



**Nilai Field Consultancy and
Training, Malaysia (NFCT)**

**2nd International Conference on
Management, Technology and
Social Sciences,
(ICMTSS, 2016)**

Proceedings



**Sekolah Tinggi Ilmu Ekonomi
Port Numbay, Jayapura**

**Jayapura, Papua, Indonesia
5th November, 2016**

ISBN 978-967-14082-2-3



9 780671 408223



STIE PORT NUMBAY, PAPUA, a committed academic institution, in Makassar, Indonesia, have a wide range of academic programs with a pool of eminent faculty members.

NFCT, Malaysia, a professional consultant organization, committed to students, faculty and industry skill development with a pool of eminent researchers, trainers, teachers and consultants from Malaysia.

We started our academic and professional relationship in a simple way.

Two organizations come to know each other incidentally.

We shared each other's strength and opportunities.

We asked together, why we don't work together for the betterment of academic development through people empowerment.

A vision instigated....!!

A mission established...!!

And.....we are with our goal to empower the people in academic and industry through collaborative, academic and professional endeavors

**NFCT MALAYSIA –
PORT NUMBAY, PAPUA**



THE TEAM



**2nd INTERNATIONAL CONFERENCE ON
MANAGEMENT, TECHNOLOGY AND SOCIAL SCIENCES
ICMTSS – NOVEMBER 2016
NILAI FIELD CONSULTANCY AND TRAINING (NFCT) MALAYSIA
STIEM PORT NUMBAY, PAPUA**



ICMTSS - 2016

INTERNATIONAL CONFERENCE ON MANAGEMENT,
TECHNOLOGY AND SOCIAL SCIENCES
NFCT-STIE PORT NUMBAY

ISBN 978-967-14082-

First Published, 2016

©Dileep Kumar M, Normala G.

All right reserved. No part of this publication may be reproduced, stored in retrieval system or transmitted in any form or by means, electronic, mechanical, photocopying, recording or otherwise without prior permission of Nilai Field Consultancy and Training.

Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Conference Proceeding on 2nd International Conference on Management, Technology and Social Sciences, (ICMTSS, 2016), 5th November 2016/ Editors Dileep Kumar M, Normala G.

ISBN 978-967-14082-

1. International Conference
2. Proceeding
3. Technology, Management and Social Sciences
- I. Dileep Kumar M. II. Normala G. III. Title IV. Series

Published and Printing by
Nilai Field Consultancy and Training
71800, Nilai
Negeri Sembilan
Website: [www.http://nfct.co.uk](http://nfct.co.uk)

TABLE OF CONTENT

	DESCRIPTION	Page no
1.	About Nilai Field Consultancy and Training (NFCT)	1
2.	Advisory Board	1
3.	ICMTSS – 2016 Editorial Team	2
4.	Organising Committee Members	3
5.	About the Conference	4-5
6.	Conference Schedule	6-14
7.	Analysis of factors affecting quality of financial information statements of local government	15
8.	Analysis of protection and management control on fixed assets in the departement of revenue, finance and assets management	15-16
9.	Performance-based budgeting in making government accountability performance	17
10.	Effect of taxpayer compliance and disbursement on tax arrears of revenue (income tax) in personal tax office (KPP) Pratama Jayapura	17
11.	Analysis of factors affecting budgetary revenues and expenses based on performance process	18
12.	The influence of fiscal decentralization toward the structure of expenditures and economic growth	18
13.	Effect of operating costs and losses of income to PT PLN (PERSERO) of Papua region	19
14.	Analysis of factors affecting the distribution of financing	19
15.	Analysis of factors affecting financial performance of local government in Samarinda-Indonesia	19-20
16.	Role of entrepreneurship and market orientation on growing farmer's income in the city of wamena jayawijaya	20
17.	Effect of job satisfaction and organizational commitment on performance of employees in the revenue department, jayapura	21
18.	Effect of work environment, organization culture and organizational commitment on performance of employees	21-22
19.	Effect of teacher certification and performance improvement on work motivation to guru smp state 9 Jayapura	22
20.	Influence of motivation, competence and career	22-23

	development on the performance of state universities lecturer's in east Kalimantan	
21.	Effect of education and economic welfare of mother and child in the district dekai, Yahukimo	23
22.	Effectiveness of music therapy on status of vital signs in patients with hypertension	24
23.	A study on keerom public interest in the implementation of government regulation (number 48 year 2014) regarding the working hours and free marriage	24
24.	Role of stakeholders in the suppression of religious leaders in district blind aksara dekai Yahukimo	25
25.	Effect of organizational culture, commitment, and career development on the performance of employees in the department of education	25
26.	Work environment, motivativtion and organizational culture influence on employees performance in the department of agriculture Yahukimo region	26
27.	Influence of leadership style, work motivation and work experience on employee performance	26-27
28.	Effect of leadership, commitment and career development on performance of employees in the department of tourism in yahukimo	27
29.	Role of indigenous leader, menggelik bahabol in the history and formation of Yahukimo: literature review	28
30.	Effect of organizational culture and commitment on the performance of employees in office of women empowerment and family planning in Yahukimo	28-29
31.	Influence of organizational culture, organizational communication and education and training on performance of officials	29
32.	The influence of leadership style, job satisfication and job commitment on the performance of employees at the financial management and regional assets departement in Yahukimo region	29-30
33.	The influence of leadership and work motivation on employee performance in public agency secretariat of Papua province.	30
34.	English with indonesia taste: dominant culture shift to local culture.	30-31
35.	The body image of obesity among teenagers: a phenomenological study	31
36.	Influence of education, training and motivation	31

	performance among civil servants	
37.	Effect of leadership, work motivation and organizational commitment on performance of employees	32
38.	Sick role behavior of pulmonary tb patients on recovery efforts, treatment seeking and treatment obedience	32-33
39.	Effect of leadership, job satisfaction and organizational commitment on employees performance at the departement of social and labor	33
40.	Impact of organization mobility of skill development training institution on learners social economic usefulness: a case study	33-34
41.	An analysis on the behavior of health service use among leprosy patients in the work area of hamadi health center	34
42.	Effect of job satisfaction and organizational commitment on performance of employees in the revenue department, Jayapura	34-35
43.	Influence reward policy and punishment on work motivation and employee performance in the head office of pt. Regional development bank of Papua	35
44.	Analysis of receivables turnover in. Hasjrat Abadi Branch Jayapura	35-36
45.	Motivation and job performance influence on performance of employees in Mining And Energy Department	36
46.	Influence of leadership and work motivation on performance	36-37
47.	Effect of motivation, ability, work discipline on performance of state civil administrative department of cooperatives, industry and trade, Yahukimo	37
48.	Influence of leadership style, organizational culture, and motivation on teacher performance in Smp Negeri 5 Jayapura.	37-38
49.	Influence of employee recruitment system, organizational culture, and commitment on civil service employees performance	38
50.	Influence of organizational culture and work motivation on employee performance in the secretariat of regional representatives council	38-39
51.	Customer relationship management (CRM) in banking sector: Critical review	39
52.	Effect of the quality of services on customer satisfaction in port of Indonesia iv (PERSERO) branch Makassar	39-40

ICMTSS - 2016

INTERNATIONAL CONFERENCE ON MANAGEMENT
TECHNOLOGY AND SOCIAL SCIENCES
NFCT-STIE PORT NUMBAY

53.	Effect of product quality and price on customer loyalty in oils prima XP PT. Sindita Salsabila Jayapura	40
54.	Effect of service quality and customer satisfaction on sales level in SWISS-BEL hotel, Jayapura	40-41
55.	The impact of competency certification and leadership style on employee performance - with recognition as a moderating variable: case study of mining companies in the east of Indonesia	41
56.	Effect of education, employees commitment and work environment on performance of employees at the office of women empowerment	41-42
57.	Effect of work discipline, motivation and organizational culture on employee performance - study on staffing agency, education and training	42
58.	Effect of leadership style, work motivation and work experience on employee performance	43
59.	Effect of work culture, ability and employees commitment on performance in financial asset management board	43
60.	The analysis public service quality on public satisfaction in BPS Yahukimo region	44
61.	Influence of organizational culture and work motivation on employee performance in the secretariat of regional representatives council in Yahukimo	44
62.	QRRR journal submission guidelines	45-49

NILAI FIELD CONSULTANCY AND TRAINING (NFCT)

Nilai Field Consultancy and Training (NFCT) is an International organization, tries to establish strong link between various stakeholders in the literary and publishing world, to act as a medium for effective deliberations and discussions. The objective behind NFCT is to connect the observations and finding of latest researches, deliberate it in international events like conferences, symposiums, seminars etc. and support the researchers, industrialists, scientists, and intellectuals across the world for cross border works and collaborated outputs. Such efforts have several implications in the form of supporting the policy decision makers in the development or improvement of major policies, taking effective decisions considering the far reaching consequences, giving due insight into effective methodological interventions for reliable outcomes, and finally support the advancement of literature and society. Nilai Field Consultancy and Training (NFCT) is engaged in several events like conferences, seminars, symposiums, Corporate trainings and Research Colloquiums. NFCT provides a unique platform to scholars, academicians, practitioners and business managers to share their valuable knowledge and experience with each other. NFCT organizes conferences, seminars, workshops and publishes diversified research journals to support and promote education and research. The objective of NFCT is to bring people from the academia and business world closer so that they can share the latest developments in the fields of economics, information management, business, education, development studies, social sciences and technology. It also aims to establish better understanding among policymakers and other stakeholders. Our motto, here with this dedicated effort is to create a platform for healthy deliberations and discussions, in a globalized knowledge management era.

ADVISORY BOARD

Chairman

Prof. Dr. Dileep Kumar M. UNIES, International Teaching University Georgia, Europe

Board Members

Prof. Dr. Beena Giridharan (Curtin University, Australia)

Prof. Dr. Ravi Pathmanabhan (University Gorgasali, Georgia)

Prof. Dr. Raja Suzana Raja Kasim (Stiching Euregio University, Belgium)

Prof. Dr. Bharat Bhushan (Indian Institute of Management –A - India)

Prof. Dr. Abdullah Swidi (Qatar University, Qatar)

Prof. Dr. Lee Sun Chai (West Virginia University, U.S.)

Prof. Dr. Khatijah Lim Abdullah (University Malaya, Malaysia)

Prof. Dr. Ratnakar K. (University Pahang Malaysia)

Prof. Dr. Vikineswaran Maniam (Inti International University, Malaysia)

EXECUTIVE ADMINISTRATOR

Dr. Normala S.G

ICMTSS – 2016
EDITORIAL TEAM: NFCT-STIE

CHIEF EDITOR

Prof. Dr. Dileep Kumar M.,
UNIES, International Teaching University Georgia, Europe

EDITORIAL BOARD

- Prof. Dr. Jeff French, Attabara, Conford, Hants, United Kingdom.
Prof. Dr. Jusuf Radja. SE. MSi. (Indonesia)
Prof. Dr. Pedro F Pellet, NOVA Southeastern University, Florida.
Prof. Dr. Dimitrios P Kamsaris, Bilston Community College, United Kingdom.
Prof. Dr. Klaus Oestreicher, UNIES, Netherlands (Provost).
Prof. Dr. Jovan Didier, UNIES, Netherlands (Rector).
Prof. Dr. Costea Carmen, Piru Haret University, Romania.
Prof. Dr. Malcom Peter Mciver, International University, United Kingdom.
Prof. Dr. Dominics Zamoswsk, International University, United Kingdom.
Prof. Dr. Ramayah T, University Sains Malaysia, Malaysia.
Prof. Dr. Rishi Balkaran, Durban University Technology, South Africa.
Prof. Dr. Sarath Dassanayaka, University of Moratuwa, Sri Lanka.
Prof. Dr. John Walsh, Shinavathra University, Thailand.
Prof. Dr. Mirjana Kranjac, European university, Belgrade, Serbia.
Prof. Dr. Hermann Gruenwald, Burapha University, Thailand.

EXECUTIVE ADMINISTRATOR

Dr. Normala S.G

ICTMSS – 2016

ORGANISING COMMTEE MEMBERS

Dr. John Agustenus

Prof. Dr. Dileep Kumar M.

Prof. Dr. Malcom Peter Mciver

Prof. Dr. Dominics Zamoswsk

Prof. Dr. Vikineswaran Maniam

Dr. Muguati

Prof. Dr. Ravi Pathmanathan

Dr. Fauziah F. Farawowan

Prof. Dr. Beena Giridharan

Dr. Normala S Govindarajo

Dr. Go Lisanavati

Prof. Dr. Bharat Bhushan Varma

Dr. David White

Prof. Dr. Rishi Balkaran,

Prof. Ruswiati Suryasaputra

Dr. Westim Ratang

Prof. Dr. Abdullah Swidi

Prof. Dr. Lee Sun Chai

Prof. Dr. Khathijah Lim Abdullah

Dr. Irwan Usman

Dr. Ugheoke Solomon Ozemoyah

Ms. Rahmawati

ABOUT THE CONFERENCE

International Conference on Technology, Management and Social Sciences Conference 2016 is the second international conference held by NFCT, Malaysia in collaboration with STIE Port Numbay, Indonesia. This conference has the very objective of inviting attention from policy makers, industry, managers, researchers, consultants and trainers, on timely Technology, Management and Social Sciences issues in economic and social development. The conference addresses majority social science areas in addition to technology, business, and social sciences viz, accounting, finance, management, operations management, marketing, psychology, sociology, public health, and entrepreneurship.

CONFERENCE THEME

The conference theme is Role of Technology, Management and Social Sciences in Economy Development. The theme will cover a wide range of topics with particular focus given to the following themes.

HUMAN RESOURCE MANAGEMENT, INNOVATION AND ENTREPRENEURSHIP

- Leadership Development
- Innovation and creativity
- Entrepreneurial orientation
- Motivation at work
- Motivation and Productivity
- Performance management
- Work Culture development
- Change Management
- Workforce management
- Brand building through HR initiatives
- International HR issues
- Managing diversity at work
- Cross cultural communication

- Competency Mapping
- Labor issues
- Welfare Management
- Talent Management
- Team building
- Habit development
- Attitude development
- Effective transaction for productivity
- Personality development Succession planning Quality of life
- Behavioral Modification
- Mentoring and Coaching
- Effective attendance management
- Goal setting and career development

CONSUMER AND MARKET ANALAYSIS

- Consumer behavior analysis
- Consumption analysis
- Market segmentation
- Product management
- Distribution channel
- Brand management

- Customer relationship management
- Green marketing
- Retailing
- Pricing strategies
- Marketing communication
- International marketing

FINANCIAL MANAGEMENT

- Corporate Finance
- Banking /financial institutions
- Financial Statement Analyses
- Islamic Finance and Banking
- Financial and Economic Integration

- Risk Management
- International Finance
- Corporate Governance
- Emerging Markets
- Financial Regulation and Policy analysis

SUSTAINABILITY AND COMMUNITY DEVELOPMENT

- Environmental policies
- Corporate social responsibility;
- Sustainable business models;
- Business economic modeling and simulation
- Efficiency, productivity and externality
- Poverty, inequality and social cohesion
- Sustainable livelihood

- Climate change
- Development of development
- Integrated resource management;
- Technological development and innovation
- Green accounting
- Energy, environment and sustainable systems
- Sustainable development
- Food security;

EDUCATION AND TECHNOLOGY MANAGEMENT

- Collaborative Learning
- E-Learning
- Special Education
- Distance Learning
- Vocational Education
- Business Education
- Environmental Education
- Financial Education

- Collaborative Learning
- E-Learning
- Special Education
- Distance Learning
- Vocational Education
- Business Education
- Environmental Education

SESSIONS

International education and industry professionals, academicians and corporate executives, will deliver their paper presentation by providing participants with different perspectives and analysis.

ICMTSS - 2016

INTERNATIONAL CONFERENCE ON MANAGEMENT,
TECHNOLOGY AND SOCIAL SCIENCES
NFCT-STIE PORT NUMBAY

SATURDAY, 5 TH November, 2016		
0730-0800 WELCOME and REGISTRATION		
BREAKFAST		
INAUGURAL CEREMONY		
0800-0805	Welcome Address	Dr. John Agustinus SE., S.Th., MM. (Conference Chair -STIE)
0815-0815	Opening Speech	Drs. Melambassy Moses, MM.
	Guest of Honor	Drs. Nazarudin Toatubun, MM.
0815-0835	Keynote Speech	David White, Consultant, Australia
0835-0850	Speech Vote of Thanks	Prof. Dr. Dileep Kumar M. PhD., M.Phil. (Conference Chair - NFCT)
0857-0900 PHOTO SESSION		
Room 1: TECHNICAL SESSION 1 - FINANCE		Session Chair
0900-0920	ANALYSIS OF FACTORS AFFECTING QUALITY OF FINANCIAL INFORMATION STATEMENTS OF LOCAL GOVERNMENT EVRAIM SOINDEMI WESTIM RATANG YANUARIUS RESUBUN <i>College of Economics Port Numbay Cenderawasih University</i>	Dr. Muhammad Rakib
0921-0940	ANALYSIS OF PROTECTION AND MANAGEMENT CONTROL ON FIXED ASSETS IN THE DEPARTEMENT OF REVENUE, FINANCE AND ASSETS MANAGEMENT EDISON YAGOLI <i>College of Economics Port Numbay</i>	
0940-1000	PERFORMANCE-BASED BUDGETING IN MAKING GOVERNMENT ACCOUNTABILITY PERFORMANCE ISMAIL BADOLLAHI <i>Muhammadiyah University of Makassar</i>	
1000-1020	EFFECT OF TAXPAYER COMPLIANCE AND DISBURSEMENT ON TAX ARREARS OF REVENUE (INCOME TAX) IN PERSONAL TAX OFFICE (KPP), PRATAMA JAYAPURA HELMI TOATUBUN <i>College of Economics Port Numbay</i>	

1020-1040	<p>ANALYSIS OF FACTORS AFFECTING BUDGETARY REVENUES AND EXPENSES BASED ON PERFORMANCE PROCESS</p> <p>YAHUKIMOMARSENI RUPANG JOHN AGUSTINUS <i>Graduate School of Economics, Jayapura, Port Numbay</i></p>	
1040-1100	<p>THE INFLUENCE OF FISCAL DECENTRALIZATION TOWARD STRUCTURE OF EXPENDITURES AND ECONOMIC GROWTH</p> <p>HADI SUBROTO <i>College of Economics Port Numbay</i></p>	
1100-1120	<p>EFFECT OF OPERATING COSTS AND LOSSES OF INCOME TO PT PLN (PERSERO), PAPUA</p> <p>MUGIATI FAUZIAH R. FARAWOWAN SULIS FATOAH <i>University of Science And Technology, Jayapura College of Economics Port Numbay</i></p>	
1120-1140	<p>ANALYSIS OF FACTORS AFFECTING THE DISTRIBUTION OF FINANCING</p> <p>HELMI TOATUBUN MUHAMMAD YUSUF GOLAM <i>College of Economics Port Numbay</i></p>	
1140-1200	<p>ANALYSIS OF FACTORS AFFECTING FINANCIAL PERFORMANCE OF LOCAL GOVERNMENT IN SAMARINDA-INDONESIA</p> <p>LA ODE HASIARA¹ MUHAMMAD AZIS² <i>Samarinda State Polytechnic,¹ Makassar State University²</i></p>	
1200-1255	LUNCH BREAK	
Room 1:	TECHNICAL SESSION 2 ENTREPRENEURSHIP MARKETING AND HR	Session Chair
1300-1320	<p>ROLE OF ENTREPRENEURSHIP AND MARKET ORIENTATION ON FARMER'S INCOME GROWTH IN THE CITY OF WAMENA JAYAWIJAYA</p> <p>WESTIM RATANG <i>Cenderawsih University, Indonesia</i></p>	

<p>1520-1540</p>	<p>EFFECT OF JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT ON PERFORMANCE OF EMPLOYEES IN THE REVENUE DEPARTMENT, JAYAPURA</p> <p>SIAN LINDA LEREBULAN <i>College of Economics. Port Numbay</i></p>	
<p>1540-1560</p>	<p>EFFECT OF WORK ENVIRONMENT, ORGANIZATION CULTURE AND ORGANIZATIONAL COMMITMENT ON PERFORMANCE OF EMPLOYEES</p> <p>CHRISTINA M. AMSANSIUM <i>College of Economics Port Numbay</i></p>	
<p>1560-1580</p>	<p>EFFECT OF TEACHER CERTIFICATION AND PERFORMANCE IMPROVEMENT ON WORK MOTIVATION TO GURU SMP STATE 9 JAYAPURA</p> <p>TAUFIK RIANTO WIBOWO JOHN AGUSTINUS <i>Graduate School of Economics Jayapura Port Numbay</i></p>	<p>Dr. Irwan Usman</p>
<p>1580-1600</p>	<p>INFLUENCE OF MOTIVATION, COMPETENCE AND CAREER DEVELOPMENT ON THE PERFORMANCE OF STATE UNIVERSITIES LECTURERS IN EAST KALIMANTAN</p> <p>MUHAMMAD IDRUS, TABA¹ DIRGA, LESTARI² MOHAMMAD, SOBARSYAH³</p> <p>^{1,3} Faculty of Economics and Business, Universitas Hasanuddin, Makassar, South Sulawesi, Indonesia ² Faculty of Economics, Universitas Mulawarman, Samarinda, East Kalimantan, Indonesia</p>	
<p>1600-1620</p>	<p>EFFECT OF EDUCATION AND ECONOMIC WELFARE OF MOTHER AND CHILD IN THE DISTRICT OF DEKAI YAHUKIMO INA HASEGEM</p> <p>JOHN AGUSTINUS <i>College of Economics Port Numbay</i></p>	
<p>1620-1640</p>	<p>EFFECTIVENESS OF MUSIC THERAPY ON STATUS OF VITAL SIGNS IN PATIENTS WITH HYPERTENSION</p> <p>SUSELO <i>Hospital Nursing Academy Marthen Indey</i></p>	
<p>1640-1660</p>	<p>A STUDY ON KEEROM PUBLIC INTEREST IN THE IMPLEMENTATION OF GOVERNMENT REGULATION (NUMBER 48 YEAR 2014) REGARDING THE WORKING HOURS AND FREE MARRIAGE</p> <p>SUMADIONO <i>College of Economics Port Numbay</i></p>	

1540-1600	<p>ROLE OF STAKEHOLDERS IN THE SUPPRESSION OF RELIGIOUS LEADERS IN DISTRICT BLIND AKSARA DEKAI IN YAHUKIMO</p> <p>MEKI TATOGO <i>College of Economics Port Numbay</i></p>	
1600-1620	COFEE BREAK	
Room 1:	TECHNICAL SESSION 3 HRM	
1620-1640	<p>EFFECT OF ORGANIZATIONAL CULTURE, COMMITMENT, AND CAREER DEVELOPMENT ON THE PERFORMANCE OF EMPLOYEES IN THE DEPARTMENT OF EDUCATION</p> <p>PAUL HUBY ARRY PONGTIKU MUGIATI <i>College of Economics Port Numbay University of Science and Technology Jayapura</i></p>	
1640-1700	<p>WORK ENVIRONMENT, MOTIVATION AND ORGANIZATIONAL CULTURE ON EMPLOYEES PERFORMANCE IN DEPARTMENT OF AGRICULTURE YAHUKIMO REGION</p> <p>SELVI PONGSITANAN M.RIDWAN RUMASUKUN MUGIATI <i>College of Economics Port Numbay University of Science and Technology Jayapura</i></p>	Dr. Arry Pongtiku
1700-1720	<p>INFLUENCE OF LEADERSHIP STYLE, WORK MOTIVATION AND WORK EXPERIENCE ON EMPLOYEE PERFORMANCE</p> <p>HANS HELUKA JOHN AGUSTINUS <i>College of Economics Port Numbay</i></p>	
1720-1740	<p>EFFECT OF LEADERSHIP, COMMITMENT AND CAREER DEVELOPMENT ON PERFORMANCE OF EMPLOYEES IN THE DEPARTMENT OF TOURISM IN YAHUKIMO</p> <p>SINENG SILAK, JOHN AGUSTINUS <i>College of Economics Port Numbay</i></p>	
1740-1800	<p>ROLE OF INDIGENOUS LEADER, MENGGELIK BAHABOL IN THE HISTORY AND FORMATION OF YAHUKIMO: LITERATURE REVIEW</p> <p>SAMITA BAHABOL JOHN AGUSTINUS ARRY PONGTIKU <i>College of Economics Port Numbay</i></p>	

1800-1820	<p>EFFECT OF ORGANIZATIONAL CULTURE AND COMMITMENT ON THE PERFORMANCE OF EMPLOYEES IN OFFICE OF WOMEN EMPOWERMENT AND FAMILY PLANNING IN YAHUKIMO</p> <p>MARKUS WEIPSA JOHN AGUSTINUS <i>College of Economics Port Numbay</i></p>	
1820-1840	<p>INFLUENCE OF ORGANIZATIONAL CULTURE, ORGANIZATIONAL COMMUNICATION AND EDUCATION AND TRAINING ON PERFORMANCE OF OFFICIALS</p> <p>LAZARUS PAHABOL MUGIATI YANUARIUS RESUBUN <i>College of Economics Port Numbay</i> <i>University of Science And Technology Jayapura</i></p>	
1840-1900	<p>THE INFLUENCE OF LEADERSHIP STYLE, JOB SATISFICATION AND JOB COMMITMENT ON THE PERFORMANCE OF EMPLOYEES AT THE FINANCIAL MANAGEMENT AND REGIONAL ASSETS DEPARTEMENT IN YAHUKIMO REGION.</p> <p>DAUD HELUKA <i>College Of Economics Port Numbay</i></p>	
1900-1920	<p>THE INFLUENCE OF LEADERSHIP AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE IN PUBLIC AGENCY SECRETARIAT OF PAPUA PROVINCE</p> <p>SUKARBI <i>College of Economics Port Numbay</i></p>	

ROOM 2

Room 2: TECHNICAL SESSION PARALLEL 1 HEALTH, HRM AND GENERAL		Session Chair
0900-0920	<p>ENGLISH WITH INDONESIA TASTE: DOMINANT CULTURE SHIFT TO LOCAL CULTURE.</p> <p>SRI FITAYANTI <i>College of Economics. Port Numbay</i></p>	<p>Drs. Yanuarius Resubun</p>
0920-0940	<p>BODY IMAGE OF OBESITY AMONG TEENAGERS: A PHENOMENOLOGICAL STUDY</p> <p>CITA REAST WULANSARI <i>Hospital Nursing Academy Marthen Indey</i></p>	
0940-1000	<p>INFLUENCE OF EDUCATION, TRAINING AND MOTIVATION ON PERFORMANCE AMONG CIVIL SERVANTS</p> <p>DINA MARTHINA ALOMAU <i>College of Economics Port Numbay</i></p>	

1000-1020	<p>EFFECT OF LEADERSHIP, WORK MOTIVATION AND ORGANIZATIONAL COMMITMENT ON PERFORMANCE OF EMPLOYEES</p> <p>JORIM PAHABOL <i>College of Economics Port Numbay</i></p>	
1020-1040	<p>SICK ROLE BEHAVIOR OF PULMONARY TB PATIENTS ON RECOVERY EFFORTS, TREATMENT SEEKING AND TREATMENT OBEDIENCE</p> <p>LAILI NUR HIDAYATI <i>Hospital Nursing Academy Marthen Indey</i></p>	
1040-1100	<p>EFFECT OF LEADERSHIP, JOB SATISFICATION AND ORGANIZATIONAL COMMITMENT ON EMPLOYEES PERFORMANCE AT THE DEPARTEMENT OF SOCIAL AND LABOR</p> <p>KRISTIAN ASSO <i>College of Economics Port Numbay</i></p>	
1100-1120	<p>IMPACT OF ORGANIZATION MOBILITY OF SKILL DEVELOPMENT TRAINING INSTITUTIONS ON LEARNERS SOCIAL ECONOMIC USEFULNESS: A CASE STUDY</p> <p>MUCHTAR YUNUS <i>Universitas Negeri Makassar (UNM)</i></p>	
1120-1140	<p>AN ANALYSIS ON THE BEHAVIOR OF HEALTH SERVICE USE AMONG LEPROSY PATIENTS IN THE WORK AREA OF HAMADI HEALTH CENTER</p> <p>NURMIA <i>Hospital Nursing Academy, Marthen Indey</i></p>	
1140-1200	<p>EFFECT OF JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT ON PERFORMANCE OF EMPLOYEES IN THE REVENUE DEPARTMENT, JAYAPURA</p> <p>SIAN LINDA LEREBULAN <i>College of Economics. Port Numbay</i></p>	
1200-1255	LUNCH BREAK	
Room 2: TECHNICAL SESSION PARALLEL 2 HRM		
1300-1320	<p>INFLUENCE OF REWARD POLICY AND PUNISHMENT ON WORK MOTIVATION AND EMPLOYEE PERFORMANCE IN THE HEAD OFFICE OF PT. REGIONAL DEVELOPMENT BANK OF PAPUA</p> <p>NOVITA OLIVIA JOAQUIN¹ MUGIATI² ARRY PONGTIKU³ <i>College of Economics. Port Numbay</i> <i>University of Science and Technology Jayapura</i></p>	

1320-1340	<p>ANALYSIS OF RECEIVABLES TURNOVER IN HASJRAT ABADI BRANCH JAYAPURA</p> <p>FACHRI BAASALEM HELMI TOATUBUN <i>College of Economics Port Numbay</i></p>	<p>Dr. John Agustinus</p>
1340-1400	<p>MOTIVATION AND JOB PERFORMANCE INFLUENCE ON PERFORMANCE OF EMPLOYEES IN MINING AND ENERGY DEPARTMENT</p> <p>HARUN YEIMO JOHN AGUSTINUS <i>Graduate School of Economics Jayapura Port Numbay</i></p>	
1400-1420	<p>INFLUENCE OF LEADERSHIP AND WORK MOTIVATION ON PERFORMANCE</p> <p>MEGA JOORDENS PAKAN <i>College of Economics Port Numbay</i></p>	
1420-1440	<p>EFFECT OF MOTIVATION, ABILITY AND WORK DISCIPLINE ON PERFORMANCE OF STATE CIVIL ADMINISTRATIVE DEPARTMENT OF COOPERATIVES, INDUSTRY AND TRADE, YAHUKIMO</p> <p>MELPAWAN SIRINGGORINGGO JOHN AGUSTINUS <i>School of Economics Jayapura Port Numbay</i></p>	
1440-1500	<p>INFLUENCE OF LEADERSHIP STYLE, ORGANIZATIONAL CULTURE, AND MOTIVATION ON TEACHER PERFORMANCE IN SMP NEGERI 5 JAYAPURA</p> <p>MONIKA TUHULERUW JOHN AGUSTINUS <i>Graduate School of Economics Jayapura Port Numbay</i></p>	
1500-1520	<p>INFLUENCE OF EMPLOYEE RECRUITMENT SYSTEM, ORGANIZATIONAL CULTURE, AND COMMITMENT ON CIVIL SERVICE EMPLOYEE'S PERFORMANCE</p> <p>PILEKI KOKOYA MUGIATI <i>College of Economics Port Numbay University of Science and Technology Jayapura</i></p>	
1520-1540	<p>INFLUENCE OF ORGANIZATIONAL CULTURE AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE IN THE SECRETARIAT OF REGIONAL REPRESENTATIVES COUNCIL,</p> <p>SAMSON KARSA PATILANGI <i>College of Economics Port Numbay</i></p>	
1540-1600	<p>CUSTOMER RELATIONSHIP MANAGEMENT (CRM) IN BANKING SECTOR: CRITICAL REVIEW</p> <p><i>Normala S. G and Dileep Kumar M Geomatika University College International Teaching University Georgia, Europe.</i></p>	

1600-1620		COFFEE BREAK
Room 2: TECHNICAL SESSION PARALLEL 3 MARKETING AND HRM		
1620-1640	<p>EFFECT OF THE QUALITY OF SERVICES ON CUSTOMER SATISFACTION IN PORT OF INDONESIA IV (PERSERO) MAKASSAR</p> <p>FAUZIAH F, FARAWOWAN MUKLIS KANTO MUGIATI <i>College of Economics Port Numbay College of Economics Management Bongaya University of Science and Technology Jayapura</i></p>	Dr. Mugiati
1640-1700	<p>EFFECT OF PRODUCT QUALITY AND PRICE ON CUSTOMER LOYALTY IN OILS PRIMA XP PT. SINDITA SALSABILA JAYAPURA</p> <p>DANI MELMAMBESSY <i>College of Economics Port Numbay</i></p>	
1700-1720	<p>EFFECT OF SERVICE QUALITY AND CUSTOMER SATISFACTION ON SALES LEVEL IN SWISS-BEL HOTEL, JAYAPURA</p> <p>SULIS FATOAH FAUZIAH R. FARAWOWAN <i>College of Economics Port Numbay</i></p>	
1720-1740	<p>THE IMPACT OF COMPETENCY CERTIFICATION AND LEADERSHIP STYLE ON EMPLOYEE PERFORMANCE - WITH RECOGNITION AS A MODERATING VARIABLE : CASE STUDY OF MINING COMPANIES IN THE EAST OF INDONESIA</p> <p>IRWAN USMAN HARIS MAUPA <i>Hasanuddin University Makassar</i></p>	
1740-1800	<p>EFFECT OF EDUCATION, EMPLOYEE COMMITMENT AND WORK ENVIRONMENT ON PERFORMANCE OF EMPLOYEES AT THE OFFICE OF WOMEN EMPOWERMENT</p> <p>ELIAP BAYE ARRY PONGTIKU MUGIATI <i>University of Science and Technology Jayapura</i></p>	
1800-1820	<p>EFFECT OF WORK DISCIPLINE, MOTIVATION AND ORGANIZATIONAL CULTURE ON EMPLOYEE PERFORMANCE - STUDY ON STAFFING AGENCY, EDUCATION AND TRAINING</p> <p>IBRAHIM ELIAB RONSUMBRE RIVO MANANSANG <i>College of Economics Port Numbay</i></p>	
1820-1840	<p>EFFECT OF LEADERSHIP STYLE, WORK MOTIVATION AND WORK EXPERIENCE ON EMPLOYEE PERFORMANCE</p>	

1320-1340	<p>ANALYSIS OF RECEIVABLES TURNOVER IN HASJRAT ABADI BRANCH JAYAPURA</p> <p>FACHRI BAASALEM HELMI TOATUBUN <i>College of Economics Port Numbay</i></p>	<p>Dr. John Agustinus</p>
1340-1400	<p>MOTIVATION AND JOB PERFORMANCE INFLUENCE ON PERFORMANCE OF EMPLOYEES IN MINING AND ENERGY DEPARTMENT</p> <p>HARUN YEIMO JOHN AGUSTINUS <i>Graduate School of Economics Jayapura Port Numbay</i></p>	
1400-1420	<p>INFLUENCE OF LEADERSHIP AND WORK MOTIVATION ON PERFORMANCE</p> <p>MEGA JOORDENS PAKAN <i>College of Economics Port Numbay</i></p>	
1420-1440	<p>EFFECT OF MOTIVATION, ABILITY AND WORK DISCIPLINE ON PERFORMANCE OF STATE CIVIL ADMINISTRATIVE DEPARTMENT OF COOPERATIVES, INDUSTRY AND TRADE, YAHUKIMO</p> <p>MELPAWAN SIRINGGORINGGO JOHN AGUSTINUS <i>School of Economics Jayapura Port Numbay</i></p>	
1440-1500	<p>INFLUENCE OF LEADERSHIP STYLE, ORGANIZATIONAL CULTURE, AND MOTIVATION ON TEACHER PERFORMANCE IN SMP NEGERI 5 JAYAPURA</p> <p>MONIKA TUHULERUW JOHN AGUSTINUS <i>Graduate School of Economics Jayapura Port Numbay</i></p>	
1500-1520	<p>INFLUENCE OF EMPLOYEE RECRUITMENT SYSTEM, ORGANIZATIONAL CULTURE, AND COMMITMENT ON CIVIL SERVICE EMPLOYEE'S PERFORMANCE</p> <p>PILEKI KOKOYA MUGIATI <i>College of Economics Port Numbay University of Science and Technology Jayapura</i></p>	
1520-1540	<p>INFLUENCE OF ORGANIZATIONAL CULTURE AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE IN THE SECRETARIAT OF REGIONAL REPRESENTATIVES COUNCIL,</p> <p>SAMSON KARSA PATILANGI <i>College of Economics Port Numbay</i></p>	
1540-1600	<p>CUSTOMER RELATIONSHIP MANAGEMENT (CRM) IN BANKING SECTOR: CRITICAL REVIEW</p> <p><i>Normala S. G and Dileep Kumar M Geomatika University College International Teaching University Georgia, Europe.</i></p>	

1600-1620		COFEE BREAK
Room 2: TECHNICAL SESSION PARALLEL 3 MARKETING AND HRM		
1620-1640	<p>EFFECT OF THE QUALITY OF SERVICES ON CUSTOMER SATISFACTION IN PORT OF INDONESIA IV (PERSERO) MAKASSAR</p> <p>FAUZIAH F, FARAWOWAN MUKLIS KANTO MUGIATI <i>College of Economics Port Numbay College of Economics Management Bongaya University of Science and Technology Jayapura</i></p>	Dr. Mugiati
1640-1700	<p>EFFECT OF PRODUCT QUALITY AND PRICE ON CUSTOMER LOYALTY IN OILS PRIMA XP PT. SINDITA SALSABILA JAYAPURA</p> <p>DANI MELMAMBESSY <i>College of Economics Port Numbay</i></p>	
1700-1720	<p>EFFECT OF SERVICE QUALITY AND CUSTOMER SATISFACTION ON SALES LEVEL IN SWISS-BEL HOTEL, JAYAPURA</p> <p>SULIS FATOAH FAUZIAH R. FARAWOWAN <i>College of Economics Port Numbay</i></p>	
1720-1740	<p>THE IMPACT OF COMPETENCY CERTIFICATION AND LEADERSHIP STYLE ON EMPLOYEE PERFORMANCE - WITH RECOGNITION AS A MODERATING VARIABLE : CASE STUDY OF MINING COMPANIES IN THE EAST OF INDONESIA</p> <p>IRWAN USMAN HARIS MAUPA <i>Hasanuddin University Makassar</i></p>	
1740-1800	<p>EFFECT OF EDUCATION, EMPLOYEE COMMITMENT AND WORK ENVIRONMENT ON PERFORMANCE OF EMPLOYEES AT THE OFFICE OF WOMEN EMPOWERMENT</p> <p>ELIAP BAYE ARRY PONGTIKU MUGIATI <i>University of Science and Technology Jayapura</i></p>	
1800-1820	<p>EFFECT OF WORK DISCIPLINE, MOTIVATION AND ORGANIZATIONAL CULTURE ON EMPLOYEE PERFORMANCE - STUDY ON STAFFING AGENCY, EDUCATION AND TRAINING</p> <p>IBRAHIM ELIAB RONSUMBRE RIVO MANANSANG <i>College of Economics Port Numbay</i></p>	
1820-1840	<p>EFFECT OF LEADERSHIP STYLE, WORK MOTIVATION AND WORK EXPERIENCE ON EMPLOYEE PERFORMANCE</p>	

	<p>GERADUS WETAPO <i>College of economics port Numbay</i></p>	
1840-1900	<p>EFFECT OF WORK CULTURE, ABILITY AND EMPLOYEES COMMITMENT ON PERFORMANCE IN FINANCIAL ASSET MANAGEMENT BOARD</p> <p>TINUS WETIPO MUSA YAN YOUWE FAUZIAH F. FARAWOWAN <i>College of Economics Port Numbay</i></p>	
1900-1920	<p>ANALYSIS OF PUBLIC SERVICE QUALITY ON PUBLIC SATISFACTION IN BPS YAHUKIMO REGION</p> <p>MUGIATI¹ FAUZIAH. F. FARAWOWAN² YUSUF GOULAM³ MUHAMMAD IRFAN ADITAMA⁴ <i>University of Science and Technology Jayapura¹</i> <i>College of Economics Port Numbay²³</i> <i>Graduate Student, University of Pancasila⁴</i></p>	
1920-1940	<p>INFLUENCE OF ORGANIZATIONAL CULTURE AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE IN THE SECRETARIAT OF REGIONAL REPRESENTATIVES COUNCIL IN YAHUKIMO</p> <p>SAMSON KARSA PATILANGI <i>College of Economics Port Numbay</i></p>	

**EFFECT OF THE QUALITY OF SERVICES TO CUSTOMER
SATISFACTION IN. PORT OF INDONESIA IV (Persero) BRANCH
MAKASSAR.**

**1. FAUZIAH F, FARAWOWAN
2. MUKLIS KANTO
3. MUGIATI**

**1.COLLEGE OF ECONOMICS PORT NUMBAY
2.COLLEGE OF ECONOMICS MANAGEMENT BONGAYA
3. UNIVERSITY OF SCIENCE AND TECHNOLOGY
JAYAPURA
Email : mugiatiustj@gmail.com**

ABSTRACT

The purpose of this study was to determine and analyze the influence of service quality dimensions of services includes Tangible (real form), Reliability (reliability), responsiveness (responsiveness, assurance (assurance) and Empathy (Attention) towards customer satisfaction at PT. Pelabuhan Indonesia IV (Persero) Branch Makassar.Dan To determine which variables are the most dominant influence on customer satisfaction at PT. Pelabuhan Indonesia IV (Persero) Branch Makassar.

This research was conducted by collecting data from respondents. Data taken from the sample is representative of the entire population. Then the samples taken from the population should be rigorously representative (representing). The population in this study were all customers of PT. Pelabuhan Indonesia IV (Persero) Makassar Branch 162 shipping services consisting of each 1 representatives of shipping services. While samples taken as many as 62 respondents by formula solvin.Alat data analysis used Multiple Linear Regression.

Research results show that the dimension of service quality are tangibles, reliability, responsiveness, assurance, empathy and positive effect on customer satisfaction PT. Pelabuhan Indonesia IV (Persero) Branch Makassar.Dimensions of service quality (tangibles, reliability, responsiveness, assurance, and empathy) simultaneously significant effect on customer satisfaction. Partially tangibles, reliability, responsiveness and assurance partially significant effect on customer satisfaction and empathy variables only partially no significant effect on satisfaction PT. Pelabuhan Indonesia IV (Persero) Branch Makassar.

Keywords: Service Quality, Customer Satisfaction

1. INTRODUCTION

Currently, there are 2060 ports in Indonesia, consisting of special and public ports. Public ports can be divided into commercialized ports and non-operated ports. Based on information from the Director General of Sea Transportation (2000) the number of ports operated in Indonesia is 111 ports under the management of PT. Indonesian Port I to IV (Persero). For these ports, their management must be based on the principles of the

company's economy and with high professionalism. In addition to functioning as public utilities or carrying out public interest missions, public ports that are managed are also assigned by the government to obtain adequate profits, in order to maintain the continuity of the implementation of port services in Indonesia.

As one of the port centers in Eastern Indonesia (KTI) which oversees several port branches with its head office located in Makassar, PT. Pelabuhan Indonesia IV (Persero) is a State-Owned Enterprise (BUMN) which is engaged in port services that provides port facilities and infrastructure in order to support the smooth flow of ships, passenger transportation, and delivery of goods.

The main purpose of PT. Pelabuhan Indonesia IV (Persero) is to implement and support government program policies in the field of economy and development through port services, as well as to gain profits for companies by organizing port service businesses and other businesses that support the quality of port services, for example docks and other facilities for mooring loading and unloading of goods, passenger transportation, loading and unloading equipment, as well as other services related to ship scouting and ship delaying. Port services include ship services (anchoring, mooring, piloting, tug and water) and goods services (pier services and stacking services). Port services have their respective roles and are related to one another in order to support the smooth activities of ships in their activities of distributing goods. PT. Pelabuhan Indonesia (Persero) as a port service provider is demanded by consumers to be able to provide effective and efficient services, so that goods distribution activities are not hampered which have an impact on high port costs and cause an increase in the price of the goods themselves.

One of the services in the port sector carried out by PT. Pelabuhan Indonesia IV (Persero) is a pilotage service. Guiding Services is a service for scouting activities carried out by Pandu in assisting the Master so that the ship's movement can be carried out safely, orderly and smoothly. Scout officers are nautical sailors who have met the requirements set by the government to carry out scouting duties. In supporting scouting activities, scout officers are also provided with Guiding Auxiliary Facilities and Guiding Infrastructure. Guiding Auxiliary Facilities are tools that are directly used to assist scouts in carrying out scouting tasks, such as Handy Talkies and Scout Boats. Guiding Infrastructure is a tool that is indirectly used to assist scouts in carrying out scouting tasks, such as uniforms and buoys (Decree of the Minister of Transportation Number: KM 24 of 2002).

The pilot officer holds the key in ship service at the port, because the pilot officer is responsible for the movement and safety of the ship in the port environment. Whether or not the ship docks is very dependent on the skills of the scout officers in carrying out their duties which are supported by the pilotage facilities and infrastructure.

Service is a very important element in an effort to increase customer satisfaction. Basically, this service position is a supporting factor for the marketing activities of PT. Pelabuhan Indonesia IV (Persero) Makassar Branch. If the service provided meets customer demand, the customer will feel satisfied and if the service is below the expected level, the customer will feel less or dissatisfied. Customers who are dissatisfied with the quality or service provided will automatically tell others as a complaint about their dissatisfaction. Therefore, the measurement of satisfaction with the services provided by PT. Pelabuhan Indonesia IV (Persero) Makassar Branch to customers must always be done to find out and plan better strategies in the future and further improve the quality of their services in order to meet customer wants and needs and to minimize problems.

According to Zeithaml (Tjiptono, 2000:146), the dimensions of service quality consist of: (1) Tangible (real form) such as the number of scout personnel, (2) Reliability (reliability) such as scout expertise. (3) Responsiveness (responsiveness) such as speed of service, (4) Assurance (guarantee) such as pilot safety, and (5) Empathy (attention) such as understanding of the guide personnel. While customer satisfaction is an after-purchase evaluation where the chosen alternative at least gives the same or exceeds expectations, while dissatisfaction arises if the results obtained do not meet expectations. According to Kolter (quoted in Tjiptono, 2004:147) customer satisfaction is the level of one's feelings after comparing the performance (results) that he feels compared to his expectations.

In relation to the dimensions of service quality above, according to our observations, there are several pilotage services that have not been maximized. The first is the number of scout personnel, scouting facilities and infrastructure that are not representative and are often an obstacle factor in scouting services. The existing condition of 28 scout personnel as well as facilities and infrastructure to support scouting activities, which in fact the current condition is still far from its ideal condition. This of course has more or less effect on the performance of the scouts, which in scouting activities will definitely depend on the available facilities and infrastructure, so that if the scout's performance is not optimal, it will certainly affect customer sati

2.LITERATURE REVIEW

Marketing is one of the functions of the company in addition to other functions such as finance, production and personnel. To find out more clearly about the definition of marketing, the author tries to approach the various marketing formulations put forward by marketing experts as quoted below.

Understanding marketing according to Philip Kotler (2001: 8), Marketing is a social and managerial process by which individuals and groups get what they need and want by creating, offering, and exchanging products of value with others.

Mariotti (2003:8), provides an understanding that what is meant by marketing is: "The practice of understanding consumer needs and desires, finding or creating products and services that can meet consumer needs and desires and communicating them internally to companies who then have to create and deliver the product. and services and externally communicate them back to consumers who are the target audience for the product or service so that they like the product and service and then buy it."

Furthermore, the definition of marketing put forward by Madura (2001:83) is: "Marketing can be broadly defined as the actions of various companies to plan and implement product design, pricing, distribution and promotion."

From the above definition it can be explained that the meaning of marketing is much broader than the meaning of sales. Marketing includes a company's business that begins with identifying consumer needs that need to be satisfied, determining the products to be produced, determining the appropriate product prices, determining ways of promotion and distribution or sale of these products.

According to (Tjiptono, 2005: 3), in general, every company adheres to one marketing concept or philosophy, namely the philosophy or assumption that the company believes as the basis of each of its activities in satisfying customer needs and desires. Services are often seen as a complex phenomenon. The word service itself has many meanings, ranging from personal service to service as a product. So far, there have been many service marketing experts who have tried to define the meaning of service. Following are some of th

Kotler (2007: 42) says that service is: Any action or performance that one party can offer to another, which is essentially intangible and does not result in ownership of anything. The production may or may not be related to the physical product.

According to Rangkuti (2004: 90): Service is the provision of an invisible performance or action from one party to another. In general, services are produced and consumed simultaneously, where the interaction between service providers and service recipients affects the results of these services.

Service marketing is a social process by which individuals and groups obtain what they need and want by exchanging valuable services with other parties, which are essentially intangible and do not result in ownership of anything (Lupiyoadi, 2001:58).

Marketing for goods products is different from marketing for service products (Lupiyoadi, 2001:58). This is related to the different characteristics of services and goods.

Product marketing includes 4Ps, namely: product, price, promotion and place. As for services, the four elements are added by three more, namely: people, process, and customer service. These three things are related to the nature of services where production/operation to consumption is an inseparable series in involving consumers and service providers directly.

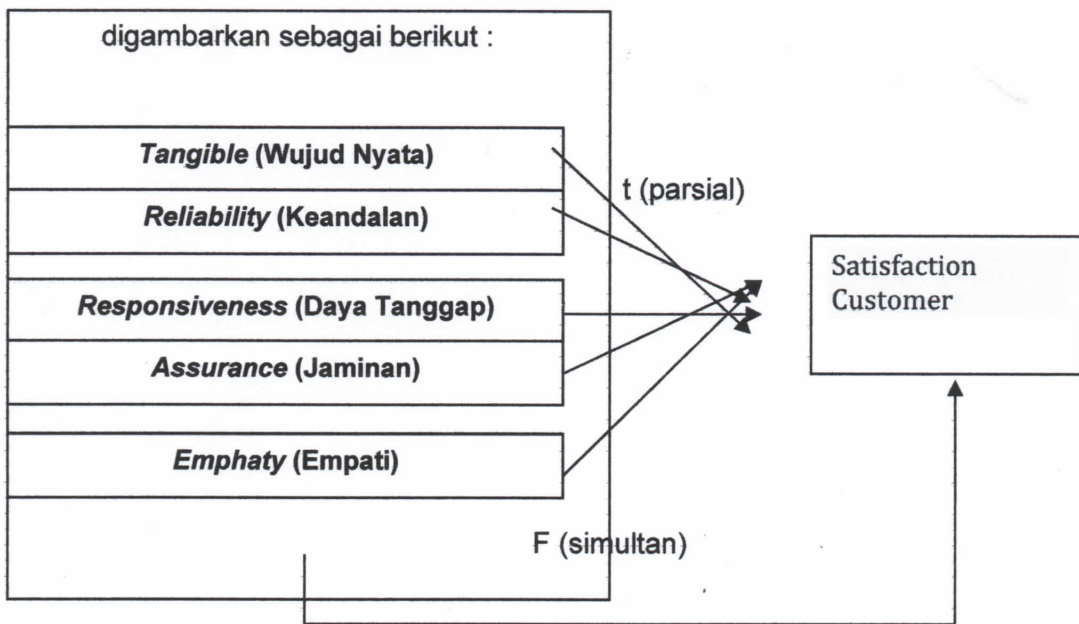
Meanwhile, according to Wyckof (in Nasution, 2004:47) defines service quality as "The level of excellence expected and control over the level of excellence to meet customer desires".

In line with the statement of Lewis and Booms, in Tjiptono, (2005:121) asserts that satisfaction with service is related to conformity or incompatibility with expectations. Lewis and Booms based their research on the dissonance paradigm, which means that satisfaction is related to the size and is directly directed to the experience of dissonance, where dissonance is related to a person's first experience of using a product or s

3. ANALYSIS

3.1. Conceptual Framework

Figure 3.1
Conceptual Framework



3.2 Hypothesis

formulated in this study are:

1. It is suspected that the dimensions of service quality which include Tangible (real form), Reliability (reliability), Responsiveness (responsiveness), Assurance (guarantee) and Emphaty (Attention) have a positive and significant effect on customer satisfaction at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch

2. It is suspected that Assurance (guarantee) is the dominant variable affecting customer satisfaction at PT. Port of Indonesia IV (Persero) Makassar Branch?

3.3. Population and Sample

1. Population

Population is not only people but also objects and other natural objects. The population is also not just the number of objects being studied, but includes all the characteristics or properties possessed by the subject or object and the sample is part of the population. Population according to Sugiono (2006:73) is "a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions".

This research was conducted by collecting data from the respondents. The data taken is from a sample that represents the entire population. Then the sample taken from the population must be truly representative. The population in this study were all customers of PT. Pelabuhan Indonesia IV (Persero) Makassar Branch as many as 162 shipping services consisting of 1 representative for each shipping service.

2. Sample

The sample according to Sugiono (2006:73) is "Part of the number and characteristics possessed by the population". The number of samples in the study was determined based on the Slovin formula quoted by Umar (2005:108) as follows:

$$n = \frac{N}{1 + Ne^2}$$

n = Number of Samples

N = Total Number of Population Members

e = Error Tolerance (with a confidence level (trust) of 90% and a significance level of 0.10)

n = 61.83 rounded up to 62 respondents

As for the determination of the sampling using the accidental sampling model, which is determined by chance at the time of the research.

3.4. Data analysis method

Methods of data analysis used in this research is multiple linear regression analysis.

4. RESULTS

THE INFLUENCE OF THE QUALITY OF GUIDANCE SERVICES ON CUSTOMER SATISFACTION

Multiple linear regression analysis was performed using the enter method, because with the enter method all variables will be included in the analysis to determine whether the independent variable has a positive and significant effect on the dependent variable.

Variables Entered/Removed shows the results of descriptive statistical analysis as follows:

- a. The variables included in the equation are independent variables, namely the dimensions of service quality, namely: Tangible (real form), Reliability (reliability), Responsiveness (responsiveness, Assurance (guarantee) and Empathy (Attention)
- b. No independent variables were removed (removed).
- c. The method used to enter data is the enter method .

Hypothesis testing states that tangible (real form), reliability (reliability), responsiveness (responsiveness, assurance) and empathy (attention) simultaneously and partially have a positive and significant effect on customer satisfaction PT. Pelabuhan Indonesia IV (Persero) Makassar Branch .

Based on Table 17. The results of the regression coefficient can be obtained the results of the regression equation for this study are as follows:

$$Y = 2.680 + 0.179X_1 + 0.199X_2 + 0.193X_3 + 0.224X_4 + 0.164X_5$$

From these equations it can be described as follows:

- a. Constant (a) = 2.680, which means a constant value, without any tangible (real form), reliability (reliability), responsiveness (responsiveness, assurance) and empathy (attention) or is assumed to be equal to zero then the customer satisfaction value is obtained at (Y) = 2,680.
- b. The coefficient of X1 (b1) = 0.179, indicating that the tangible variable (X1) has a positive effect on customer satisfaction (Y). In other words, if the tangible variable is increased by one unit, then customer satisfaction will increase by 0.179. The direction of the regression coefficient is positive indicating that the tangible variable is in the direction of customer satisfaction. If the tangible variable is increased, it will have a positive impact on increasing customer satisfaction.
- c. The coefficient of X2 (b2) = 0.199, indicating that the reliability variable (X2) has a positive effect on customer satisfaction (Y). In other words, if the reliability variable is increased by one unit, then customer satisfaction will increase by 0.199. The direction of the regression coefficient is positive indicating that the reliability variable is in the direction of customer satisfaction. If the reliability variable is increased, it will have a positive impact on increasing customer satisfaction.
- d. The coefficient of X3 (b3) = 0.193, indicating that the responsiveness variable (X3) has a positive effect on customer satisfaction (Y). In other words, if the responsiveness variable is increased by one unit then customer satisfaction will increase by 0.193. The direction of the regression coefficient is positive indicating that the responsiveness variable is in the same direction as customer satisfaction. If the responsiveness variable is increased, it will have a positive impact on increasing customer satisfaction.

e. The coefficient of X4 (b_4) = 0.224, indicating that the assurance variable (X4) has a positive effect on customer satisfaction (Y). In other words, if the assurance variable is increased by one unit, then customer satisfaction will increase by 0.224. The direction of the regression coefficient is positive, indicating that the assurance variable is in the direction of customer satisfaction. If the assurance variable is increased, it will have a positive impact on increasing customer satisfaction.

f. The coefficient of X5 (b_5) = 0.164, indicating that the empathy variable (attention) (X4) has a positive effect on customer satisfaction (Y). In other words, if the empathy variable is increased by one unit, then customer satisfaction will increase by 0.164. The direction of the regression coefficient is positive indicating that the empathy variable is in line with customer satisfaction. If the empathy variable is increased, it will have a positive impact on increasing customer satisfaction.

2. Analysis of the Coefficient of Determination (R^2)

Analysis of the coefficient of determination (R^2) or R - Square is used to see how much the independent variable is able to explain the dependent variable. In other words, the determinant coefficient is used to measure the independent variables, namely tangible (real form), reliability (reliability), responsiveness (responsiveness, assurance) and empathy

3. Hypothesis Testing

Hypothesis testing is done simultaneously (simultaneously) and partially. The effect of the independent variable on the dependent variable was tested with a 95% confidence level or $\alpha = 5\%$. Tests were carried out using SPSS 17 data processing software.

3.1. Simultaneous Test (F Test)

The F test was conducted to test whether the variables tangible (real form), reliability (reliability), responsiveness (responsiveness, assurance (guarantee) and empathy (attention) together or simultaneously have a significant influence on customer satisfaction of PT. Pelabuhan Indonesia IV (Persero) Makassar Branch. Hypothesis testing is done by comparing the value of F_{count} with the value of F_{table} with the decision criteria is if $F_{count} < F_{table}$ H_0 is accepted or H_1 is rejected, and if $F_{count} > F_{table}$ H_0 is rejected or H_1 is accepted.

The hypothetical model used is as follows:

1. $H_0 : b_1 = b_2 = b_3 = b_4 = b_5 = 0$, meaning that tangible, reliability, responsiveness, assurance and empathy together or simultaneously have no significant effect on customer satisfaction.
2. $H_0 : b_1 \neq b_2 \neq b_3 \neq b_4 \neq b_5 \neq 0$, meaning that tangible, reliability, responsiveness, assurance and empathy together or simultaneously have a significant effect on customer satisfaction.

1. Based on the Simultaneous Test (F test) it can be seen that the Fcount = 91.721 and Ftable = 2.38, in this case if Fcount > Ftable and the significant value is 0.000 less than the alpha value = 0.05 so that the decision taken is H0 rejected and H1 accepted. This means that tangible, reliability, responsiveness, assurance and empathy together or simultaneously have a significant effect on customer satisfaction at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch.
2. 3.2. Partial Test (t Test)
3. The t-test was conducted to partially test whether the tangible variables (real form), reliability (reliability), responsiveness (responsiveness), assurance (guarantee) and empathy (attention) partially or each had a significant effect on customer satisfaction at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch. The t table value in this study is 1.671, (by looking at the t table at a significance level of 0.05). Hypothesis testing is done by comparing the value of tcount with the value of ttable with the decision criteria is if $-t \text{ table} < t \text{ count} < t \text{ table}$ H1 is accepted, and if $-t \text{ table} > t \text{ count} > t \text{ table}$ H0 is rejected.
4. The hypothetical models used are:
 5. 1. H0 : $b_i = 0$, tangible, reliability, responsiveness, assurance and empathy partially have no significant effect on customer satisfaction.
 6. 2. H1 : $b_i \neq 0$, tangible, reliability, responsiveness, assurance and empathy partially have a significant effect on customer satisfaction.
7. Based on the calculation of the partial test (t test) in table 17, the following result.
8. The tcount value for the tangible variable is 2.741 greater than the ttable 1.671 and the significant value is 0.008 ($0.008 < 0.05$). Thus, because the probability is less than 0.05, then H0 is rejected. This means that the tangible variable partially has a significant effect on customer satisfaction.
9. The t-count for the reliability variable is 3.650, which is greater than the t-table of 1.671 and has a significant value of 0.001 ($0.001 < 0.05$). Thus, because the probability is less than 0.05, then H0 is rejected. This means that the reliability variable partially has a significant effect on customer satisfaction.
10. The tcount value for the responsiveness variable is 2.503 greater than ttable 1.671 and the significant value is 0.015 ($0.015 < 0.05$). Thus, because the probability is less than 0.05, then H0 is rejected. This means that the responsiveness variable partially has a significant effect on customer satisfaction.
11. The tcount for the assurance variable is 2.193 which is greater than the ttable of 1.671 and the Significant Value is 0.032 ($0.032 < 0.05$). Thus, because the probability

is less than 0.05, then H0 is rejected. This means that the assurance variable partially has a significant effect on customer satisfaction.

12. The tcount for the empathy variable is 1.545 smaller than the 1.671 ttable and the significant value is 0.128 ($0.128 > 0.05$). Thus, because the probability is greater than 0.05, then H0 is accepted. This means that the empathy variable partially has no significant effect on customer satisfaction.

Based on the results of the print out coefficients in table 17, the standardized coefficient reliability value is 0.266, which is the independent variable with the highest standardized coefficient value. It can be concluded that the reliability variable has a more dominant influence on customer satisfaction at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch.

5. Implication

The discussion in this study is to discuss the influence of service quality dimensions, namely: Tangible (real form), Reliability (reliability), Responsiveness (responsiveness, Assurance (guarantee) and Empathy (Attention) on Customer Satisfaction of PT Pelabuhan Indonesia IV (Persero) Makassar Branch.

To measure the level of customer satisfaction, there is no standard book that can be used as a guide, besides that because satisfaction is also relative, customer expectations and interpretations vary. But empirically customer satisfaction can be understood by the company by examining 5 (five) dimensions of service quality, namely: Tangible (real form), Reliability (reliability), Responsiveness (responsiveness, assurance) and Empathy (attention). Indonesia IV (Persero) Makassar Branch is able to describe these five dimensions in a service mechanism, so customer satisfaction is easier to realize or in other words, customer expectations to feel satisfied with the services of PT Pelabuhan Indonesia IV (Persero) Makassar Branch will be closer to reality. is said to be of quality if the customer is satisfied, both at the time of service contact in certain situations and at the time of post-purchase.

PT. Pelabuhan Indonesia IV (Persero) Makassar Branch is said to be satisfied if there is a match between consumer expectations after evaluating a product and the service it receives. Dissatisfaction will arise if the expectations and desires of consumers are not in accordance with the qualifications of the service they receive

From the results of research at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch regarding tangibles in relation to customer satisfaction as described above shows that those

who have the highest rating are in the good category of 56.45% and less good as much as 32.26%, so they must be maintained and improved.

Improving services in terms of Tangible (real form) then PT. Pelabuhan Indonesia IV (Persero) Makassar Branch must increase the number of adequate scout personnel. Sufficient number of pilots will be able to quickly guide many ships that are likely to come almost simultaneously so as to minimize waiting time for ships. Guiding aid facilities in the form of scouting equipment must be considered. The availability of scout equipment is very supportive of scouting activities and the absolute equipment in scouting activities, namely the radio as a liaison between the ship and the radio operator. From the t-test of the tangibles variable, it has a positive and significant effect on customer satisfaction. These results indicate that there is a tendency for a positive relationship, meaning that it also shows that tangibles are in line with satisfaction, if tangibles are getting better, it will have a positive impact on increasing satisfaction.

From the results of research at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch regarding reliability in relation to customer satisfaction as described above shows that those who have the highest rating in the reliable category are 61.29%, this is indicated by the attitude of employees who are fast in serving each customer, completing every problem is done quickly and precisely and can respond to the special needs of customers, from the t-test the reliability variable has a positive and significant effect on customer satisfaction. These results indicate that there is a tendency for a positive relationship, meaning that it also shows that reliability is in line with satisfaction, if reliability is higher, it will have a positive impact on increasing satisfaction.

From the results of research at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch regarding responsiveness in relation to customer satisfaction as described above shows that those who have the highest rating in the responsive category are 53.23%, from the t-test the reliability variable has a positive and significant effect on customer satisfaction. These results show that there is a tendency for a positive relationship, meaning that it also shows that responsiveness is in the same direction as satisfaction, if the responsiveness is higher, it will have a positive impact on increasing satisfaction.

From the results of research at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch regarding assurance in relation to customer satisfaction as described above shows that those who have the highest rating in the good category are 67.74%, so they must be maintained and improved. Customers give a good assessment of the responsiveness of PT. Pelabuhan Indonesia IV (Persero) Makassar Branch. This is indicated by the attitude of employees who are fast in serving every customer, solving every problem quickly and precisely and being able to respond to special customer needs and from the t-test the

assurance variable has a positive and significant effect on customer satisfaction. This result shows that there is a tendency for a positive relationship, meaning that it also shows that assurance is in line with satisfaction, if assurance is getting better, it will have a positive impact on increasing satisfaction.

From the results of research at PT. Pelabuhan Indonesia IV (Persero) Makassar Branch regarding empathy in relation to customer satisfaction as described above shows that those who have the highest rating in the attention category are 59.68 from the t-test the empathy variable has a positive but not significant effect on customer satisfaction. These results indicate that there is a tendency for a positive relationship, meaning that it also shows that empathy is in line with satisfaction, if empathy is higher, it will have a positive impact on increasing satisfaction. Partially, empathy has no significant effect because customers consider this variable to be less important than other variables.

The results of this study are in accordance with the theory put forward by Parasuraman in Irawan (2008), which states that the dimension of service quality related to people is relatively more important is the dimension of reliability (reliability). The order of dimensions based on the level of importance for customers is the dimensions of responsiveness, empathy, tangibles, assurance and reliability.

According to Lovelock and Wright in Puti (2007), reliability is the suitability of the service provided from what is needed from time to time. If all the services provided have not been able to satisfy customers, this will end in a low level of customer satisfaction. Tjiptono (2002), defines reliability as "includes two main things, namely work consistency (performance) and dependability. In short, the definition of reliability in Tjiptono is "the ability to provide the promised service immediately, accurately, and satisfactorily".

6. Conclusion

Based on the results of the discussion on excellent service to the satisfaction of service users of PT Pelabuhan Indonesia IV (Persero) Makassar Branch, it can be presented several conclusions from the results of the analysis, namely as follows:

1. Dimensions of service quality, namely: tangibles, reliability, responsiveness, assurance, and empathy have a positive effect on customer satisfaction PT. Pelabuhan Indonesia IV (Persero) Makassar Branch.
2. The dimensions of service quality (tangibles, reliability, responsiveness, assurance, and empathy) simultaneously have a significant effect on customer satisfaction. Partially tangibles, reliability, responsiveness and assurance partially have a significant effect on customer satisfaction and only empathy variable partially has no significant effect on PT. Pelabuhan Indonesia IV (Persero) Makassar Branch.

7. Recommendation

Suggestions that the author can put forward in connection with the results of research and discussion carried out are:

1. In responding to complaints from service users, there are four important aspects that must be considered by the company, namely:
 - a. Empathy for angry customers.
 - b. Speed in handling complaints.
 - c. Fairness or fairness in solving problems or complaints.
 - d. Ease for consumers to contact the company.
2. The company's performance improvement strategy can be carried out with various efforts, including the following:
 - a. Monitoring and measuring customer satisfaction on an ongoing basis.
 - b. Provide education and training regarding communication, salesmanship, and public relations to management and employees.

REFERENCES

Assegaff, Mohammad. 2009. "The Influence of Service Quality on Customer Satisfaction (Study on the Aviation Company PT. Garuda in Semarang City)". *Journal of Economics and Business*. Vol. 10. No. 2. July. Thing. 171 - 186. Unisulla Semarang, Semarang.

Barkley, Bruce T and James H Saylor. 1994. *Customer Driven Project Management, A New Paradigm in Total Quality Implementation* Singapore.

Cokorda Gde Dharma Putra 2011. "Analysis of Customer Satisfaction at Regional Drinking Water Companies (PDAM) in Jembrana Regency" Thesis of Master Program Civil Engineering Study Program Postgraduate Program, Udayana University Denpasar

Director General of Sea Transportation. DEBHUB. National Seminar on Maritime Infrastructure Development in Indonesia. Paper not published. ITB Ocean Expo 2000

UMAR, HUSEIN 2005. *Research Methods*. Salemba Four. Jakarta.

IRAWAN, PRASETYA., 2007. *QUALITATIVE & QUANTITATIVE RESEARCH FOR Social Sciences*. HE. UI Fission. Jakarta.

Indriantoro Nur, et al. (1999). *Business Research Methods for Accounting and Management*. Yogyakarta: BPFE Yogyakarta

Juran J.M. and Griya, F.M. 1993. *Quality Planning and Analysis*. 3 ED. Mic-Graw Hill.Inc. Singapore.

Decree of the Minister of Transportation Number: KM 24 of 2002.

Kotler and Armstrong, 1997, *Fundamentals of Marketing: Principles of Marketing 7e* Volume 1. Translated by Alexander Sindoro, Prenhalindo. Jakarta.

Kotler, Philip and Garry Armstrong, 2001, "Marketing Fundamentals", Prehalindo Publishers, Jakarta

Kotler, Philip 2007, Subtitles: Benjamin Molan; Editors: Bambang Sarwiji, SE; Marketing Management, 12th edition Volume 1; PT. INDEX, Jakarta.

Kotler, 2008, Alih Bahasan: Benyamin Molan, Penyunting: Bambang Sarwiji, Marketing Management, edition 12 Volume 2, PT. INDEX, Jakarta.

Lupiyoadi. R. 2001. Service Marketing Management. Salemba Empat, Jakarta.

Madura, Jeff, 2001, Introduction to Business. Book 1. Salemba Four. Jakarta.

Mariotti, John, 2003, Marketing. Publisher Library Achievements. Jakarta.

Munir. 1998. Indonesian Public Service Management. Earth Literature. Jakarta.

Nasution. 2004. INTEGRATED SERVICES MANAGEMENT. Jakarta: Ghalia Indonesia

RATMINTO AND ATIK Septi Winarsih. 2005. Service Management. Learning Library, Yogyakarta.

Rangkuti Freddy, 2004, Marketing Research, Fifth Edition, PT. Gramedia Pustaka Utama, Jakarta.

SIMAMORA, 2004, Marketing Research, Gramedia Utama, Jakarta.

Sugiyono, Eri Wibowo, 2004, Statistics for Research and Its Applications With SPSS 10.0 For Windows, Fourth Edition, Alfabeta, Bandung.

Sugiyono, 2006, Statistics for Research, Ninth Printing, Alfabeta, Bandung.

-----, 2010. Qualitative Quantitative Research Methods and R&D. Alfabeta. Bandung.

Supranto, J, 2007, Measurement of Customer Satisfaction Level, PT Rineka Cipta, Jakarta.

Tjiptono, F, 1996, "Marketing strategy", Andi Offset, Yogyakarta.

-----, 2000, "Principles of Total Quality Service", Andi Offset, Yogyakarta.

-----, 2004, Service Management, Andi Publisher, Yogyakarta.

-----, 2005. Marketing Services. Bayumedia Publishing : Malang

Yoga Leksmana,. 2006. "The effect of service quality on customer satisfaction at the Ayam Bakar Wong Solo Restaurant, Malang Branch". Malang : www.Feunibraw.ac.id

Zeithaml, V. A., & Bitner, M. J., 2003, Service Marketing: Integrating Customer Focus Across the Firm. McGraw-Hill. New York.

**LEMBAR
HASIL PENILAIAN SEJAWAT SEBIDANG ATAU PEER REVIEW
KARYA ILMIAH : PROSIDING***

Judul karya ilmiah(paper) : **Effect of The Quality Of Services on Customer Satisfaction in Port of Indonesia IV (Persero) Makassar.**

Jumlah Penulis : 3 (Tiga) orang (Fauziah F.Farawowan,Muklis Kanto,Mugiati)
 Status Pengusul : Penulis ketiga (ke-3)
 Identitas prosiding : a. Judul Prosiding : Proceeding of 2 st International Conference ,on Technology, Management, and Social Sciences (ICTMSS-2016)
 b. ISBN/ISSN : ISBN 978-967-14082-1-6
 c. Tahun Terbit, Tempat Pelaksanaan: 5 November 2016, Jayapura, Papua-Indonesia
 d. Penerbit/organiser : Nilai Field Consultancy Training, Malaysia(NFCT)
 e. Alamat repository PT/web prosiding: www.http://nfct.co.uk

Kategori Publikasi Makalah : Prosiding Forum Ilmiah Internasional
 (beri ✓ pada kategori yang tepat) Prosiding Forum Ilmiah Nasional

Hasil Penilaian *Peer Review* :

Komponen Yang Dinilai	Nilai Maksimal Prosiding		Nilai Akhir Yang Diperoleh
	Internasional <input type="checkbox"/>	Nasional <input type="checkbox"/>	
a. Kelengkapan unsur isi paper (10%)	1,5		1,5
b. Ruang lingkup dan kedalaman pembahasan (30%)	4,5		4,4
c. Kecukupan dan kemutakhiran data/informasi dan metodologi (30%)	4,5		4,4
d. Kelengkapan unsur dan kualitas terbitan/prosiding (30%)	4,5		4,5
Total = (100%)	15		14,8
Nilai Pengusul =			
KOMENTAR/ULASAN PEER REVIEW			
• Kelengkapan dan Kesesuaian Unsur	Sesuai dengan standar penulisan makalah seminar Internasional		
• Ruang Lingkup dan Kedalaman Pembahasan	Substansi isi makalah membahas ruang lingkup Manajemen , dengan kedalaman pembahasan yang sangat baik .		
• Kecukupan dan Kemutakhiran Data/Informasi dan Metodologi	Data mutakhir dan memenuhi kecukupan, serta metodologi yang digunakan sesuai dan tepat		
• Kelengkapan Unsur dan Kualitas Penerbit	Kelengkapan unsur terpeuhi dan penerbit Prosiding memiliki ISBN 978-967-14082-1-6		

Makassar, 12 Februari 2021

Reviewer 1 :

Tanda Tangan


Nama : Prof. Dr. Muhammad Nasir Hamzah, SE, M.Si
 NIP : 195912281987031001
 Unit kerja : Fakultas Ekonomi dan Bisnis UMI
 Makassar

LEMBAR
HASIL PENILAIAN SEJAWAT SEBIDANG ATAU PEER REVIEW
KARYA ILMIAH : PROSIDING*

- Judul karya ilmiah(paper) : **Effect of The Quality Of Services on Customer Satisfaction in Port of Indonesia IV (Persero) Makassar.**
- Jumlah Penulis : 3 (Tiga) orang (Fauziah F.Farawowan,Muklis Kanto,Mugiati)
- Status Pengusul : Penulis ketiga (ke-3)
- Identitas prosiding : a. Judul Prosiding : Proceeding of 2 st International Conference ,on Technology, Management, and Social Sciences (ICTMSS-2016)
- b. ISBN/ISSN : ISBN 978-967-14082-1-6
- c. Tahun Terbit, Tempat Pelaksanaan: 5 November 2016, Jayapura, Papua-Indonesia
- d. Penerbit/organiser : Nilai Field Consultancy Training, Malaysia(NFCT)
- e. Alamat repository PT/web prosiding: www.http://nfct.co.uk
- Kategori Publikasi Makalah (beri ✓ pada kategori yang tepat) : *Prosiding Forum Ilmiah Internasional*
 Prosiding Forum Ilmiah Nasional

Hasil Penilaian *Peer Review* :

Komponen Yang Dinilai	Nilai Maksimal <i>Prosiding</i>		Nilai Akhir Yang Diperoleh
	Internasional <input type="checkbox"/>	Nasional <input type="checkbox"/>	
a. Kelengkapan unsur isi paper (10%)	1,5		1,5
b. Ruang lingkup dan kedalaman pembahasan (30%)	4,5		4,4
c. Kecukupan dan kemutakhiran data/informasi dan metodologi (30%)	4,5		4,4
d. Kelengkapan unsur dan kualitas terbitan/prosiding (30%)	4,5		4,5
Total = (100%)	15		14,8
Nilai Pengusul =			
KOMENTAR/ULASAN PEER REVIEW			
• Kelengkapan dan Kesesuaian Unsur	Makalah telah ditulis Sesuai dengan standar penulisan Seminar Internasional		
• Ruang Lingkup dan Kedalaman Pembahasan	Pembahasan Makalah mencakup ruang lingkup Manajemen , dan kedalaman pembahasannya sangat baik		
• Kecukupan dan Kemutakhiran Data/Informasi dan Metodologi	Kecukupan dan kemutakhiran data terpenuhi dan penerapan metodologi sangat baik.		
• Kelengkapan Unsur dan Kualitas Penerbit	Penerbit Prosiding memiliki nomor ISBN hal ini menunjukkan kualitasnya sangat baik dan kelengkapan unsur terpenuhi.		

Makassar, 05 Februari 2021

Reviewer 2 :

Tanda Tangan

Nama : Prof. Dr. H.Syamsu Alam, SE, M.Si, CIPM

NIP : 196007031992031001

Unit kerja : Fakultas Ekonomi dan Bisnis UNHAS Makassar