



**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 indigenou 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 amomg 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. Khatijah 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>1541-1561</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>1562-1582</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>1583-1603</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>1604-1624</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>1625-1645</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>1646-1666</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>	

ICMTSS - 2016

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

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>	

The Analysis of Public Service Quality on Public Satisfaction In General of The BPS Yahukimo Region

Mugiati(1)

University of Science and Technology Jayapura Indonesia

E-mail : mugiatiustj@gmail.com

Fauzia.F.Farawowan(2)

COLLEGE OF ECONOMICS PORT NUMBAY

M.Yusuf Goulam (3)

COLLEGE OF ECONOMICS PORT NUMBAY

Muhammad Irfan Aditama, (4)

University of Science and Technology Jayapura Indonesia

ABSTRACT

The purpose of this study is to examine and analyze on people's satisfaction with quality of services the Central Bureau of Statistics Yahukimo and public perception of anti-corruption related to penyelenggaraan Statistics in Yahukimo.

This research was conducted by collecting data from respondents. The data is taken from a representative sample of the entire population, and the sample taken is as much as 40 samples. While the method of analysis used is by using the application of the Index, Importance Performance Analysis (IPA) and Diskriptif. Application of this method is done in order to determine the priority of attributes that must be corrected and provide recommendations for improvement of service at the Department of Education Yahukimo.

The results showed the Central Bureau of Statistics Yahukimo From the application of such methods can be seen that the result of 1). Customer satisfaction on the quality of services BPS Yahukimo obtained an average score of 2.8115 (Satisfied) whereas the hope of obtaining an average score of 3.3510 (important) so that the index of customer satisfaction with the service is 2.8185 Yahukimo BPS (Central Board service Statistical rated "Good"), 2) Customer Satisfaction against BPS Data Quality Yahukimo variety of social statistical data on average 2.9532 (Good), wide production statistics an average score of 3.1746 (Good), statistic distribution and services 3 , 0000 (good), Variety Balance and Statistical Analysis 2.9793 (good). 3) Public perception of anti-corruption related to the collection of statistics an average score of 3.0864 quality of service (included in the category Disagree means that citizens consider that in the Central Bureau of Statistics Yahukimo not happen opportunities of corruption), and the mean average expectation score of 2.5702 (Important), so that the satisfaction index of 3.0734 (public perception of anti-corruption related to the collection of statistics on the Central Bureau of statistics Yahukimo "Good")

Keywords: Public Satisfaction, Quality of Service, Anti-Corruption.

1. Background of the study

Bureaucratic reform is one of the first steps to structuring a good, effective and efficient system of governance. This is expected to form a bureaucracy that serves the community quickly, precisely, and professionally. The same thing must be done by the Central Statistics Agency (BPS) as one of the Non-Ministry Government Agencies. The Central Statistics Agency (BPS) has the duty to provide complete, accurate, and up-to-date statistical data in realizing the National Statistics System. This is stated in Law Number 16 of 1997 concerning Statistics and Government Regulation Number 51 of 1999 concerning Implementation of Statistics. Thus BPS as a public institution has a role in providing services for data requests and statistical information.

The Central Statistics Agency is a Non-Ministerial Government Institution that reports directly to the President. Previously, BPS was the Central Bureau of Statistics, which was formed based on Law Number 6 of 1960 concerning the Census and Law Number 7 of 1960 concerning Statistics. As a substitute for the two laws, Law Number 16 of 1997 concerning Statistics was stipulated. Based on this Act which is followed up with the laws and regulations below, the name of the Central Statistics Bureau has been changed to become the Central Statistics Agency. Material which is new content in Law Number 16 of 1997, among others: Types of statistics based on their intended use consist of basic statistics that are fully organized by BPS, sectoral statistics carried out by Government agencies independently or together with BPS, as well as special statistics held by institutions, organizations, individuals, and / or other elements of the community independently or together with BPS, Statistics results held by BPS are published in the Official Gazette of Statistics (BRS) regularly and transparently so that people easily find out and or get the required data. Reliable, effective and efficient National Statistics System. The establishment of the Statistical Society Forum as a forum to accommodate the aspirations of the statistical community, which is tasked with providing advice and consideration to BPS.

Based on the law mentioned above, the roles that must be carried out by BPS are as follows: (1) Providing data needs for the government and the community. This data is obtained from censuses or surveys conducted alone and also from other government departments or institutions as secondary data, (2) Helping statistical activities in departments, government agencies or other institutions, in building national statistical systems, (3) Developing and promoting standards statistical techniques and methodologies; and providing services in the field of statistical education and training. (4) Building cooperation with international institutions and other countries for the benefit of the development of Indonesian statistics.

The quality of services provided by the Yahukimo Province BPS needs to be evaluated regularly and continuously. The evaluation is intended so that BPS services can carry out their duties and roles in improving the quality of statistical administration. The evaluation is not only done by internal circles but also needs to be done by other parties. The hope is

to obtain an assessment objectivity. Yahukimo Province is one of the new districts formed through the division of Jayawijaya Regency. Data and information needs are very necessary for planning needs and other needs in the district. In order to measure the satisfaction and expectations of BPS services to BPS data users in Yahukimo Province, a BPS consumer satisfaction survey was conducted in 2015.

2. Theoretical Framework

Engel, Roger & Miniard (1994) say that satisfaction is a post-consumption evaluation to choose several alternatives in order to meet expectations. Band (in Nasution, 2005) says that satisfaction is achieved when quality meets and exceeds the expectations, desires and needs of consumers. Conversely, if quality does not meet and exceed the expectations, desires and needs of consumers, satisfaction is not achieved.

Sumarwan (2003) explains the theory of consumer satisfaction and dissatisfaction formed from the expectation disconfirmation model, which explains that customer satisfaction or dissatisfaction is the impact of a comparison between customer expectations before a purchase and actually obtained by customers from the product or service. Customer expectations when buying actually consider the function of the product (product performance).

Product functions include:

- a. The product can function better than expected, called disconfirmation positive (positive disconfirmation). When this happens the customer will feel satisfied.
- b. The product can function as expected, called confirmation simple (simple confirmation). The product does not give satisfaction and the product does not disappoint so customers will have feelings neutral.

The concept of service quality can also be understood through "consumer behavior" (consumer behavior), namely the behavior played by consumers in finding, buying, using and evaluating a service product that is expected to meet their needs. Consumer decisions to consume or not consume goods / services are influenced by various factors, including perceptions of service quality. This shows that there is a strong interaction between customer satisfaction and service quality. (Harbani Pasolong, 2007: 135).

In general, an index is a systematic guide to the units contained in, or a concept derived from a collection of entities or databases. Besides that, in a practical sense the index can also be defined as a list of alphabetical references that are usually found at the end of a book. In library science the index has a broad meaning, which in general can be interpreted as a record of the values of various attributes that are expected to be used as a basis for information retrieval.

While the Community Satisfaction Index (IKM) is data and information about the level of community satisfaction obtained from quantitative and qualitative measurements of public opinion in obtaining services from public service providers by comparing their expectations and needs. Based on the principle of service 14 (fourteen) minimum elements that must be available for the basis for measuring SMIs are as follows:

- Service Procedure, which is the ease of the stages of service provided to the community in terms of simplicity of service flow
- Service Requirements, namely technical and administrative requirements needed to obtain services according to the type of service
- Clarity of Service Officers, namely the presence and certainty of officers who provide services (name, position and authority and responsibilities)
- Discipline of service Officers, namely the seriousness of officers in providing services, especially on the consistency of working time in accordance with applicable regulations
- Service Officers' responsibilities, i.e. clarity of authority and responsibilities of officers in administering and completing services
- Capability of Service Officers, i.e. the level of expertise and skills possessed by officers in providing / completing services to the community
- Speed of Service, i.e. target service time can be completed within the time specified by the service delivery unit
- Fairness to Get Services, namely the implementation of services by not distinguishing the groups / status of the community served
- Staff Courtesy and Friendliness, namely the attitude and behavior of officers in providing services to the community in a polite and friendly manner and mutual respect and respect
- Reasonableness of Service Cost, which is the community's affordability to the amount of costs determined by the service unit
- Service Cost Certainty, which is the compatibility between the fees paid and the fees that have been set
- Certainty of Service Schedule, i.e. the implementation of service time, in accordance with predetermined provisions
- Environmental Comfort, namely the condition of facilities and infrastructure of services that are clean, neat, and orderly so as to provide comfort to the recipient of the service
- Service Security, i.e. the guaranteed level of environmental security of the service provider unit or the means used, so that the public feels about getting services against the risks caused by the implementation of the service.

3. ANALYSIS

1. Index

This study was conducted to obtain an anti-corruption index, and a service quality index, an index number needed in evaluating the implementation of bureaucratic reform, public service imagery, and reporting related to BPS's performance in Yahukimo District.

a. Service Quality Index

The service quality index is prepared by referring to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform (PERMENPAN-RB) No.16 of

2014 concerning Guidelines for Surveying Public Satisfaction of Public Services. This data is then analyzed by segmentation based on user education.

b. Anti-Corruption Index

Anti-corruption index is needed to get a picture of the readiness of service units in the framework of forming Integrity Zones and Corruption-Free Areas (WBK) and Regions

Clean Serving Bureaucracy (WBBM). The Anti-Corruption Index needs to be analyzed by segmentation based on user education.

2. Importance Performance Analysis (IPA)

Importance Performance Analysis (IPA) is one of the tools in evaluating performance. The IPA method is also known as the Quadrant Analysis (quadrant analysis). The IPA method has been generally accepted and used in various fields of study because of its ease of application and display of analysis results that facilitate the proposed improvement of performance. The IPA method has the main function of displaying information related to service factors which according to consumers / customers / users greatly affect their satisfaction or loyalty and service factors which according to consumers need to be improved (improvement) because the current conditions are not yet satisfactory. In this method the average level of importance is denoted by Y and the average level of satisfaction (performance) denoted by X will be plotted into the Cartesian quadrant consisting of 4 quadrants.

a. First Quadrant First Quadrant First Quadrant First Quadrant,

"Increase Performance" (high importance & low performance).

This quadrant is located in the upper left, which means the top priority is performance improvement (Performance Improvement). This quadrant contains satisfaction indicators that are considered important by service users, but in reality the performance of these indicators is not in line with the expectations of service users. The performance of the indicator is lower than the expectations of service users for the indicator. The indicators contained in this quadrant must be further improved in order to meet the expectations of stakeholders / service users. The trick is to make continuous improvements to the indicators that are still low in performance, so that the performance in this quadrant will increase.

b. Second quadrant, second quadrant, second quadrant, second quadrant, "maintain performance"

(high importance & high performance).

This quadrant is located in the upper right, which means that performance can meet the expectations of service users and try to maintain that performance. This quadrant contains an indicator of satisfaction that is considered important by service users and its performance is considered to be in accordance with what is felt by service users, so the level of satisfaction is relatively high. Indicators of stakeholder satisfaction / service users included in this quadrant must be maintained because all of these satisfaction indicators make the product / service superior in the eyes of stakeholders / users.

c. Third quadrant, third quadrant, third quadrant, third quadrant, "Low Priority" (low importance & low performance).

This quadrant is located on the lower left, which means low priority. This quadrant contains indicators of satisfaction that are considered less important by service users and in fact the performance of this indicator is not too special. Improved performance of the indicators of satisfaction of stakeholders / service users included in this quadrant can be reconsidered because the effect on the benefits felt by stakeholders / service users is very small.

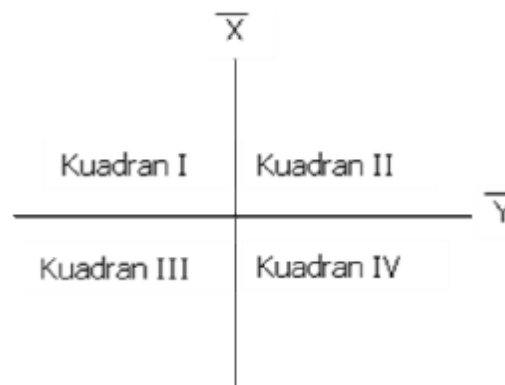
d. Fourth quadrant, fourth quadrant, fourth quadrant, fourth quadrant,

"Tends to Be Excessive" (low importance & high performance)

This quadrant is located on the lower right, which means excessive performance while service users consider it less important. contains indicators of satisfaction that are considered not important by stakeholders / service users. Indicators of stakeholder satisfaction / service users included in this quadrant can be reduced so that the work unit of the index owner can make resource savings.

Figure 3.1

Cartesian Importance Performance Analysis (IPA) Quadrant



2. Description

a. Percentage

Descriptive analysis using measurements meets the needs of key performance indicators (KPI) for service quality

b. Diagrams and Charts

Diagrams and graphs can be one of the tools that can be used is Radar Diagrams can be used to analyze inequalities between service attributes. Therefore, this analysis is needed in understanding service quality variables.

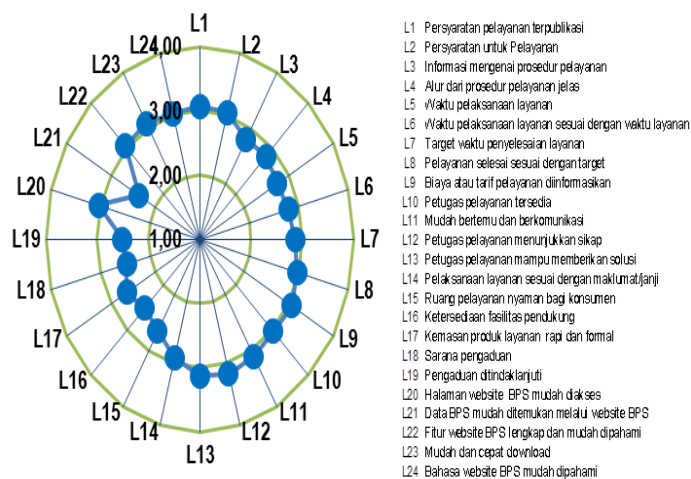
3. Research Results

Tabel 4.1
Average Satisfaction Scores and Expectations and Consumer Satisfaction Index
Against BPS Yahukimo Service Quality

Hal yang dinilai	Average Service Quality	Average Repair Expectations	Satisfaction Index
Published service requirements or posted in a place that is easily seen both in the service room and on the website in a language that is easily understood according to the type of service	3,0750	3,3250	3,0677
Requirements for getting services are easily met	2,8250	3,3250	2,8045
Information about service procedures published or posted in a place that is easily visible both in the service room and on the website and can be known by all service users	2,8500	3,3000	2,8333
The flow of service procedures is clear	2,8500	3,3000	2,8485
When the service is published or posted in a place that is easily seen both in the service room and on the website	2,7750	3,2500	2,7923
Service implementation time is according to service time	3,0750	3,3500	3,0522
The target time for the completion of services that are published or posted in a place that is easily seen both in the service room and on the website	3,0500	3,2500	3,0615
Services completed in accordance with the target time of completion of services	3,1000	3,3000	3,0985
Service fees or tariffs are clearly informed and can be accessed easily by service users either through the service room or website	3,0500	3,1500	3,0794
Service personnel are available in sufficient numbers / balance with the number of consumers	2,8500	3,4250	2,8540
Easily meet and communicate with service personnel	2,9750	3,3000	2,9924
Service officers show preparedness, speed and agility in serving	3,0750	3,3250	3,0602
Service personnel are able to provide solutions to every problem both administrative and technical for the services provided	3,0250	3,3000	3,0303
Service delivery is in accordance with the stipulated notice / service promise	2,9750	3,4250	2,9562
The service room is comfortable for consumers	3,0750	3,4000	3,0809
Availability of supporting facilities in BPS service rooms such as internet facilities (wifi)	3,0750	3,3250	3,1053
Neat and formal product packaging services	3,0000	3,1500	3,0159
Means of complaints are provided for consumers to provide complaints / complaints about the perceived service	2,9000	3,2250	2,9147
Consumer complaints / suggestions / input are followed up properly	3,0500	3,2750	3,0305
BPS website pages are easily accessible	3,3000	3,3500	3,2985
BPS data is easy to find through the BPS website	3,2750	3,4250	3,3284
Website BPS features complete and easy to	3,2750	3,3500	3,2761

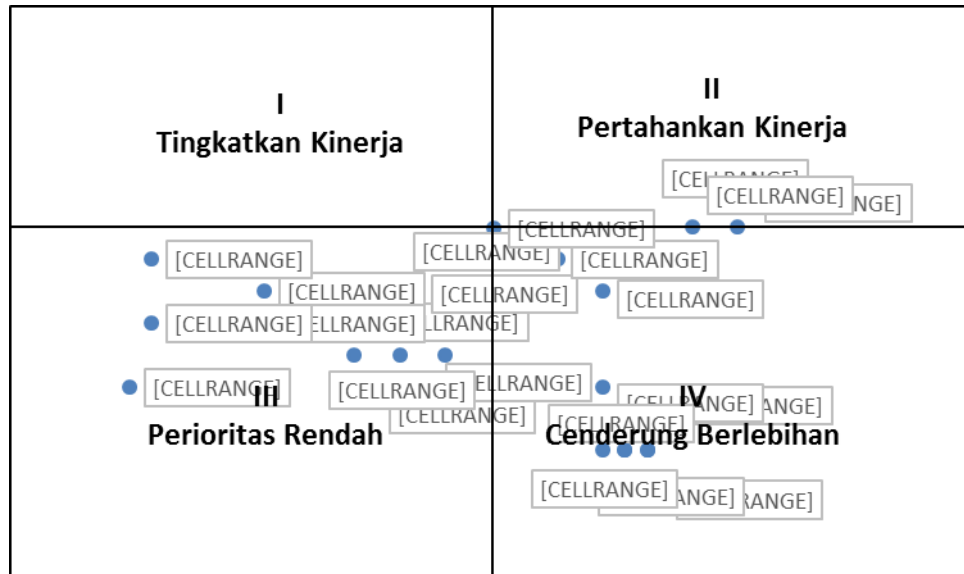
understand (tables, graphs, maps)			
Easy and fast to get (download) BPS data	3,2250	3,4000	3,2426
BPS website language is easy to understand	3,2750	3,3750	3,2815
average	3,0417	3,3167	3,0461

Figure 4.1
Radar Graph of Consumer Satisfaction Index Against BPS Service Quality
in the province of Yahukimo



the radar chart above, overall 24 indicators of customer satisfaction with BPS service quality show BPS customer satisfaction in Yahukimo Province. The indices that L1, L6, L7, L8, L9, L12, L14, L15, L16, L17, L19, L20, L21, L22, L23 and L 24 show satisfaction by consumers, this indicates that BPS services in Yahukimo Province are running Well

Figure 4.2
Cartesian Quadrant Consumer Satisfaction & Expectation Score
On the Quality of BPS Yahukimo Services



Based on the Cartesian quadrant shows that there are 0 indicators contained in quadrant I this indicates that service satisfaction is above the BPS consumer expectations, so there is no need for performance improvement so that it can answer the expectations of BPS consumers. Whereas in quadrant II there are 4 indicators that need to be maintained this indicates that this indicator is a superior BPS product to be maintained in the future, for quadrant III there are 10 indicators which need to be considered to be the focus of BPS service improvement, this is because the benefit for consumers / stakeholders has a relatively small influence, and for quadrant IV there are 10 indicators that tend to be excessive which indicates that BPS consumers are less important even though customer satisfaction is very good, so it is necessary to reduce resources by BPS to not tend to focus on indicators this.

Public perception of anti-corruption behavior related to the administration of BPS in Yahukimo Province.

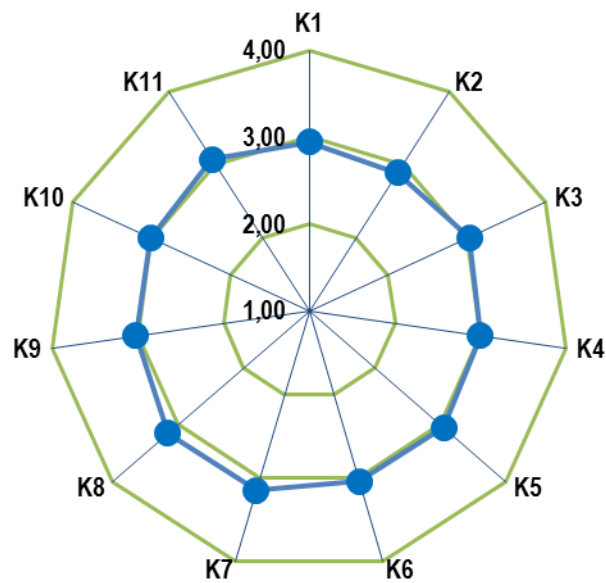
There are at least 11 indicators used in measuring anti-corruption behavior in the BPS unit / office environment in Yahukimo Province.

Tabel 4.2
Average Satisfaction and Expectation Scores and Anti-Corruption Behavior Index
in BPS in the Province of Yahukimo

The thing being assessed	Average Service Quality	Average Repair Expectations	Anti-Corruption Index
Service systems and procedures have the opportunity to cause service learning,	2,8750	2,3500	2,9468
Service personnel offer services to speed up the process outside the procedure and time	2,8750	2,3250	2,8925
Service personnel accept offers to perform services outside of procedure and time	3,0000	2,3000	3,0326
Service personnel provide services outside the procedure and time	2,9250	2,3500	3,0000
There is brokering practice	3,0000	2,3500	3,0532
The fees paid are not according to the specified service rate	3,1000	2,4250	3,0515
The service officer asks for compensation in the form of money / goods outside the official rate	3,1750	2,5000	3,1600
Service personnel accept offers to perform services outside the official rate	3,1750	2,4500	3,1531
Service officers differentiate the treatment of data users in providing services	3,0000	2,3500	3,0213
There are types of services other than those specified which indicate fraud	2,9500	2,4000	3,0104
Service staff receive gifts / goods from users of gratuities)	3,0500	2,2750	3,0769
Total	3,0114	2,3705	3,0362

As a whole the anti-corruption index of BPS in Yahukimo Province is 3.0362 (Good) which indicates that based on 11 indicators as a measure shows the existence of anti-corruption behavior in the BPS office / unit environment.

Figure 4.3
Radar Chart of Anti-Corruption Behavior Index in BPS Unit Environment



Meanwhile, if traced to each indicator through the radar graph shows that there is no chance of corruption on all indicators: there are 11 indicators.

5. Conclusions and suggestions

Based on the results of the analysis carried out above and observations made in the field, it can formulate several conclusions and at the same time suggestions, namely:

1. In connection with the results of this study, it can be concluded that BPS services in Yahukimo Province both in terms of 2 (two) categories, namely service quality, and anti-corruption, the average results obtained are good, but even so, improvements must be made to build facilities. adequate and better and more technologically advanced service equipment procurement according to the needs of the community in order to serve the community quickly and appropriately.

2. Providing data needed by the community, especially data for needs that are general needs so that they are easily obtained and easily provide information to the public.

REFERENCES

- Basu, Swastha, 2000. Principles of Marketing, Liberty, Yogyakarta
- Basrowi & Suwandi, 2008; Understanding Qualitative Research, Rineka Cipta, Jakarta.
- Bungin, B.H.M. 2007; Qualitative Research - Communication, Economist, Public Policy and other Social Sciences, Kencana Prenada Media Group, Jakarta.

- Burhan, U, 2006; Basic Concepts of Microeconomic Theory Accompanied by Examples of Problems and Solutions, BPFE Unibraw, Malang.
- Dawid, H; 1997; On the Emergence of Exchange and Mediation in a Production Economy, Journal of Economic Behavior and Organization, Vol 41 (2000) 27-53.
- Hadi, Sutrisno, 2001; Research Methodology, First Edition, Eighteenth Printing, Andi Publisher, Yogyakarta.
- Kotler P., 2001, Marketing Management in Indonesia: Analysis, Planning, Implementation and Control, Salemba Empat, Jakarta.
- Mankiw, N.G., 2006; Introduction to Microeconomics, Indonesian Edition, 3rd Edition, Salemba Empat, Jakarta
- Miles, B.M & A.M. Huberman, 1994; Qualitative Data Analysis, Second Edition, SAGE, London.
- Miller, R. L. and R.E.Meiners; 1997; "Micro Intermediate Economic Theory", Third Edition, PT RajaGrafindo Persada, Jakarta.
- Patilima, Hamid, 2007; Qualitative Research Methods, Alfabeta, Bandung.
- Peter, Paul J & J.C. Olson, 1999; "Consumer Behavior and Marketing Strategy", Fourth Edition, Richard D Irwin Inc., New York.
- Salvatore D .; 1992; Microeconomic Theory, Third Edition, Schaum Theory Book Series and Problems, Erlangga, Jakarta.
- Samuelson, P.A. and W.D. Nordhaus, 2003; Microeconomic Science, 17th Edition, Indonesian Edition, Global Media Education, Jakarta.
- Sugiyono, 2008; Understanding Qualitative Research, Alfabeta, Bandung
- Sukidin, Basrowi, 2002; Qualitative Research Methods in Micro Perspectives, Insane Scholar, Surabaya.
- Yin, R.K., 2003; Case Study Research, Design and Method, Third Edition, Sage Publication, London.

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

Judul karya ilmiah(paper) : **Analysis of Public Service Quality on Public Satisfaction in BPS Yahukimo Region.**

Jumlah Penulis : 4 (Empat) orang (Mugiati, Fauziah F.Farawowan, Yusuf Goulam, Muhammad Irfan Aditama)

Status Pengusul : Penulis Pertama (ke-1)

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 <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		4,5
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		14,9
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) : **Analysis of Public Service Quality on Public Satisfaction in BPS Yahukimo Region.**
- Jumlah Penulis : 4 (Empat) orang (Mugiati, Fauziah F.Farawowan, Yusuf Goulam, Muhammad Irfan Aditama)
- Status Pengusul : Penulis Pertama (ke-1)
- 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 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		4,5
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		14,9
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 2022

Reviewer 2 :

Tanda Tangan

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

NIP : 196007031992031001

Unit kerja : Fakultas Ekonomi dan Bisnis UNHAS Makassar