID PAPER 19051

Implementation of E-Government Policies

(Case Study of Goods and Services Procurement in Buol Regency, Central Sulawesi)

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Abstract— This study aims to determine the implementation of local government policies in the procurement of goods and services based on e-government that have occurred in 2018 and determine the inhibiting factors and factors driving the implementation of government policies in the procurement of goods and services based on e-government in Buol District. This study uses the Van Meter and Van Horn Theory explains that in the implementation of procurement policies based on e-government is influenced by each interrelated variables, these variables are: 1) Target Standards, 2) Resources, 3) Relationships between Organizations , and 4) Characteristics of the Implementing Agency. The results of the research on the implementation of local government policies in the procurement of goods and services based on e-government in Buol District, of the six variables used as a basis for research, some of them still found an unsynchronization between e-government concepts and what happened in the field. As is still found in the tender process that is not transparent and the determination of tender winners still uses a kinship approach.

Keywords: e-government; goods and services; implementation

D PAPER 19052

**The Effect Of Dimension Of The Quality Of Health Services On Patient Satisfaction
(Study In Community Health Centre Of Kemaraya Sub-District)**

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Abstract - The purpose of this study was to determine the effect of service quality dimensions which included physical evidence, reliability, responsiveness, assurance, empathy for the satisfaction of Kemaraya Community Health Centre patients. The samples in this study were patients who had been treated there. The source of data in this study is secondary data, namely a brief history, development, organizational structure, location and primary data of Kemaraya health centre. This research was carried out which originated from the results of the distribution of questionnaires given to patients. Analysis the data used multiple linear regression analysis. The results of the study show that physical evidence, reliability, responsiveness, guarantees, and empathy have a positive and significant effect partially on patient satisfaction. Moreover, service quality in the form of physical evidence, reliability, responsiveness, assurance, empathy together have a positive and significant effect on satisfaction of Kemaraya Community Health Centre patients with significant value 0,000 and $F_{count} = 16.143$ and have a coefficient of determination (R^2) = 0.599.

Keywords : Service Quality, reliability, responsiveness, assurance, empathy

ID PAPER 19053

**Local Tourism Diversification Through Cultural Heritage
(A Research on Tourism Development in Malang City)**

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Abstract - As stated in the *Tribina Cita* of Malang City, tourism sector is a potential sector that can be developed as the identity of Malang City. Malang has been known as the city of industry and education, yet it has not yet been known as a tourism city. Therefore, the government of Malang has started to focus its development on tourism activities. This city used to only have MICE tourism, but at present, the government starts to have tourism diversification in the form of Cultural-Heritage tourism. This descriptive qualitative research was conducted to evaluate the tourism diversification program in Malang City. Research data were collected through in-depth interviews with relevant informants including the ones from Disbudpar (Department of Culture and Tourism), art and cultural workers in Malang City, as well as tourists visiting this city. The results of this research showed that the tourism diversification program has been utilizing available resources. This program was focused on the development of heritage tourism in Ijen Street, Kayu Tangan, and Tugu Area. While the focuses of the cultural tourism development was on the dance art. In addition, the city has set “heritage city” as the tagline of the city.

Keywords: Diversification, heritage-cultural tourism, Malang City

ID PAPER 19054

**Building the Public Service that Smarter in the Disadvantaged Area
(Analysis in Sumbawa District, NTB)**

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Abstract - Public services in Sumbawa Regency, NTB as a disadvantaged region certainly have different practices when compared to public services in more developed regions. More advanced regions certainly make public services easier and faster because there are various determinations that make public services faster and easier, including qualified human resources, good budgetary strength, and adequate infrastructure. While in disadvantaged areas it becomes a contradiction in the determination. It is interesting to study the true nature of what other strategies or options can be used to improve public services in disadvantaged areas. By using descriptive and SWAT methods, the authors provide seven important options in building public services in Sumbawa Regency, namely strengthening side of change (HRD), Open recruitment and Merit systems, discretion and supervision, Reward and Punishment, de regulation line management, culture bureaucracy, and strengthening cooperation with external parties.

Keywords: Public Services, Smarter, Disadvantaged Areas

ID PAPER 19055

Transformational Leadership Approach in Effort to Achieve Good Corporate Governance (*Study at PT. PLN (Persero) Rayon Ngagel*)

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Abstract - Leadership is one of the factors determining the direction and goals of the company. Leaders must have the ability to provide a constructive influence on others. In this case the leader influences subordinates to carry out a cooperative effort in order to achieve the ideals of companies that have been established to improve competitiveness. Good Corporate Governance (GCG) is one key to success for growing and profitable company in the long term, while winning the global business competition. This research is descriptive qualitative approach and is bounded by two research focus: (1) Application of Transformational Leadership Style on the Move Subordinates to Achieve Good Corporate Governance; (2) Constraints in Transformational Leadership Style Application to the embodiment of good corporate governance. Based on the results of research conducted, the leadership style leader in PT. PLN Ngagel not all illustrate the transformational leadership in realizing the principles of Good Corporate Governance. Therefore, transformational leadership characteristics are not all implemented by the leader. Specifically provide intellectual stimulation. It can be seen from the attitude of supervisors who are often unaware of the actual responsibilities to subordinates. Suggestions given related embodiment of GCG through methods of transformational leadership style among others, remain consistent to implement the functions of a leader, develop the potential of every individual through an informal approach, using the function leaders that delegate functions, and provide insight to the wider community with socialization about the service mechanism PT. PLN Ngagel.

Keywords: Leadership, Transformational Leadership, Good Corporate Governance

ID PAPER 19056

Challenges of Regional Government In The Disruptive Era: Implementation Of Online Single Submission (Oss) In Sidoarjo

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Abstract - The industrial revolution 4.0 resulted in the impact of digitalization which increasingly urged the public sector to expand. The development of governance today must be in line with developments in the global context, if not then organizations in the public sector will always encounter obstacles in answering the challenges that exist. Through the Online Single Submission (OSS) policy, the Sidoarjo Regency Government tried to build an efficient and effective administration and public service system to realize the competitive power of regional development. Online Single Submission simplifies the bureaucratic mechanism to facilitate business people. This study aims to analyze the implementation of the Online Single Submission policy in the Sidoarjo Regency Government by using the Edward III model approach as an analytical knife, while the main aspects studied in policy implementation include: communication, bureaucratic structure, resources, disposition. The method used in this study is a qualitative research method with descriptive study, we conducted interviews and documentation in the data collection techniques, informants in this study were three people who were bound and in direct contact with the Online Single Submission program while the technique of analyzing data using analysis interactive. The findings in the field that we have found show various dynamics in the process of implementing these policies which are still classified as running in one year.

Keywords: Policy Implementation, Online Single Submission, Regional Development

ID PAPER 19057

Conflict Of Land And Spatial Transfer Policy In Surabaya City: Advocacy Study Of Land Transfer Policy Sepat Reservoir

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Abstract - The environment has an important role in the success of the life of the people around it. Therefore environmental problems can also trigger a conflict. This study discusses the advocacy of the refusal of land transfer conducted by the Surabaya City Government on the issuance of Surabaya Mayor Decree No. 188.45 / 366 / 436.1.2 / 2008 which is the reason for the conflict over the rejection of the policy. The purpose of this study is to find out about the advocacy policy for the refusal of land conversion carried out by the Selawase alliance (Save Waduk Sepat) which consists of several community organizations in the city of Surabaya, this research refers to several theories proposed by Roem Topatimasang where relating to policy advocacy strategies carried out by forming a core circle, choosing strategic issues, designing goals and strategies, processing data and processing information, mobilizing supporting allies, proposing design matches, influencing policymakers and implementers, forming public opinion, building a movement base, monitoring and assess the program. The method used in this study is a qualitative method with data collection techniques in the form of interviews and documentation. Sources of data are grouped into two parts, namely primary data and secondary data. Test the validity of the data by using source triangulation (data). While data analysis uses interactive data analysis. The results of advocacy show results that are not yet in line with the wishes of advocates.

Keywords: Policy Advocacy, Land Transfer, Environment.

ID PAPER 19058

The Success Of Surabaya City In Collaborative Governance: The Case Of Development Of Old Kampong Maspati

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Abstract - Kampong is a social identity that is very important in aspects of human life, because there is the place all activities and the most micro interactions of human life are carried out. Today, in describing a problem or policy can not only rely on one party, it requires an interaction or cooperation in solving the problem together. The Old Kampong Maspati is a kampong that became the forerunner to the birth of the Surabaya city which is very historic. This article tries to see and analyze the success of the Surabaya city government in developing the Old Kampong Maspati as a tourism icon of Surabaya City with a collaborative governance approach. The method used in this study was a qualitative research method with a descriptive approach, data collection techniques were done by in-depth interviews and documentation. There were three informants in this study consisting of government, private and community actors who were directly involved in the collaborative governance series. Data analysis techniques used interactive data analysis. The findings in the field show that the Surabaya city government in carrying out the development of the Old Kampong Maspati did it by collaborating by involving several private actors and the community who had the same vision and mission and understanding in developing the Old Kampong Maspati. The collaborative governance implemented by the Surabaya city government so far has shown success in developing the Old Kampong Maspati to become one of the tourism icons in the Surabaya city.

Keywords: Kampong, Collaborative Governance, Interaction.

ID PAPER 19059

Innovation of Surabaya City Government In The Public Service Sector: Study Of Command Center 112

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Abstract - Public policies and services are a product of the state administration with the purpose to create convenience and prosperity for the wider general public. On the other hand, the effects of globalization in this fast-moving decade also require a government to always make innovation both in terms of policy making and public services in order to answer the challenges, because if they do not make innovations, the bureaucracy will definitely be left behind. The Surabaya city, in answering the challenges, have already applied the concept of smart city in running its government. The writings in this article attempts to analyze and explore a policy innovation created by the Surabaya City Government in the public service sector by looking at the command center 112 in Surabaya. The approach used was the innovation theory by Geoffrey Dudley and Jeremy Richardson which included: Ideas, Interests, Institution and Individuals. This research used a qualitative method with a descriptive approach. The data collection techniques were by conducting in-depth interviews, direct observation and review of documentation related to research topics about public service innovation in accordance to the research. There were three informants in this study with the determination of the informants carried out by purposive sampling technique. For data validity, it used interactive data analysis following the guidelines of Miles, Huberman and Johni Saldana. The findings in the field show that the Surabaya City Government made a breakthrough innovation in creating public services to be used by all people of the city of Surabaya.

Keywords: *Innovation, Command Center, Public Services.*

ID PAPER 19060

Waste Problem: An Analysis of Policy Instrument of The Regional Regulation Number 8 Of 2013 In Sampang Regency

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Abstract - Today, environment is a problem that is always inseparable from the lives of the society, private sector, and government. The existence of problems or environmental damage will always be in contact with other aspects of life. The waste problem is the main problem in environmental issues, especially for developing country like Indonesia, so that it becomes a severe concern for the central government, the provincial government, and the local government. For example, the Sampang Regency Government has the responsibility for the waste problem in its area. Sampang Regency is one of the regencies that has succeeded in the waste management program at the Final Disposal Site (TPA) with the existing Standard Operating Procedure (SOP). This study tried to see based on the analysis of policy instruments in Regional Regulation Number 08 of 2013 concerning waste management in Sampang Regency using the theory of policy instruments by Michael Howlett as the tools of analysis. This study used a qualitative research method with a descriptive approach. In this study, data collection techniques were carried out by means of in-depth interviews and documentation studies to strengthen the evidence in research. The number of informants in this study was four people. The data validity used source triangulation (data) following the guidelines of Miles, Huberman, and Johni Saldana in the interactive analysis. The findings in the field show that there were a number of policy instruments used by the Sampang Regency Government in implementing Regional Regulation Number 08 of 2013 concerning waste management.

Keywords: Policy Instruments, Waste, Environment.

ID PAPER 19061

The Mediating Role Of Corporate Social Responsibility (Csr) Disclosure On Good Corporate Governance (Gcg) And Firm Value

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Abstract—The application of Good Corporate Governance (GCG) and Corporate Social Responsibility (CSR) disclosure is one way to increase company value by focusing on the balance of internal and external interests. This study aim is to determine the effect of GCG and CSR disclosure on company value. This type of research is explanatory research with a quantitative approach, using a sample of 13 mining companies listed on the Indonesia Stock Exchange. By using Partial Least Square (PLS) technique, the result showed that (1) Good Corporate Governance has a significant and positive effect on Corporate Value ($p\text{-value} = 0,000$; $\alpha = 5\%$); (2) Good Corporate Governance has a significant and negative effect on Corporate Social Responsibility Disclosure ($p\text{-value} = 0,000$; $\alpha = 5\%$); (3) Corporate Social Responsibility Disclosure has not a significant effect on Corporate Value ($p\text{-value} = 0.875$; $\alpha = 5\%$).

Keywords—Good Corporate Governance, Corporate Social Responsibility, Firm Value

ID PAPER 19062

Collaborative Governance: Synergy Between The Local Government, Higher Education, And Community In Empowerment Of Communities And Management Of Potential Tourism Village (Case Study In The Umaurip Ecotourism Area, Timpag Village, Tabanan Bali)

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Abstract - Tourism villages have enormous potential in supporting poverty alleviation programs in the community, especially in areas that are difficult to reach by conventional tourism. A tourist village will be able to run well when getting support from relevant stakeholders, both internal and external stakeholders of the village. As the host, the local community has a very vital role in the development of tourist villages. Warmadewa University as one of the Universities in Bali carries out one of its obligations in the Higher Education Tri Dharma namely Community Service. To make this happen, Warmadewa University chose one of the villages in Tabanan Regency to be used as a built village, namely Timpag Village, located in Kerambitan District. Timpag village has a tourism potential based on an agricultural area which makes its indigenous village community a manager with the concept of community empowerment known as the Umaurip Ecotourism Area. Two major roles of government are related to the government's duties as regulators, facilitators, and assisting in the provision of supporting infrastructure. Higher education has a deep moral responsibility in the form of raising awareness, knowledge, skills, and values needed to create a just and sustainable future. The development of a tourism village requires a solid partnership between the three main elements, namely the government, the private sector, and universities, where the local community is a stakeholder of the cooperation. The golden triangle can only be successfully implemented if the initiator of the partnership understands the triggers cooperation.

Keywords: Ecotourism, Management, Synergy

ID PAPER 19063

**Mal Public Service Of Badung Regency:
Product Bureaucratic Reform Of Badung Regency In Public Services**

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Abstract - Bureaucratic reform is interpreted as a major change in the paradigm and governance. Bureaucratic reform includes changes in bureaucratic structure and repositioning, changes in the political and legal system as a whole, changes in mental and cultural attitudes of bureaucrats and society, as well as changes in mindset and commitment of the government and political parties. In 2010, bureaucratic reform was determined as a program that must be implemented by ministries / institutions / regional governments, marked by the stipulation of Presidential Regulation Number 81 of 2010 concerning the Grand Design of the 2010-2025 Bureaucracy Reform. Until 2013, there were 56 ministries / institutions that have implemented bureaucratic reform. As for the local government level, 98 local governments became pilot projects. But on the other hand, there are still many problems found in the government bureaucracy. Characterized by the continued increase in public complaints about the poor quality of public services and the high corruption cases involving state administrators or bureaucratic apparatus. Badung Regency, Bali launched the Public Service Mall (MPP) as one of the breakthroughs to facilitate public licensing services in the community. Bandung Regency itself became a pilot project appointed by the Ministry of Administrative Reform and Bureaucratic Reform (Kemenpan RB) for public service malls. The construction of the Public Service Mall is an innovation carried out by the Badung Regency Government in the field of public services. In addition, this Public Service Mall is one of the products of bureaucratic reform that has been carried out by the Badung Regency Government. With this Public Service Mall, the level of public satisfaction associated with the performance of public services in Badung Regency has increased every year, especially in the field of facilities and infrastructure in providing public services.

Keywords: performance, local government, bureaucratic reform

ID PAPER 19064

District and City Government Performance in Jambi Province (from Financial Condition Perspective)

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Abstract—The government performance measurement is essential to assess target achievement and public services, one of which is measured from the perspective of financial conditions. The purpose of this study was to measure the performance of district and city governments in Jambi Province. The measurement was made using nine ratios of the basic factors of local governments' finance as a basis for analyzing financial conditions. Furthermore, Jambi city and Sungai Penuh city are the regions with the best financial condition viewed from regional income factors, while Tanjung Jabung Barat has the best financial condition from regional expenditure factors. From operational factors, the best position was held by three regions: Kerinci, Tanjung Jabung Barat and Sarolangun Regencies. Additionally, Muaro Jambi Regency has the best financial condition viewed from the debt structure factor. Overall, the regencies and cities in Jambi Province are in good financial condition. Three regions are averagely good, six regions have better financial conditions, one region is in the best financial condition, and only one region's financial condition is worse compared to those included in the assessment process.

Keywords: Financial Condition, Performance, Income, Liability

ID PAPER 19065

Do transformational Leadership Needed to enhance village development?

Firda Hidayati

Abstract - The transformational leadership is proven essential in securing organizational performance. The leader who posses the transformational characteristic is able to foster the folower to adapt in very fast changing environment that characterized any modern organization. The culture in organization is developed based on trust that lead to effective and efficient organization performance. However, some studies found that transactional leadership is not always lead to effectiveness of organizational performance. This study found that the leader of Leuwipuh village who posses a transformational leadership characteristic does not secure the effectiveness of palm oil plantation management. The high risk in agriculture management create imbalance of power that influence the trust building within the village member.

Keywords: Leadership

ID PAPER 19066

**Halal tourism industry in Indonesia:
The opportunities and challenges**

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Abstract—Halal tourism becomes the most promising industry, including Indonesia. Springs up about a decade ago when Muslim travelers were beginning to be identified as a specific segment with particular needs. Muslims tourists are exploring new destinations and unique experiences. Their desire has made Muslim travelers are fastest-growing segments in the global travel industry. It should be the best time to seize this opportunity for the tourism industry to begin to take into account this market, to understand the needs of Muslim travelers, to create tailor-made products and services for Muslim tourists. The paper aims to analyze the opportunities and challenges of the Halal tourism industry in Indonesia. The methodology used in this research is secondary data analysis from literature reviews. This paper begins with a literature review on the existence of halal tourism and its aspects including object, aim, target, and other facilities. This data is analyzed based on the opportunities and challenges of Halal Tourism in Indonesia. The paper concludes that Indonesia has many opportunities in establishing the Halal tourism industry. A variety of destinations, the ability to deliver Muslim tourist needs and support from the government were some advantages to develop halal tourism in Indonesia. However, some issues related to Halal certification could be the challenges. Granting halal certificate is not the end and the goal, but maintain sustainability is a must. Further research is needed, especially on how Halal certification could be a national standard for all food stall and easily guide Muslim travelers regarding halal food issues.

Keywords: Halal tourism, Halal certification, Opportunities, Challenges, Indonesia

ID PAPER 19067

Non Conformity Analysis with SCOR Model Approach and Analytic Hierarchy Process in Pharmaceutical Industry (Case Study: PT. PF Indonesia)

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Abstract—Non-conformity in the production process can cause many losses, such as late production, overtime, downtime, rework, reprocess that leads to delays in product delivery to customers, affecting the performance of the company's supply chain. Supply Chain Operations Reference (SCOR) is one of the appropriate models to assess supply chain performance in mass production companies such as in the pharmaceutical industry. The purpose of this study is to measure the supply chain performance using SCOR model in a company having many non-conformity and then benchmark with similar companies. Furthermore, the gap is analyzed and given priority solution recommendation by AHP method to make improvement to overcome the non-conformity that happened. From the results of supply chain performance measurement at PT PF Indonesia in 2017, shows that the non-conformity that occurs in the production process does not significantly affect the performance of Reliability (94.7%), Responsiveness (6 days), Flexibility (18 days) and Cost (7.9%). This is because of the high amount of inventory as seen from the performance value of Assets up to 151 days (5 months), so much time for manufacturers to complete the non-conformity. But the amount of inventory is a waste for companies because they have to spend inventory costs and not in accordance with lean management systems.

Keywords: Pharmaceutical industry, Supply Chain Operations Reference (SCOR), supply chain performance, Analytic Hierarchy Process (AHP)

ID PAPER 19068

Analysis of Inventory Control on Cast In Channel HTA-CE 40/22 FV-300-CF/KF & HS 40/22 M12X50 Gvs 4.6 in PT.PARP using Continuous Review System and Periodic Review System Method

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Abstract—PT Pola Artistika Perkasa (PARP) is one of Pola Group's Subsidiaries supplies various types of material for building construction. In providing inventory to make various types of material, it is necessary to have a good inventory control and in accordance with the demand of customer. The problem that often occurs is the discrepancy between the level of ordering material with the level of demand by the customer and also affects the available stock. Many factors include the company still has weaknesses in inventory planning based solely on average product demand in the past few months, the influence of lead time of imported products that are uncertain, and also inventory of products in warehouses is still quite high. Economic Order Quantity (EOQ) is one of method used to measure inventory levels that minimize the total cost of storing inventory and ordering costs. In this research, using Moving Average forecasting method and single exponential smoothing method. The EOQ method used is Continuous Review System and Periodic Review System Method. The best forecasting result is Single Exponential Smoothing using $\alpha = 0.9$ with the smallest error value. Next forecast for 12 period using Continuous Review System and Periodic Review System Method and the best result of EOQ method is Periodic Review System with the overall cost is Rp 118,728,402 for HTA-CE 40/22 FV-300-CF/KF and Rp 140,255,911 for HS 40/22 M12X50 GVs 4.6. So using EOQ method with Periodic Review System in PARP can minimize total inventory cost.

Keywords: Inventory, Forecasting, Order Cost, Holding Cost, Total Cost, Continuous Review System, Periodic Review System.

ID PAPER 19069

**Organizational Culture as An Intervening Variable
of Spiritual Leadership with Organizational Commitment
and Ethical Behavior**

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Abstract- This study aims to determine the effect of spiritual leadership on organizational culture, organizational commitment and ethical behavior of teachers of Christian and Catholic Education Foundations in Manado, Tomohan, MinahasaRegency and South MinahasaRegency. It was done in a quantitative manner with SEM-PLS analysis. The population were 320 teachers with a sample of 100 teachers who were determined using the Slovin formula. This study is a development of the results of previous studies by adding one variable: organizational culture. The results show that the spiritual leadership directly influenced organizational culture, but did not directly influence the organizational commitment and ethical behavior. In addition, the organizational culture directly influenced the organizational commitment and ethical behavior. These indicated that organizational culture was a significant contributor to organizational commitment and ethical behavior from the aspect of spiritual leadership as an independent variable. Practically, the results can be used as a consideration for the decision makers in organizations to empower members, especially teachers to provide higher quality and professional learning services for students.

Keywords: Spiritual Leadership, Organizational Culture, Organizational Commitment and Ethical Behavior, SEM-PLS

ID PAPER 19070

Gender In Government: The Opportunities and Challenges for Millennial Women in Government

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Abstract—The number of female Civil Servants (PNS) from year to year always increases compared to men, but in occupying high positions there is an imbalance, where the number of women is less than men. This phenomenon is caused by various factors, such as the patriarchal culture which, in particular societies, constructs gendered culture in which women are placed as second creatures. This study examines the patriarchal culture of the dual role of women as housewives and working women in relation to career development in government. Therefore, a certain policy and method that can be implemented is needed in order that gender equality in the bureaucracy is not only about increasing the number of female civil servants but also increasing their competence in carrying out the same roles, functions and responsibilities as men in public services. In turn, this is expected to be able to produce good and gender equitable policies in community development, more specifically for women as agents of change who are actively bringing in new perceptions. Literature review, a research technique using data from previous studies, is used as the method to carry out this study.

Keywords: Gender, Discrimination, Patriarchy, Civil Servants, Women's careers

ID PAPER 19071

**Sustainable Development Strategies throught The Approaches ZOPP Method
in Conflict Agrarian between Customary Law and State**

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Abstract – Settlement of agrarian conflicts between the Government (central and local) and the Customary Law Community so far has been just a legality. This means that the process was protected by laws and regulations. The perspective of the legality approach emphasizes procedures, rights and authority over government-owned affairs (government interests), and less attention to the process (facts on the ground). The legality approach in the view of customary law community was a form of state arbitrariness and authoritarianism. The presence of the state shall provide space in giving broad expression in expressing opinions and involvement (participation) in development to the community. Therefore, the government shall take another approach that is social-local in nature and formulates in the basic design of the development of customary law community. The existence of customary law community shall be preserved as a national culture not to be taken away by our own hands. This is important in developing the right strategy for sustainable development. Local wisdom of customary law community contained in a formula which is in synergy with laws and regulations is the main step in the sustainability of environmentally-based development. ZOPP Approach - Ziel Orientierte Project Planning, is one of the approaches to compiling planning Regional development by prioritizing group meetings (deliberations) for all actors (actors) involved. Deliberation is a characteristic that is inherent in the customary law community. It also plays a role in equalizing perceptions among stakeholders (central and local government, private sector including other non-government organizations).

Keywords: Customary Law Community, Government, Development, Agrarian Conflict, Sustainable Development, Local Development Planning, ZOPP Method

ID PAPER 19072

Synergy between Government, Private Company, and Community for People's Welfare and Forest Preservation

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Abstract— Forest management is performed centrally to date, in which forest is considered as sacred. However, since the Minister of Environment and Forest has issued the Regulation (Permen LHK) Number P.83/MENLHK/SETJEN/KUM.1/10/2016 on Social Forestry and Permen LHK P.13/MENLHK/SETJEN/KUM.1/4/2019 on Assistance of Development in Forestry, has changed the paradigm of forest management into collaborative/ synergy by involving the government, private company, and community. Using literature review, this research found new facts (**Isdhiartanto**) related to synergy in forest management. The synergy between government, private company, and community is the key to achieve people's welfare and forest preservation. However, in its implementation, there are different opinion between the government, private company, and community. Therefore, it is necessary to strengthen the commitment in the form of Memorandum of Understanding (MoU) or mutual partnership. Moreover, an intensive monitoring and evaluation are needed, as well as sharing input and suggestion for improvement and strengthen the roles of the actors (government, private company, and community) in increasing people's welfare and forest preservation.

Keywords: Synergy, people's welfare, forest preservation, welfare

ID PAPER 19073

Exploring the Implications of Social Media Usage on Negative Consumers' Emotion And Behavior

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Abstract- A miscellaneous of advantages gained brands and users from social media. Nevertheless, the topical approach of research identifies the gloomy view of social media usage. This research suggests a framework to assess the implications of social media usage from the perspective of consumers' emotion and behavior. The data are collected from a sample of 212 Indonesian consumers. The findings disclose that consumers' usage of social media affect consumers' brand hate and then eventually negative word of mouth and brand avoidance. On a similar line, negative word of mouth is found to act as a driver in escalating consumers' avoidance toward a particular brand. By employing disidentification theory, this research framework and findings are the outcomes of attentive theory-based research, and this authorizes to serve managerial suggestions based on theory and on rigorous empirical analyses.

Keywords: disidentification theory, brand hate, negative word of mouth, brand avoidance

ID PAPER 19074

Improving Safety Behavior in The Workplace

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Abstract—The aim of this study is to examine and explain the influence of organizational culture and leadership to improve safety behavior in the workplace. This study used explanatory research to find the causal relationship between the variables. The unit of analysis was employee at three electric power company in east java Indonesia. Sample technique for this study was determined by using the proportionate random sampling method with a total sample of 117 employee. The collecting data technique used questionnaires and interviews. The findings indicate that the significant effect of organizational culture on safety behavior, while leadership has significant effect on safety behavior. The findings suggest that leader have an important role to increase employee involvement in maintaining work safety and using work safety tools. A conducive organizational culture is needed so that employees comply with work safety regulations.

Keywords: Organizational Culture, Role of the Leadership, Safety Behavior

ID PAPER 19075

An Innovative Framework of Digital Technology for Innovation Adoptions and SMEs Performance in The Manufacturing Sector

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Abstract - New technological development emerges throughout the industry enabling companies with new opportunities for digital transformations to offer innovative products and services. To meet the changing dynamics of customer and industry requirements, under the umbrella of the 4th industrial revolution, companies are equipped with various technological advancements. Technology such as the internet-of-things, big data analytics, and artificial intelligence are among the few technologies that are being adopted in manufacturing companies today. This research will be proposing a framework to identify the various enablers and barriers of the industry 4.0 technology adoption in the context of SMEs in the manufacturing sector. This paper also suggests that under the theories of Diffusion of Innovation and Organizational Diffusion of Innovation, the model for the adoption of industry 4.0 will be presented. Furthermore, the framework will also explain the effect of the industry 4.0 adoption on the performance of SMEs in the manufacturing sector.

Keywords: Industry 4.0, digital technology, innovation adoption, SMEs performance

ID PAPER 19076

Social Capital Analysis in The Engagement Culture for Reducing the IMR's and MMR's (Study on *Jember Pandalungan Society*)

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Abstract—Engagement culture is very common in our society, especially in the Pandalungan community. Through engagement can trigger early marriage for both brides. For prospective brides, if it is still too early, generally they get married after graduating elementary school, around the age of 12-13 years, then pregnancy occurs, then this can lead to the next problem. Often for expectant mothers, who are pregnant and they are still too young, will have a high risk of being able to give birth normally and safely. Many high-risk birth events trigger the death of both the mother and the baby. Through social capital analysis trying to see the details of the problem of maternal and infant mortality rates, where there are norms, trust and networks formed in the engagement culture of the Pandalungan community in Jember.

Keywords: Social Capital; IMR and MMR

ID PAPER 19077

**Different tests on 4 types of hospitals related to QWL, self-efficacy, job satisfaction, organizational commitment, and Organizational citizenship behavior (OCB)
(Study of Nurse Hospitals in Malang Raya)**

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Abstract – This research is motivated by problems that arise in hospitals, especially those felt by nurses. The problem that often arises in hospitals is related to job satisfaction. With this research whether the nurse's job satisfaction is influenced by organizational factors (QWL) or is influenced by personal factors (self-efficacy) that will affect job satisfaction. Job satisfaction will affect organizational commitment and will affect OCB. These variables are examined and tested in four types of public hospitals in Malang. The location of this study was conducted in 4 Types of General Hospitals, Type A Hospital is Saiful Anwar General Hospital Malang. Type B General Hospital is Persada Hospital in Malang City, Type C General Hospital is Karsa Husada General Hospital in Batu City and Type D General Hospital is Islamic Hospital Madinah Kasembon, Malang Regency. The analysis used is descriptive analysis and inferential analysis with a different test. Based on the results of the analysis showed that QWL nurses at Persada Hospital were significantly different from QWL nurses in RSSA, RSU Husada Batu and RSI Madinah Kasembon. Nurses 'self efficacy in RSSA is significantly different from nurses' self efficacy in RSI Madinah Kasembon.

Keywords: quality of Work Life (QWL), Self efficacy, Job Satisfaction, Organizational Commitment, Organizational citizenship Behavior (OCB)

ID PAPER 19078

DETERMINANT ANALYSIS OF TOURISM COMPETITIVENESS OF MALANG CITY

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Abstract–The tourism sector is one of the strategic and potential sectors in national and regional economic development. Various research results and studies have proven that the development of the tourism sector has been proven to be able to improve the welfare of the community. The purpose of this study is (1) to analyze the competitiveness of the tourism sector in Malang City with the tourism sector around Malang Regency and Batu City, (2) to analyze the factors that determine the competitiveness of the tourism sector in Malang City. Malang City's tourism competitiveness in this study was analyzed by referring to the Competitiveness Monitor which uses 7 tourism indicators according to the WTO (World Tourism Organization), namely HTI, PCI, ISI, EI, HRI, OI, SDI. Based on the seven indicators of tourism competitiveness used, it is known that only the Social Development Indicator (SDI) has good competitiveness for Malang City against Batu City tourism and Malang Regency. The indicators of the Human Tourism Indicator (HTI), Infrastructure Development Indicator (IDI), and competitiveness while the Environmental Indicator (EI) have moderate competitiveness. Whereas the Price Competitiveness Indicator (PCI), Human Resources Indicator (HRI), and Openess Indicator (OI) are included in the category of no competitiveness. Then, for the factor that most determines the competitiveness of tourism is the parameter of the average length of stay of tourists.

Keywords: Competitiveness, Development, Tourism

ID PAPER 19079

Media Literacy of E-Learning System in Higher Education

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Abstract–The problem of inactive students in the learning process by using e-learning system, nescience of students and lecturers with the existence of an e-learning system, the problem of character-based education which is difficult to be applied on e-learning system becomes a strategic issue that needs assessment. This is the reason of conducting this research. The purpose of this research is to describe media literacy of Universitas Terbuka's (Open University) and Universitas Brawijaya's e-learning systems. This research uses media literacy concept, especially factors of media literacy. The research method used in this research was mixed methods. The quantitative data was sought first, then the qualitative data was sought after. The results of this study shows that the media literacy ability in Universitas Terbuka and Universitas Brawijaya, both have good results, except the results of the students. Based on the results, the universities need to make a tutorial or make a training to help students use e-learning systems.

Keywords: e-learning, literacy, media literacy, education, higher education

ID PAPER 19080

The Community Perspective On The Public Service Quality At Kediri City, East Java, Indonesia

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Abstract—Along with the development of civilization, the advancement of information technology and the rapid of social change have encouraged the increasing of the public demand of the public service. Kediri City Government has been developing the branding of "Service City" in order to trigger the Regional Work Unit (OPD) to improve the quality of public services. This research was conducted to see how the community's perspective on the quality of public services in the Kediri City and also to find out the people's preferences for each element of public service quality index that provided by the Local Government of Kediri City. The study used the descriptive research with quantitative approach. The collecting data used the survey method. The collection data used the survey method with 11.292 respondents who had received the public service in 33 service units. The result showed that the public service quality at Kediri City in 2018 got the conversion index in 80,98. The preference of society can be seen in the element of costs that got the highest conversion index in 92,80. But in the infrastructure facilities got the lowest conversion index in 75.23. It showed that the improvement of facilities and infrastructure needs to be paid more attention by the Local Government of Kediri City Government in providing the excellent service to the community.

Keywords: public service quality, community satisfaction index, community preference.

ID PAPER 19081

Advancing Village Government System in Indonesia Based on Local Government Perspective

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Abstract—This study aims to explain the village government system in Indonesia based on local government perspective . It is using systems thinking as a research method. The novelty of this research is discovery two types of villages in Indonesia that had never been previously published, namely the recognition and the artificial village. Those types still exist in Indonesia with a variety of different characteristics. The main difference is the achievement of the villager welfare. Artificial villages with isolated and homogen characteristics tend to poor rather than recognition village. The last type more heterogen characteristic and progressive in their development. The simulation action show that the progress of the two types of village government can be encouraged with different leverage and focus. The first is public service improvement for advanced village recognition while second is village development. It is appropriate with the lagging artificial villages. Thus in order to advance village government in Indonesia cannot be uniformed anymore as written in Law No. 6 Year 2014 concerning Villages which is focused on village development only. It must be asimetric. Therefore the recommendation proposed is the revision of Law No. 6 Year 2014 on Villages.

Keywords: Local Government, Public Administration, Systems Thinking, Village

ID PAPER 19082

Village Innovation Based on Community

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Abstract— Discussions on village innovation have become the most recent topic. Village innovation is a great hope for social change that encourages community welfare. The creativity of the village government requires the support of other entities that produce a large force for change. Collaboration between actors at the village level must be carried out, non-profit organizations and the community must be in harmony with the village government. The design of the framework of relations between actors in each village is unique to one another. This paper reveals work collaboration lessons from villages in Banyuwangi Regency. Network analysis is used to understand the structure of multi-organization relationship. Also, describe how community leaders use the results to build community capacity.

Keywords: Village, Innovation, Network, Collaboration

ID PAPER 19083

The Trade-offs Budget Analysis for Archipelagic Local Governance

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Abstract—This paper discusses the analysis of local government financial capacity for equitable development in its territory. Autonomy requires local governments to improve their abilities in various matters, such as organizational, financial, and political. Financial capacity is the key to achieving local government performance. Limited financial capacity results in an imbalance in the distribution of development. Budget allocations meet complicated conditions to maintain equitable development in all territories. The local government with the archipelago faces great challenges to minimize regional disparities. Success to the successful is an archetype that illustrates this reality. Local government budgets behave in trade-offs, between the mainland and the islands area negating each other in their allocations. Affirmations in one area result in weaker allocations in other areas. The dilemma is that local governments are committed to eliminating regional disparities but are not supported by adequate financial capacity. Low financial capacity causes a monopolistic pattern. If an entity leads, then the entity will be easier to continue to lead and improve its performance, while other entities remain underdeveloped.

Keywords: Trade-offs, Budget, Local governance, Archipelagic

ID PAPER 19084

Determinant Of Tax Compliance Intention In Java – Indonesia : Theory Of Reasoned Action Approach

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Abstract–Tax reform in Indonesia changed the taxation system from an official assessment system to a self assessment system. This means that taxpayers are required to calculate, pay and report their own taxes. However that the self assessment system, many taxpayers are not transparant in their tax reporting. This shows that low awareness of the taxpayers to pay taxes so the tax compliance in Indonesia is still low. This study purpose to examine the factors that influence intention in tax compliance from psychology perspective. This study is a replication and models development of Theory of Reasoned Action (TRA) from previous studies. The study model is validated using the data collected from 136 respondents which is individual tax payers in Java who have got tax registration number (NPWP) and who have report the annual tax return or SPT in Java - Indonesia. The data is analysed using Smart Partial Least Square (PLS) version 2.0 software. The result of analysis for this study model shows that the construct attitude and tax system influence the intention in tax compliance. However that subjective norms did not influence the intention in tax compliance. The implication for this study is relevant to the Direktorat General of Tax to consider factor of attitude and tax system to increase tax compliance intension in Indonesia.

Keywords: theory of planned behavior, tax compliance, tax payer's compliance.

ID PAPER 19085

Literature Review on Digital Service Tax as Reference for New Business Model in Indonesia

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Abstract— Technological development is one of the triggering factors of market globalization and production globalization. Market globalization has made the national market into a global market unit called international trade. The presence of the internet in international trade has led to the emergence of digital goods and services transactions. The challenge in this digital transaction relates to the imposition of tax. Digital transactions can be transactions between countries that involve international taxes. Digital transactions do not require the existence of economic substance (permanent establishment) to conduct transactions. At present the Organization for Economic and Cooperation Development (OECD) is developing regulations on taxation of digital transactions. This is done to prevent tax fraud committed by multinational web based firms. The Indonesian government has issued Regulation of the Minister of Finance of the Republic of Indonesia Rebulik Number 210 / PMK.010 / 2018 which regulates the tax treatment of trade transactions through electronic systems (e-commerce). However, the regulation was revoked before it became effective because of the pros and cons of its imposition. The purpose of this study is to examine the taxation rules for digital transactions in other countries and analyze the use of these rules as a reference in Indonesia. The results showed that several countries have developed regulations related to taxation of digital transactions that apply in their respective countries. Most include taxes on digital transactions in the Value Added Tax (VAT) object. But not a few countries also include these taxes in the Good and Service Tax (GAT).

Keywords: international trade, digital tax, web tax, and international tax

ID PAPER 19086

Alleviating Poverty through Social Innovation

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Abstract – While various programs have been undertaken by both governmental and non-governmental organizations, poverty is still a big problem globally. Combining the concept of social innovation, social entrepreneurship and frugal innovation, the sort of social innovation aimed to reduce poverty is explored. This type of social innovation is expected to be able to create jobs through entrepreneurship in SMEs and provide affordable basic needs for the poor. Based on the literature, challenges for adopting such innovation are identified and mechanisms for enabling both private and public sectors to work collaboratively in alleviating poverty is proposed.

Keywords: social innovation, social entrepreneurship, frugal innovation, poverty, system of innovation

ID PAPER 19087

Transboundary Smoke-Haze Disaster Mitigation Efforts: Indonesian Case

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Abstract—The smoke-haze disaster is one of Indonesia's annual disasters with the most hotspots on Sumatra Island and Kalimantan Island. However, the smoke-haze problem cannot be solved by Indonesia alone. Research shows that the haze disaster is a cross-border responsibility. The activities of several companies originating from Singapore and Malaysia in the Indonesian region are indicated to be part of the triggers for the smoke-haze disaster in Indonesia. One of the efforts to mitigate smoke-haze disasters in ASEAN is the ASEAN Agreement on Transboundary Haze Pollution (AATHP) which has been in force since 2003. AATHP ratification efforts have been completed by ASEAN countries in 2014, including Indonesia. This paper examines the efforts to mitigate smoke-haze pollution across countries, especially Indonesia. The analysis shows that the ratification of AATHP has not been effective in overcoming the haze disaster. The reason behind is that AATHP lacks powerful and pragmatic international enforcement mechanisms. Strategic action with a collaborative approach is needed to overcome this annual disaster.

Keywords: transboundary disaster mitigation, disaster mitigation, smoke-haze disaster

ID PAPER 19088

Tax Incentive on Subsidized Housing In Kupang City

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Abstract—Regulation of tax incentive is regulation issued by the government that aimed to provide easiness in taxation especially for process of subsidized houses ownership by applying the schedular Income Tax at rate of 1% and exemption of Value Added Tax. This paper provides an explanation for schedular income tax and exemption of Value Added Tax on the transactions of rights transfer against the land and/or building on the transactions of subsidized houses, analyzing supporting and inhibiting factors during the implementation of tax incentive. This paper was kind of descriptive research with qualitative approach, focusing on one local authority area in Kupang city. The result is an increase in households deciding to buy subsidized homes. especially for the lower middle class. However, there is still a lack of campaign media related to the ease of purchasing subsidized houses and the asynchronous regulation between the state tax rate and the local tax rate.

Keywords: Tax Incentive, Schedular Income Tax, Value Added Tax, Subsidized Houses

ID PAPER 19089

**Entrepreneurial Behavior: Does Tax Policy and Financial Access matter?
Evidence from University Student in Malang**

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Abstract- Over the past years, research in entrepreneurial context has growing fabulously in Indonesia. The past research has done study related the antecedents of entrepreneurial intention as their primary research purposes. This study expands the Theory of Planned Behavior (TPB) in the context of entrepreneurship that suggesting may be there are some certain potential factors that affect the transformation of intention into behavior. However, few studies have attempted to recognise the position of tax policy and financial access in boosting the entrepreneurial intention and entrepreneurial action. This purpose of this study is to analyze the impact of tax policy and financial access that may arise become factors that affect entrepreneurial intention and entrepreneurial behaviors of university students. In the study, a model was proposed and empirically tested on a sample of 125 university students in Universitas Brawijaya Malang, Indonesia. The results of the analysis explain that tax policy has significant effect on entrepreneurial intention and entrepreneurial behavior of students. Futhermore, entrepreneurial intention also has significant effect on entrepreneurial behavior. However, financial access does not have significant effect on the entrepreneurial intention and entrepreneurial behavior of university students.

Keywords: entrepreneurial intention, entrepreneurial behavior, tax policy, financial access, university students

ID PAPER 19090

**Problem Identification of Regional Development Planning Processes
in a Bottom-Up Approach in Malang City**

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Abstract- The development planning forum (musrenbang) for village is a stakeholder forum that generates proposed activities from below. Musrenbang often produces proposals that are not integrated with regional development. That is due to the low understanding of the community towards the process of formulating and prioritizing regional development planning. The purpose of this study is to identify and analyze problems that occur in the implementation of the Musrenbang in the village. This research uses descriptive research method with a qualitative approach. Data collection using focus group discussions and observations of the implementation of musrenbang in 57 village in Malang. The results of this study can be grouped into 2 (two) main findings. First, the technical problems in organizing musrenbang. Second, substantive problems in the development planning process with a bottom-up approach. These two findings resulted in the conclusion that the implementation of the Musrenbang in the village still had problems. The findings of this research can be the basis for improving the implementation of musrenbang in the future.

Keywords: musrenbang, development planning, bottom-up

ID PAPER 19091

Does Inflation Affect on Tax Receipts of Article 21 Income Tax with Unemployment as an Intervening Variable?

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Abstract- Macroeconomic variables such as inflation and unemployment more or less influence on income tax receipts Article 21. The economic situation that developed countries will be more vulnerable to shocks to the global economic crisis. Dependence of developing countries on the world economy and contribute to the economic stability of the national level. Variable inflation allow the emergence of unemployment, then on that basis, the potential for contribution of income tax receipts article 21 will shrink by itself. This type of research used is explanatory research with a quantitative approach. Variables used are inflation as the independent variable, Income Tax receipts article 21 as the dependent variable, and Unemployment as an intervening variable. The research purpose is to test and analyze the effect of inflation on the realization of income tax revenue article 21 through unemployment as an intervening variable. The results showed that inflation variable a significant positive effect on unemployment variables. Inflation variable a significant negative effect on the variable income tax receipts article 21. Variable unemployment a significant negative effect on the variable income tax revenue section 21. Inflation variable significantly affects the income tax revenue section 21 with unemployment as a mediating variable. Statistically, 0.626 beta coefficient is negative, it indicates that the rise in inflation will reduce income tax receipts article 21 by unemployment as mediation. Calculation of total determination coefficient indicates models path analysis to the value of 0.887 and explain the variation of this research data is 88.7%, while 11.3% is explained by other variables.

Keywords: Inflation, Unemployment, Income Tax Article 21

ID PAPER 19092

Beach Tourism Evaluation Using Participation Evaluation Approach

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Abstract- Beach tourism has become a prime tourist destination for both foreign and domestic tourists, this has led to many regions developing the potential of beaches to be used as tourist destinations and the beach is packaged in various ways to attract tourists and is expected to have a positive impact on regional development. However, many beaches that have developed into tourist destinations were been damaged due to over-exploitation of the beach ecosystem. Various problems arise such as rubbish, coral damage, changing social values of the community, and decreasing aesthetics of the coast. Current problem in evaluation process is the evaluation only invite small view of actor. It is very important to conduct a participatory evaluation because it will enrich the results of the evaluation and be able to reduce the damage that occurs on the tourist beach. This type of research used in this study is Mixed Methods Research and based on the division of types of Mixed Methods Research. The results of this study are evaluations involving various actors involved in beach tourism ranging from tourists, local communities, business people, and managers of tourist destinations showing that each actor has different views on aspects that were been considered as a weakness and has different suggestions for improvement. This participation in the evaluation also reinforces the role of each actor in guarding beach tourism.

Keywords: Beach Tourism, Evaluation, Participation

ID PAPER 19093

What Factors Causing Retail Companies Facing Financial Difficulty?

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Abstract- Retail companies are currently facing technological advancements that have resulted in a shift in how people shop from offline to online shopping. The trend of shifting public shopping at malls to shopping on online sites has resulted in many retail companies closing down. This phenomenon will lead to company's financial distress. The aim of this research is to determine factors which cause the company's financial difficulties, which is represented by the ICR (Interest Coverage Ratio), variable which shows the company's ability to pay interest, owned by the retail company where listed on IDX period 2014-2017. This ability is influenced by several factors, both internal and external factors. The company's internal factors focus on the operational aspects of the company proxied by current ratio, quick ratio, debt ratio, debt equity ratio, and return on equity. External factors that are assumed to be the cause of companies experiencing financial difficulties are macroeconomic factors, which are measured by inflation and economic growth. The type of this research is quantitative research methods, data sources are taken from official sources that have been published and the analysis technique is logistic regression. The result of this research indicate debt ratio influences positive significantly and return on equity influences negative significantly to interest coverage ratio.

Keywords: Retails, Financial distress, operational aspects, macroeconomic factors, logistic regression.

ID PAPER 19094

Bank Health Level and Firms Value, How They Link Together: Evidence from Indonesia

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Abstract- This research purposes to explore the influence of the healthiness of Indonesian commercial banks to enhance the firms' value using RGEC (Risk, Governance, Earning and Capital) approach. Bank plays a significant role on Indonesian economics; therefore, the sustainability of its value is crucial. Shareholders decide to invest in bank sector due to the financial performance of the company as well as the non-financial information. RGEC approach is one of the methods to measure the bank health level that need to be explored. As an explanatory research using a quantitative approach, this study measures the bank health level using Non-Performing Loan (NPL), Loan to Deposit Ratio (LDR), Return on Assets (ROA), Net Interest Margin (NIM) and Capital Adequacy Ratio (CAR) while Firms value is measured by Tobin's Q. 29 commercial banks in Indonesia which listed on the Indonesian Stock Exchange in 2015-2019 were selected as samples. The result shows that simultaneously, bank health level has a significant contribution on the improvement of banks value, even though only ROA and CAR partially have a significant influence.

Keywords: Corporate Governance, bank health level, NPL, CAR, firm value

ID PAPER 19095

**Promoting The City for Tourism Development: An Insight
in The City Branding Theory**

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Abstract- City branding is a very interesting topic for academics and policy makers. As cities compete globally to attract tourism, investment and talent, and to achieve many other goals, the concept of brand strategy is increasingly being adopted from the commercial world and applied in the pursuit of urban development, regeneration and quality of life. Most of the research published to city branding comes from the disciplines of marketing and urban studies, two fields that tend to follow parallel rather than interdisciplinary pathways. This paper is intended to connect the basic concept of place branding (country / city / destination), the purpose and benefits of city branding with the application of its application in various cities in the world including the process, obstacles and challenges as well as policy recommendations from the results of empirical studies presented in the form of cases. Large databases were selected to search for published articles related to urban tourism. Thereafter, the retrieved articles were categorized and analyzed. The linkage of this conceptual framework will be a theoretical basis for understanding the implementation of city branding as well as providing recommendations for the development of cities through marketing tourism in the future.

Keywords: City branding, Tourism, Promotion, City

ID PAPER 19096

Transformational Leadership and Digital Maturity: The Mediating of Organizational Culture

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Abstract- The digital disruption era constantly threatens organizations. Leadership capacities and the dynamic of organizational culture are organization key resources to enhance organization ability among uncertainty environment. The research approach used Explanatory Research. This study aims to analyze and explain: (1) the Influence of Transformational Leadership Style on Digital Maturity; (2) the Influence of Transformational Leadership Style on Organizational Culture; and (3) the influence of Organizational Culture on Digital Maturity. This study was conducted with 50 employees who utilized digital technologies to support daily work in Telkomsel GraPARI Malang, one of the technological corporations in Indonesia as a cellular telecommunications services, as a research sample with a saturated sampling technique. Data collection used questionnaires. The results of this study indicate that: (1) Transformational Leadership Style implementation has a significant effect on Digital Maturity; (2) Transformational Leadership Style implementation has a significant effect on Organizational Culture; and (3) Organizational culture has a significant effect on Digital Maturity and indirectly can enhancing relationship between transformational leadership and digital maturity.

Keywords: Transformational Leadership, Digital Maturity, Organizational Culture, Disruption

ID PAPER 19097

Indonesian General Tax Authorities: The Optimalization Startegies of Compliance Behaviour by Using Joint Analysis Program

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Abstract- The Tax Authorities is an agency that has the goal of optimizing state revenue and reforming tax administration. Then, this goal is outlined in the Tax Authorities at 2015-2019 Destination Statement. The policy set in 2018 is the Synergy of Agencies, Governments, Institutions, Associations, and Other Parties. The form of synergy conducted by Tax Authorities and Customs is in terms of exchanging data and information so as to help optimize the monitoring of potential tax revenue. The joint analysis synergy program expected to provide new motivation for taxpayers in carrying out tax obligations. The theoretical model used in implementing this policy is the Van Meter and Van Horn Policy Implementation Model. In this study using qualitative research methods with a descriptive approach. The results are joint analysis program able to support the tax revenue to be better. The data gather of tax payers are more complete and ease for both institution to do inspection for the potential loss revenue. However the challenge between those institution to work together need more synergy, especially to harmonize the way of managing the big data on different business process. The solutions are bureaucracy between Tax Authorities and Customs also Tax payer should be better by developing adequate system.

Keywords: Joint Analysis Program, Tax Authorities, Compliance Behavior, Bureaucracy, Tax Revenue

ID PAPER 19098

Change Management and “Island of Integrity”: Theory and Practice of Administrative Reform in Indonesia

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Abstract- Administrative reform is an essential prerequisite in building effective governance as an engine of development, which is one of the applications is through the concept called by an "island of integrity." The purpose of this study is to analyze the implementation of an island of integrity concept or "integrity zone." Specifically, this study analyzes the implementation of the change management process in building an integrity zone. This study uses Focus Group Discussions (FGDs), Observations and Interviews on government agencies that have received the integrity zone predicate as the research method. The results showed that the change management process carried out at government agencies that received the integrity zone predicate was very much determined by the leadership of the agency as an "agent of change" in the integrity zone development. This agent of change then becomes a driving force to develop improvements in various sectors and be able to build an island of integrity at the government agency.

Keywords: Change management, “island of integrity”, administrative reform

ID PAPER 19099

How is the Evaluation of Service Quality and System Quality in Taxation Service Applications?

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Abstract- This study purposes is to determine the evaluation of the application of "Apel Malang" (North Malang Tax Service Office Application). This application is one of e-government service that is expected to improve the quality of taxation performance and user satisfaction. The main service of this application is to provide online queuing services that can be accessed through Android-based gadgets. This research focuses on system quality and service quality. The qualitative method is used in this study. The results of this study are the quality of the system used in Apel Malang applications is good but there are still some obstacles that occur such as still using retrieval of queue numbers in accordance with the days specified by the user and there is a time limit in the process of retrieving queue numbers other than that it still experiences several errors caused by a server down. While the quality of application services for Apel Malang has also provided several supporting services that make it easier for taxpayers to get relevant and up-to-date tax information, in addition, it is known that satisfaction with application quality is lacking and the user interface is also less attractive but in terms of utilization is very good. Furthermore, in application development planning it is known that a synchronization system will be developed such as WhatsApp, logging in with a Taxpayer ID, creating a Billing ID that is connected to the application, and a tax calculator. Apel Malang applications are worthy to be continuously applied with relevant developments.

Keywords: Service Quality, Evaluation, Taxation Service Applications

ID PAPER 19100

**The Role of Information and Documentation Management Officer
in Implementing Public Information Disclosure in Local Government
(Comparative Study in Malang City and Batu City Government)**

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Abstract- Currently, Indonesia adheres to open government system. The open government system has characteristic of transparency in bureaucracy, public participation in having state, and collaboration between state components. One of supporting factor is public information disclosure to public. Policies regarding all matters relating to public information disclosure have also been regulated in Act. of KIP Number 14 Year of 2008. In Act. of KIP has also been stated that every Public Agency is obliged to form Information and Documentation Management Officer (IDMO). IDMO is an officer who responsible for managing public information in a public agency. This study was descriptive research with qualitative approach that located in two local government which were Malang City and Batu City. The primary data source was obtained from several interviews with related informants while the secondary data was obtained from documents relating to the themes taken. Data collection techniques used in this study were interviews, observation, and documentation. While the research instruments were researcher, and several supporting tools such as interview guidelines, and their tools. The study result concluded that IDMO of Malang City and Batu City had been guided by Act. Of KIP Number 14 Year of 2008 in carrying out their duties and responsibilities. However, not all of public information in the scope of Malang City and Batu City Government could be available because of the existence of several institutions or public agencies that were still closed. Furthermore, in this study, it was also found that there were still many people who did not know the functions and the role of IDMO. The researcher recommended to the IDMO of Malang City and Batu City that they should make a firm action to public institutions that were still closed. Then, routinely hold socialization about IDMO and information disclosure to public, thus the public would know more about the functions and role of IDMO.

Keywords: Information Disclosure, Information Management, Public Agencies, Local Government

ID PAPER 19101

Development of Kampung Smart Program in Realizing Integrated Service

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Abstract- The development of public services at the village government level is one of the main focuses of government programs in Indonesia today. This is because the village community has begun to develop over time. However, the current problem shows that the low quality of public services provided by the Village Government Apparatus is a bad image of the government in the community. Smart Kampung is the concept of community development in a community to do something smart and wise in overcoming various problems, with the ability of efficient resources in areas inhabited by people who form their communities with the order of life. This study aims to analyze how ideally the development of the Smart Kampung Program is to improve integrated public services at the village government level in Banyuwangi Regency.

Keywords: Kampung Smart Program, Public services

ID PAPER 19102

The Local Budget Management Accountability and Performance: Evidence of Bali Province in Indonesia

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Abstract- Implementation of accountability in Indonesia has been implemented gradually in a government environment. Support regulations that are directly related to the application requirement of accountability in government agencies to show the seriousness of the government to conduct as a whole reform. Good local budget management is based on the principles of good governance becomes a cornerstone in creating a government to be more accountable and responsible. Therefore, the accountability to be one of the important parts to determine the extent of local government performance broadly accountable to all stakeholders. Local government performance in terms of financial management closely linked with controlling, participatory budgetary, management commitment and contractibility so needed good performance management. This research studies the accountability of financial management and performance of public sector organizations, particularly in local government sectors. It provides empirical evidence about the relationship between local budget management factors, dimensions of accountability and organizational performance of local government in Bali Provincial Government. The purpose of this research study is to see the impact of the relationship between the accountability of financial management on the performance of local government agencies (OPD) involving four local budget factors (participation, budget control, management commitment, and contractibility). A mixed-method approach was used to answer the research questions. The hypothesis testing has used Partial Least Square - Structural Equation Modeling (PLS-SEM). This study was conducted in 59 officers in the local government of Bali Province and showed that accountability has a significant influence on performance of OPD and participatory budgeting, budget control, management commitment also has a significant influence on accountability and performance of OPD. This study found that budget control, management commitment, and contractibility has a significant influence on accountability and performance of OPD. This study expects to contribute to examine the extent of accountability of local budget management contribute positively to the performance of OPD on local government in Indonesia.

Keywords: accountability, participation, performance measurement, OPD, commitment, Bali Province, Indonesia

ID PAPER 19103

New Policy Model of Poverty Eradication through Collaborative Governance

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Abstract- Collaborative governance initiated by the United Nations Development Goals and the World Bank is a new hope in the current world government. Good governance was created to improve governance in various countries at this time. Good governance itself has principles, namely participation, rule of law, transparency, responsiveness, accountability, effective and efficient, consensus and strategic vision that is expected to overcome problems in governance. However, on the other hand good governance can weaken the position of the government as the power ethnics in a country so that it can be influenced by foreign policy. However, the sustainability of the concept of good governance is questionable whether this concept can really solve the problem or only promise hope for developing countries. Sound Governance arises from criticism of good governance by adding international actors because according to Farazmand, international actors are very important for the government itself. The purpose of this paper is to illustrate the comparison between good governance and sound governance. So by comparison, it is known, which concepts will be more relevant to the development of governance theory and the conditions of governance, especially in Indonesia today.

Keywords: Collaborative Governance, sound governance, Public Policy

ID PAPER 19104

Social Space of Knowledge are Able to Space Village Innovation?

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Abstract- The innovative village has a strategic position because it is the basis of change in development. Village innovation requires a flow of knowledge that is able to encourage community initiatives and village officials to find new ways to optimize resources in the village. Knowledge management as a form of stimulation to villages to be more effective in arranging the use of village funds as investments that encourage increased productivity and welfare of the community. This study aims to explore the knowledge management profile in village unit units that are able to stimulate the emergence of innovation and participatory knowledge exchange. How is Knowledge Management for the Village Innovation program able as a tool to succeed government programs and support good governance. With these complex problems, researchers use the perspective of studies on Complex Systems that aim to understand the problem situation. The research method used in the Complex System is Soft Systems Methodology (SSM). SSM is an approach to solving complex unstructured problem situations based on holistic analysis and system thinking. SSM is a participatory methodology that can help different stakeholders understand their perspectives.

Keywords: Innovative Village, Knowledge Management, Soft Systems Methodology

ID PAPER 19105

**The Importance of Human Resource Capacity in Order
to Face Demographic Bonuses**

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Abstract- Human resource management is one of the key factors in the productivity, growth and value of companies. In this paper, the primary objective was to discuss importance of human resource capacity building in order to face demographic bonuses. The review considered the aspects of capacity building that related to demographic bonuses which is productive age population is more than the non-productive population. However, there is positive and negative impacts when the population of middle people increase in the upcoming 10-15 years. In this paper, there make comparison between another Asian country on how controlling this phenomenon and identify ways to control dumb of human resource capacity.

Keywords: Human resource capacity, Demographic bonuses, positive and negative impacts, comparison, importance

ID PAPER 19106

**The Factors That Affecting Tax Revenue in 2019
(Qualitative Study)**

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Abstract- This study aim to discuss about the factors that affect the target of Indonesia's tax revenue in 2019. The method used is a qualitative method using phenomenology. We are five informant, three employees in Kanwil DJP III Malang and two businessman in import industries and domestic industries. Based on information obtained from five informant, it can be found the results of research consisting of factors that affect the tax revenue target in Indonesia in 2019 are the safety of labor requirements, Increased awareness of taxpayers after tax amnesty, and increase policy extensification. In terms of these factors, terms of fiscal policy, the policy on tax extensification is still lacking, because this year is a political year. While in terms of taxpayers, awareness and willingness to pay taxes also issued a rejection involving widespread political issues in Indonesia. The contribution of this research is as study material for policy holders and for DJP, so that tax targets can be fixed although in non-conducive areas.

Keywords: Tax Revenue, Qualitative study

ID PAPER 19107

Entrepreneurial Orientation, Religious Value and Muslimah Entrepreneur Value in Islamic Fashion Industry

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Abstract- In various studies in the focus of entrepreneurship, Micro, Small and Medium Enterprises (MSMEs) as output entities from entrepreneurial activities have proven to be business entities that are relatively more resilient to the flexibility of the global crisis as SMEs benefit from crises and efforts to reduce the unemployment rate, widely used as a justification for the government which seeks to improve SMEs. Large market opportunities from the creative business industry, SMEs will be able to play an active role to contribute to national income and national economic growth. One of the creative products when it was developed today is Islamic fashion products. The rapid development of information technology, e-commerce and social media opens tremendous opportunities for women to advance their capital path. Beginning in 2000 Turkey has witnessed a revolt of women e-entrepreneurship, where women began their efforts using e-commerce and information technology. The spread of Muslims around the world has become a contributing factor for Muslim lifestyle media to flourish and Muslim mediascape to spread globally. Islamic fashion is developing in the global market. Muslim women today are more aware of their self-image and social identity, and this awareness affects their consumption including fashion and they usually tend to look for fashionable clothes. The focus of this research is that the researchers will deepen the Islamic entrepreneurial motives that are engaged in the Islamic fashion industry. This research is an exploratory study using a qualitative approach.

Keywords: Entrepreneur, Religious value, Islamic Fashion Industry

ID PAPER 19108

The Electronic Government Development Model in Realizing Smart Service Licensing Services in Sragen Regency

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Abstract- In the public sector or government the form of ICT (Information and Communication Technology) is e-Government (Electronic Government) or electronic based government. Local governments in the framework of providing excellent public services based on online services have become a common need for the community so that local governments are able to provide demands on increasingly complex community needs. Online services carried out by local governments have a special term that is smart service or Smart Service. Smart Service is a form of service innovation provided to the public online that has a basis on the development of e-Government in the field of public services. Some Local Governments have shown significant willingness and progress in the context of developing and implementing Smart Services in their respective regions. As Sragen Regency Government currently utilizes and develops online licensing services that are full electronic delivery service in realizing Smart Service.

Keywords: Electronic Government, Smart Service ,licensing services

ID PAPER 19109

Democracy for better Education

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Abstract- There is integral and reciprocal connection between democracy and education. Democracy is political system, a way of life that requires certain habits and dispositions of citizens, including the need to balance individual rights with commitments and responsibilities towards others. The schools have important civic role in cultivating in students the habits and dispositions of citizenship including access of information, determine the veracity of claims, think critically, research problems, ask questions, collaborate with others, communicate ideas and act to improve the society. Even curriculum, pedagogy, and organizational structures are unique in democratic schools. Developing an active, inquiry-based curriculum, using a problem posing pedagogy and organizing schools such that students develop habits of responsibility and social engagement provide the best hope for democracy and ensuring that it is not an empty slogan but a rich, participatory, justice oriented way of life. Democracy is an ethical ideal that must be deliberately fostered and nourished through education in order for it to survive. The fundamental role of schools in democratic societies is to cultivate the habits, values, dispositions, and practices necessary to sustain a democratic way of life. The public schools always serve civic mission. In order to create certain civic mission, it is necessary to understand the meaning of democracy and the role of the schools in teaching, modeling, and sustaining a democratic way of life. Democratic environment or democratic attitude as a way of life in the school can help students and teachers to express best of their own ideals and exercise what they know in their daily lives. In order to create this form of school environment, the democratic form of government itself needs to apply in the learning centers, such as schools and institutions.

Keywords: Democracy, education

ID PAPER 19110

Self-Relocation Policy as an Alternative Disaster Management Policy for Long Period Disaster

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Abstract- According to the Law No. 24 of 2007 the implementation of disaster management consists of 3 (three) stages including: pre-disaster; during disaster as an emergency response; and post-disaster. Disaster management uses these three stages because disaster events that have occurred in Indonesia can be reduced through these three stages if the disaster occurs within a short time period, recovery reconstruction might begin right after the disaster. But in 2010 there was a disaster which is still happening continuously until 2019, namely the eruption of Mount Sinabung. In 2010 the eruption of Mount Sinabung displaced 12,000 people, in 2014 caused 16 fatalities, 1 injured, and 31,739 people displaced. Until 2019 volcanic activity has not shown a better condition. 2,053 households from 7 villages must be relocated and need 250 hectares of land for settlement, and 1,391.44 hectares for farmland. Various problems faced namely limited land, high community demands for providing agricultural land, and lack of commitment from regional chief. Under these conditions, a self relocation policy was established. Through this policy the community are able to prepare land, building their homes independently. Also they are able to independently searching for agricultural land by obtaining stimulant funding. Through an self relocation policy, affected victims do not need to stay too long in refugee camps, community life can also be recovered even though disasters still occur.

Keywords: Public Policy, Disaster Management, Self Relocation Policy

ID PAPER 19111

Civil-Military In Disaster Management: Public Administration

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Abstract- Natural disasters have a variety of negative impacts, giving rise to an administrative point of view of a country that requires the government to create a new disaster management system. Disaster management, which includes disaster prevention, emergency response, rehabilitation and reconstruction, also brings up a new perspective, namely Civil-Military relations in disaster management. The fact of the involvement of the military sector as part of stakeholders handling disaster issues then gave rise to a new perspective, that the military sector is one of the important stakeholders in disaster management. However, this perspective is not a major concern in the development of science, especially public administration. Therefore, disaster management practices offer administrative changes, which offer governance reforms that position the military sector which not only plays a role in threats and war situations, but also plays a role in humanitarian and disaster matters.

Keywords: Public administration, Disaster management, Civil-Military Relations, Administrative Reform

ID PAPER 19112

Authenticating Balinese Craft: Innovation and Product Development of SME's Handicraft Product In Malang City for Tourism Market In The Island of Bali

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Abstract- Tourism is a sector with a broad multi-player effect and provides opportunities for the industry to flourish through services for tourist's needs. This study discusses the role of handicraft industries in Malang City as souvenir supplier network in the Bali tourism market. In particular, the study was conducted to examine the process of innovation in the development of handicraft products in Malang to supply tourism demand for authentic Balinese handicrafts. The study shows that innovation behavior and product development process is driven by design from intermediaries rather than creation offered by producers. This indicates that intermediaries have more accurate information about market preferences compared to handicraft producers. Thus, the producers of handicraft in Malang tend to position themselves as a "producing farmer" rather than a designer to ensure the continuity their subsistence and do not yet of having adequate knowledge to penetrate directly to the tourist market in the Island of Bali

Keywords: Balinese Craft, SME's Handicraft, Tourism Market

ID PAPER 19113

East Java Provincial Government Strategy in Improving Community Nutrition to Reduce Stunting Prevalence

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Abstract- The problem of stunting or stunted toddlers is still faced by various countries including Indonesia. Indonesia has an average stunting prevalence of 36.4 in 2017 (WHO, 2018). 7.8 million of the 23 million children under five are stunted. As many as 18.5% even fall into the very short category (republika.co.id, 2019). East Java Province ranks 4th highest stunting prevalence rate in Java. The problem of stunting is closely related to the problem of community nutrition. Lack of nutritional intake is the main cause of stunting in infants, although there are other causes such as infectious diseases and no exclusive breastfeeding (Mugianti, 2018: 268). The Provincial Government of East Java needs a strategy to improve community nutrition in order to reduce the prevalence of stunting. This study aims to determine and analyze the strategy of the Government of East Java Province in improving community nutrition in order to reduce the prevalence of stunting in East Java. Data collection techniques carried out through literature studies relating to government strategies in improving community nutrition. The results showed that the Government of East Java Province implemented several strategies in order to improve community nutrition. These strategies include: 1) nutritional surveillance, extraordinary events of nutrition, and poor nutrition management; 2) tackling emergency nutrition problems; 3) supervision of food quality and food safety; 4) improvement of macro nutrition; 5) improvement of micronutrients; 6) improvement of clinical nutrition; 7) improvement of institutional nutrition; and 8) revitalizing *posyandu* (integrated service post).

Keywords: East Java, community nutrition, Stunting Prevalence

ID PAPER 19114

State and Farmers in the Reformation Era

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Abstract- The position of farmers is very unique when faced with the state. Sometimes the farmers are subordinated or marginalized by the state, but at other times the farmers seem to be left alone and unnoticed by the state. The farmers community in Indonesia for three periods (Bung Karno, Suharto, and reformation) was always in a shifting position although it remained in a condition dependent on the ruling regime, in accordance with the economic and political interests of the authorities. During the Sukarno regime the farmers community was not administered by the state but rural farmers became an arena of struggle for influence by the political parties that existed at that time. On the contrary, during the Suharto (Orde Baru) regime the state was very active in intervening against farmers. With the reason to create security in the food sector, increased food production continues to be improved, the structure of the farming business is designed in such a way as to support the political interests of the government. This paper wants to see how the position of farmers in the post-national political change from authoritarian to democracy or often referred to as the era of reformation in Indonesia. Is their position (farmers) still like the last two years or change? If there is a change, what is the change like and how do farmers respond? Furthermore, using the relevant theoretical structure, is expected to be able to answer and explain these questions. In general, the theoretical framework that is often used in explaining phenomena that occur in society in relation to the state is the theory of state and society relations. There are three types of viewpoints that are considered to explain it: dependency theory, semi-autonomous structuralist theory, and neo-classical theory. However, in my opinion according to the current Indonesian context, semi-autonomous structuralist theories are most relevant in helping to explain the above problem.

Keywords: Farmers, State, Reformation

