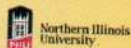


*Book of Abstracts*

**2<sup>nd</sup> International Conference on  
Education, Science, and Technology (ICEST)**  
"ENHANCING EDUCATION, SCIENCE, AND TECHNOLOGY  
FOR SUSTAINABLE DEVELOPMENT"

Makassar, March 11<sup>th</sup> - 12<sup>th</sup>, 2017





## PREFACE

The 2<sup>nd</sup> International Conference on Education, Science, and Technology (ICEST) was held at the Pinisi Tower of Universitas Negeri Makassar, Makassar, Indonesia, 11–12 March 2017. The 2<sup>nd</sup> ICEST 2017 provides a forum to bring together a large number of academicians, researchers, and professionals around topics of education, science, and technology to be engaged in knowledge sharing. The conference aims at developing sustainable development goal in education, science, and technology, making education as main focus to develop community, and developing community character.

We express our truthful appreciation to Rector of Universitas Negeri Makassar as honorary chair who supported this event. Many thanks to all the Editorial Board who have reviewed the papers. We convey gratitude to all the keynote speakers and committee. We received 338 papers and after rigorous review, 208 papers were accepted. The participants came from 10 countries. There were 3 (three) Parallel Sessions, 16 (sixteen) class, and five Keynote Speakers. It is an honor to present this volume published by CRC Press/Balkema (Taylor & Francis Group) and we sincerely thank all authors for their excited and meaningful role.

Lastly, we would like to express gratitude the members of the steering committee and the organizing committee for their commitment to organize this event. We also express our gratitude for the financial support from the conference sponsors for the success of the 2<sup>nd</sup> ICEST 2017.

The 2<sup>nd</sup> ICEST 2017 Abstract Editor,

Prof. Dr. Cutran Darma Diruwan, M.EMD.



**2<sup>nd</sup> International Conference on  
Education, Science, and Technology (ICEST)**  
ENHANCING EDUCATION, SCIENCE, AND TECHNOLOGY FOR SUSTAINABLE DEVELOPMENT

**EDITORIAL BOARD**

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**2<sup>nd</sup> International Conference on  
Education, Science, and Technology (ICEST)**  
ENHANCING EDUCATION, SCIENCE, AND TECHNOLOGY FOR SUSTAINABLE DEVELOPMENT

**TIME SCHEDULE**

**Four Points Hotel, Sheraton Makassar  
Jalan Landak Baru No. 130, Makassar, South Sulawesi, Indonesia**

Saturday, March 11 <sup>th</sup> , 2017		Moderator
08.00-09.00	Registration	Committee
09.00-10.00	Opening Ceremony:	MC
	▪ Traditional Dance	
	▪ Indonesia Raya Song	
	▪ Mars of Universitas Negeri Makassar	
10.00-10.30	▪ Report of the Chairman of the Committee	Committee
	▪ Speech of Rector and also opened the event	
10.00-10.30	Coffee Break	Committee
10.30-12.00	Keynote Speakers:	Dr. Ed. Faridah, M.Sc.
	1. Dr. Yusri bin Kamin (Universiti Teknologi Malaysia, Malaysia)	
	2. Dr. Grace Skrzypiec (Flinders University, Australia)	
12.00-13.00	Lunch time	Committee
13.00-14.30	Parallel Session	Prof. Oslan Jumadi, M.Phil., Ph.D
		Dr. Ed. Faridah, M.Sc.
		Widya Karmila Sari A., S.Pd., M.Pd.



**2<sup>nd</sup> International Conference on Education, Science, and Technology (ICEST)**  
"ENHANCING EDUCATION, SCIENCE, AND TECHNOLOGY FOR SUSTAINABLE DEVELOPMENT"

The 3<sup>rd</sup> floor, Theater Room of Pinisi Tower  
Universitas Negeri Makassar, Makassar, South Sulawesi, Indonesia

Sunday, March 12 <sup>th</sup> , 2017		Moderator
08.00-09.00	Registration	Committee
09.00-09.30	Traditional Dance	MC
09.30-10.00	Coffee Break	Committee
10.00-12.00	<b>Keynote Speakers:</b>	
	1. <b>Dr. CHOO Shen Li Suzanne</b> (National Institute of Education, Singapura)	
	2. <b>Dr. Sharyn Graham Davies</b> (Auckland University of Technology, New Zealand)	<b>Prof. Oslan Jumadi, Ph.D</b>
	3. <b>Prof. Doris MacDonald</b> (Northern Illinois University, USA)	
12.00-13.00	Lunch time	Committee
13.00-15.00	Parallel Session	1. Dr. Ed. Faridah 2. Widya Karmila Sari A., S.Pd., M.Pd 3. Dr. A. Mu'nisa, M.Si 4. Dr. Lu'mu, M.Pd. 5. Dr. A. Mushawwir Taiyeb, M.Kes. 6. Andi Anto Patak, S.Pd., M.Pd., Ph.D
15.00-15.30	Coffee Break	Committee
15.30-17.00	Parallel Session	1. Dr. Ed. Faridah 2. Widya Karmila Sari A., S.Pd., M.Pd. 3. Dr. A. Mu'nisa, M.Si 4. Dr. Lu'mu, M.Pd. 5. Dr. A. Mushawwir Taiyeb, M.Kes. 6. Andi Anto Patak, S.Pd., M.Pd., Ph.D
17.00-17.15	Closing	Committee



**2<sup>nd</sup> International Conference on Education, Science, and Technology (ICEST)**  
"ENHANCING EDUCATION, SCIENCE, AND TECHNOLOGY FOR SUSTAINABLE DEVELOPMENT"

**List of Author Parallel Session 1 (Class A)**

No.	Paper Code	Paper Title	Institution
1	001-SP-ICEST-2017 R. Nur	Investigating the performance of embossing on fins wheel of agricultural tractor	Politeknik Negeri Ujung Pandang
2	015-SP-ICEST-2017 A. Abidah	Symbols of social strata border in traditional house architecture	Technische Universität of Wien
3	020-RY-ICEST-2017 D. M. Khairina	Building android based game using Fuzzy Sugeno Method	Mulawarman University
4	021a-SP-ICEST-2017 T. Dirgahayu	Students' perception on flipped learning in Software Engineering course	Universitas Islam Indonesia Yogyakarta
5	022-SP-ICEST-2017 I. K. Yusri	Mobile learning for teachers training in Indonesia: The potential of mobile phones as the device	Politeknik Negeri Ujung Pandang
6	023-SP-ICEST-2017 I. A. Ahmad	Reliability of rice husk ash as substitution of Portland Composite Cement producing green concrete	Universitas Negeri Makassar
7	026-SP-ICEST-2017 D. Darwis	Purification and characterization of SiO <sub>2</sub> based quartz sand from Pasir Putih Village, South Pamona District	Tadulako University Palu
8	046-SP-ICEST-2017 L. O. Ngkoimani	Impacts of nickel laterite post-mining activities on the level of Cr <sup>6+</sup> , Fe <sup>3+</sup> , Ni <sup>2+</sup> heavy metal contamination in river sediments	Halu Oleo University, Kendari
9	056-SP-ICEST-2017 K. Ornan	On environmental effect of reed as filler in structural bricks	Halu Oleo University, Kendari
10	107-SP-ICEST-2017 F. Daud	The effect of sediment particle size to sedimentation in culvert box (Culvert MEL)	Muhammadiyah University, Makassar
11	112-SP-ICEST-2017 M. Hidayat	Intelligent algorithm for short-term load forecasting using fuzzy logic-flower pollination algorithm in 150 kV Makassar area system	Universitas Hasanuddin
12	116-SP-ICEST-2017 A. Azis	Recharge reservoir blockage prevention with sediment filter pond model	Politeknik Negeri Ujung Pandang
13	133-SP-ICEST-2017 W. Samusi	Comparison of the methods to estimate missing values in monthly precipitation data	Universitas Negeri Makassar
14	182-SP-ICEST-2017 M. Y. Yunus	Application ant colony optimization for load frequency control in wind diesel hybrid power system	Politeknik Negeri Ujung Pandang
15	230-SP-ICEST-2017 S. Antaria	The ability of natural zeolite Toraja South Sulawesi as absorbent heavy metal copper (Cu)	Universitas Muhammadiyah Makassar

List of Author Parallel Session 1 (Class B)

No.	Paper Code	Paper Title	Institution
1	024-SP-ICEST-2017 Rosmaladewi	Implementational spaces of language policy in Indonesian higher education	Politeknik Pertanian Negeri Pangkep
2	037-SP-ICEST-2017 H. Wirawan	Teachers' work satisfaction, the role of task commitment and quality of teaching	Universitas Hasanuddin
3	039-SP-ICEST-2017 H. Mahmud	Building culture of effective school through visionary leadership in Sekolah Menengah Atas Negeri 2 Palopo	IAIN Palopo
4	059-SP-ICEST-2017 K. Husain	Learning management system towards learner's independent learning	International Islamic University Selangor, Malaysia
5	080-SP-ICEST-2017 R. B. Umar	Paradigm of environmental teacher public high schools in the City of Makassar	Universitas Pejuang R.I Makassar
6	102-SP-ICEST-2017 S. S. Fitriani	Visualization, comprehension, and the importance of an evaluation framework	Syah Kuala University
7	113-SP-ICEST-2017 Muliadi	Representation multicultural values of text poetry in the study hermeneutics	Universitas Muslim Indonesia
8	121-SP-ICEST-2017 F. Zainuddin	Role of teacher and parents in solving students learning difficulties	IAIN Palopo
9	123-SP-ICEST-2017 F. Gunawan	Lecturers' language style and higher students' academic emotions in Indonesia	Islamic State Institute of Kendari
10	149-SP-ICEST-2017 Mulyono	Academic and cultural development strategy for islamic higher education in Indonesia	UIN Maulana Malik Ibrahim Malang
11	150-SP-ICEST-2017 L.O. Almana	Learning and quality on students satisfaction and loyalty in higher education of Kendari Indonesia	Sekolah Tinggi Ilmu Ekonomi Enam Enam Kendari
12	151-SP-ICEST-2017 M. Nadir	Mini-based learning applied research in enhancing students' understanding	Universitas Hasanuddin
13	152-SP-ICEST-2017 I. S. Wekke	Religious teaching and learning in minority muslim of Manado Indonesia	Sekolah Tinggi Agama Islam Negeri (STAIN) Sorong
14	154-SP-ICEST-2017 L. Azizah	The implementation of teaching materials Deutsch als Fremdsprache in learning German	Universitas Negeri Makassar
15	178-SP-ICEST-2017 J. L. Fua	Islamic education on formation of environmental awareness in Pondok Pesantren Indonesia	UIN Kendari

List of Author Parallel Session 1 (Class C)

No.	Paper Code	Paper Title	Institution
1	040-SP-ICEST-2017 Abdullah	Citizen behavior model in urban farming development	Universitas Muslim Indonesia
2	041-SP-ICEST-2017 Sudirman	Application of inorganic fertilizers and the seedling number on growth and production of rice ( <i>Oryza sativa</i> L.)	Sekolah Tinggi Penyuhan Pertanian Gowa
3	043-SP-ICEST-2017 T. Takaendengan	Municipal solid waste generation, composition and management: Manado City	Institu Teknologi Bandung
4	052-SP-ICEST-2017 U. Amanah	Analysis of geddi leaf ( <i>Abelmoschus manihot</i> L.) as functional drink tea	Sekolah Tinggi Penyuhan Pertanian Gowa
5	063-SP-ICEST-2017 Kaharuddin	Improvement of Alfisol soil quality with filter cake, bagasse and dolomite ameliorant, and its effect on production of peanut ( <i>Arachis hypogaea</i> L.)	Sekolah Tinggi Penyuhan Pertanian Gowa
6	064a-SP-ICEST-2017 E. S. Kaseng (Ra Hasmila)	An extract of leaf bakau black on antibacterial activity and decreased of blood glucose	Universitas Negeri Makassar
7	078-SP-ICEST-2017 Dahlan	Changes of chemical soil properties of Alfisol following dolomite and bokashi of rice straw enriched filter cake and its impact on soybean ( <i>Glycine max</i> L.)	Sekolah Tinggi Penyuhan Pertanian Gowa
8	079-SP-ICEST-2017 S. Juwita	Analysis of heavy metal content of lead (Pb) from animal product in cattle that grazing in landfill of Tamangapa of Makassar City	Sekolah Tinggi Penyuhan Pertanian Gowa
9	100-SP-ICEST-2017 Arman	The growth of soybean ( <i>Glycine max</i> L.) in some doses of local microorganism (MOL) of water hyacinth and Plant Growth Promoting Rhizobacteria (PGPR) of sugarcane	Sekolah Tinggi Penyuhan Pertanian Gowa
10	101-SP-ICEST-2017 A. R. Arinong	The growth and production of baby corn with the giving of bokashi of water hyacinth ( <i>Eichornia crassipes</i> ) and PGPR (Plant Growth Promoting Rhizobacteria)	Sekolah Tinggi Penyuhan Pertanian Gowa
11	111-SP-ICEST-2017 M. I. Aryawiguna	The continuous agribusiness of blue swim crab in Pangkep Regency	Sekolah Tinggi Penyuhan Pertanian Gowa
12	145-SP-ICEST-2017 A. Hasyim	Habitat preference of rats at Bawakaraeng Mountain, South Sulawesi, Indonesia	STKIP Pembangunan Makassar
13	158-SP-ICEST-2017 M. Padri	Physiological and morphological responses to ozone exposure of coleus ( <i>Solenostemon scutellarioides</i> (L.) Codd)	Naresuan University, Phitsanulok, Thailand
14	164-SP-ICEST-2017 R. Haris	Alternative models in mangrove management based ecopreneurship in preserving the mangrove forests	Universitas Negeri Makassar
15	219-SP-ICEST-2017 F. Arfini	The effect of adding <i>Dioscorea alata</i> L. riched with glukotannan in Barusua cookies formulation	Politeknik Pertanian Negeri Pangkep

**List of Author Parallel Session 2 (Class A)**

No.	Paper Code	Paper Title	Institution
1	002-SP-ICEST-2017 H. Jaya	Simulation laboratory model integrated with blackberry smartphone as a complement of real lab for vocational school students	Universitas Negeri Makassar
2	004-ED-ICEST-2017 M. Rais	Character education models to develop anti-plagiarism behavior among students in the Faculty of Engineering	Universitas Negeri Makassar
3	005-SP-ICEST-2017 N. Jam'an	Implementation of RME approach with a background school	Universitas Negeri Makassar
4	006-SP-ICEST-2017 B. I. Sappaile	Improving the quality of learning to optimize the use of math tools	Universitas Negeri Makassar
5	011-ED-ICEST-2017 Syamsidah	Investigating the project based learning practice on students' social skill enhancement	Universitas Negeri Makassar
6	096-SP-ICEST-2017 D. Sidik	The quality of analog electronics instructional model component	Universitas Negeri Makassar
7	099-SP-ICEST-2017 A. M. Mappalotteng	The development of data communications' learning media based Role Playing Game (RPG) at SMK Telkom Makassar	Universitas Negeri Makassar
8	122-SP-ICEST-2017 R. T. Mangesa	Innovation media interactive in learning Competence Based Training (CBT) in vocational high school	Universitas Negeri Makassar
9	129-SP-ICEST-2017 Nahriana	The contribution of synergistic cooperation between vocational schools and industries in internship towards competences mastery and their impact to the graduates quality	Universitas Negeri Malang
10	131-SP-ICEST-2017 Sirajuddin	Application fuzzy logic - cuckoo search algorithm for load forecasting in 150 kV Sulselrabar electric power system	Universitas Hasanuddin
11	141-SP-ICEST-2017 A. Iskandar	The effect of open book test model in improving students' learning motivation	STMIK AKBA, Makassar
12	159-SP-ICEST-2017 I. Syamsuddin	A virtual lab model to integrate computer networking courses	Politeknik Negeri Ujung Pandang
13	176-SP-ICEST-2017 Kamrida	Model of enhancing Al-Quran learning quality in islamic higher education	Institut Islam Negeri Pahu
14	181-SP-ICEST-2017 M. Yahya	The role of self-regulation in finishing final task of vocational higher education student	Universitas Negeri Makassar
15	227-SP-ICEST-2017 Lu'mu	Learning based via media cad: A model of learning anti corruption instilling the honesty values since early age	Universitas Negeri Makassar

**List of Author Parallel Session 2 (Class B)**

No.	Paper Code	Paper Title	Institution
1	077-SP-ICEST-2017 Indurawaty	Interaction between the midwife with patients (Study of symbolic interactionism analysis Makassar City Hospital)	Poltekkes Makassar
2	081-SP-ICEST-2017 M. Natsir	Parents support and the desired to stop smoking on children	Poltekkes Makassar
3	082-SP-ICEST-2017 Muhassidah	The smoking prevention by boarding school model, for early teens in Makassar	Poltekkes Makassar
4	086-SP-ICEST-2017 A. Maryam	The effects of Lipid Nutrient Supplement (LNS) feedings on the improvement of vitamin a and zinc levels on children between 6 - 23 months of age in South-Middle Timor District of Nusa Tenggara Timur Province	Universitas Indonesia Timur
5	104-SP-ICEST-2017 Syahrudin	Integratmion of teacher certification and performance management of sport and health education teachers at primary school in Makassar	Universitas Negeri Makassar
6	120-SP-ICEST-2017 E. M. P. Dewi	Teacher psychological readiness analysis in the implementation of inclusive education	Universitas Negeri Makassar
7	128-SP-ICEST-2017 Y. Thamrin	Health and safety of migrant and young workers: Towards a conceptual model of safety education for international students in South Australia	Universitas Hasanuddin
8	134-SP-ICEST-2017 Y. S. Suardi	Risk analysis of preclampsia on pregnant women in Hospital Salewangang Maros	STIK GIA Makassar
9	138-SP-ICEST-2017 I. Revita	Matrilinial system and the activity of women trafficking in West Sumatera	Universitas Andalas, Padang
10	139-SP-ICEST-2017 A. A. Azis	Combination condom use and natural family planning method to control pregnancy among fertile-aged couples in Moslem's Community in Makassar	Universitas Negeri Makassar
11	166-SP-ICEST-2017 U. Farida	Implementation of Community Development National Program in Mamuju South Sulawesi	Universitas Tomakaka
12	177-SP-ICEST-2017 A. Faradilla	Religious knowledge and breastfeeding mothers status in Indonesia	UIN Alauddin Makassar
13	186-SP-ICEST-2017 Anto	Management of consumption pattern toward children's nutritional status of the PGRI Kindergarten Cenranae in Wajo, South Sulawesi	Universitas Indonesia Timur
14	196-SP-ICEST-2017 A. M. S. Adam	Sustainability strategy of breadwinning pattern in internalisation gender role: Study case sericulture family in Wajo Regency Indonesia	Universitas Indonesia Timur
15	221-SP-ICEST-2017 Sapruni	Service quality of community health insurance program at General Hospital Poso	Universitas Sintuwu Maroso, Poso

List of Author Parallel Session 2 (Class C)

No.	Paper Code	Paper Title	Institution
1	027-SP-ICEST-2017 T. Sulastry	Development of student worksheet plastic waste being fuel and biogas development environment based on environmental chemistry lesson	Universitas Negeri Makassar
2	064b-SP-ICEST-2017 E. S. Kaseng	Structural changes of macrozoobenthos (carbon and nitrogen compounds) on the mangrove ecosystem succession process rhizophora mucronata results for Rehabilitation in Sinjai	Universitas Negeri Makassar
3	069-SP-ICEST-2017 A. I. Suryani	Combination intervals effects of <i>Mirabilis jalapa</i> bioinsecticide and <i>Metarhizium anisopliae</i> entomopathogen fungi against <i>Spodoptera exigua</i> Larvae	Universitas Negeri Makassar
4	084-SP-ICEST-2017 Mithen	Green open space housing public company Panakkukang Makassar Indonesia	Universitas Negeri Makassar
5	085-SP-ICEST-2017 Hamidah	Quality of craft made of clothing industrial waste in Makassar	Universitas Negeri Makassar
6	097-SP-ICEST-2017 Sudding	Processing of coconut shell based on pyrolysis technology to generate renewable energy sources	Universitas Negeri Makassar
7	127-SP-ICEST-2017 S. Widodo	Biscuit formulation with addition of Mozambique tilapia fish, round <i>Sardinella</i> fish and brown rice flour	Universitas Negeri Makassar
8	136-SP-ICEST-2017 M. Wibarto	Tree vegetation structure at The Realolo Village Bantimurung Bulusaraung National Park Maros District	Universitas Negeri Makassar
9	172-SP-ICEST-2017 P. Salempa	Compounds 17,18 dihidroksil montekristin from the bark of the soursop ( <i>Annona muricata</i> Linn)	Universitas Negeri Makassar
10	179-SP-ICEST-2017 S. E. Putri	Determination of sintering temperature in synthesis of gelcasted porous ceramic	Universitas Negeri Makassar
11	180-SP-ICEST-2017 M. K. Mustami	Knowledge and attitude of environmental awareness on secondary school students	UN Alauddin Makassar
12	183-SP-ICEST-2017 Jangga	The effect of <i>Mezzetia parviflora</i> Becc. extract on cell $\beta$ regeneration in wistar rats pancreas induced by streptozotocin	Universitas Indonesia Timur
13	194-SP-ICEST-2017 B. Jalaluddin	Waste bank as an empowerment model of low income community in Makassar City	Institut Pemerintahan Dalam Negeri Makassar
14	212-SP-ICEST-2017 A. T. Rivai	The farmer knowledge in using pesticide of vegetable crop in Gowa Regency	Institut Pemerintahan Dalam Negeri Makassar
15	218-SP-ICEST-2017 M. Pawannei	Analysis of environmental impact as an instrument of mall waste management in Makassar City	Universitas Indonesia Timur

List of Author Parallel Session 2 (Class D)

No.	Paper Code	Paper Title	Institution
1	038-SP-ICEST-2017 M. Jufri	A review of leadership styles and employee's well-being in different types of organizations	Universitas Negeri Makassar
2	045-SP-ICEST-2017 H. Zainal	Influence of work motivation and discipline on employee	Universitas Negeri Makassar
3	047-SP-ICEST-2017 E. Eliyana	Fundamental analysis of ROA relationship with stock return (agribusiness companies go public)	Universitas Indonesia Timur
4	048-SP-ICEST-2017 Mardia	Development model of natural silk business through agribusiness system in Soppeng Regency	Universitas Indonesia Timur
5	108-SP-ICEST-2017 E. S. Sahabuddin	The use of portfolio in the implementation of problem-based learning model to improve student learning outcomes	Universitas Negeri Makassar
6	135-SP-ICEST-2017 A. Y. Nasrum (Afni Indahari Arifin)	The influence of in-group peer support on entrepreneurial passion	Universitas Negeri Makassar
7	144-SP-ICEST-2017 I. Muis (Lukman)	Effectiveness coaching as a method of business assistance for entrepreneur student	Universitas Negeri Makassar
8	140-SP-ICEST-2017 S. Azisah	Gender portrayal of English learning materials: Teachers' perspective	UN Alauddin Makassar
9	188-SP-ICEST-2017 S. Echdar	The influence of farmers' entrepreneurship and organizational competence on cacao productivity in Polewali Mandar, West Sulawesi Province	STIE Nobel Indonesia, Makassar
10	189-SP-ICEST-2017 R. Hasamuddin	Study of socio-economic aspect of informal transportation model in Makassar City	Universitas Indonesia Timur
11	191-SP-ICEST-2017 F. Azuz	The role of economic agent and traditional institution on the sustainability of Sasi Culture in Maluku	Universitas Bosowa/Makassar
12	192-SP-ICEST-2017 H. Wardoyo	The effectiveness of regulation on macro and micro business in Central Sulawesi (Case study: PT. Jasa Raharja)	Universitas Muhammadiyah Palu
13	193-SP-ICEST-2017 P. Halim	Dualism conflict resolution of Kadie Mandati tradition institution and their impact toward the public management asset	Universitas Indonesia Timur
14	195-SP-ICEST-2017 A.N. Insan	Effect of transformational leadership on organizational commitment and labour performance	Universitas Indonesia Timur
15	201-SP-ICEST-2017 S. Badruddin	Analysis of gender program issue toward the woman elected opportunity of head government election	Universitas Indonesia Timur

**List of Author Parallel Session 2 (Class E)**

No.	Paper Code	Paper Title	Institution
1	032-SP-ICEST-2017 M. Mahmud	Polite rituals in the classroom interaction	Universitas Negeri Makassar
2	034-SP-ICEST-2017 I. A. Samad	Forgotten rhetorical pattern of undergraduate script defence examination of public universities in Indonesia	Syah Kuala University, Aceh
3	036-SP-ICEST-2017 M. Tamar	Business culture value system scale for entrepreneur, transforming local values to a psychometric scale	Universitas Hasanuddin
4	109-SP-ICEST-2017 J. Amir	Surveillance of noise-noise Bugis as the Austronesian language family	Universitas Negeri Makassar
5	125-SP-ICEST-2017 F. Said	An analysis of tourism visit trend	Politeknik Pariwisata Makassar
6	142-SP-ICEST-2017 S. Ma'mun	The effect of recruitment, competence, motivation and organization culture on job satisfaction and performance of government employees in Indonesia	STKIP Pembangunan Indonesia Makassar
7	153-SP-ICEST-2017 Supinah	Factors affecting consumers' decisions in using BNI credit cards in Makassar	STKIP Pembangunan Indonesia Makassar
8	160-SP-ICEST-2017 S. S. Adji	Students' satisfaction in online tutorial	Universitas Terbuka
9	171-SP-ICEST-2017 A. Rahim	The role of universities in sunni and sy'i'iy to paving the ground for re-appearance of Imam Mahdi	UIN Alauddin Makassar
10	184-SP-ICEST-2017 S. Ibrahim	Study of slum community empowering model as one way to overcome poverty in Makassar City	Institut Pemerintahan Dalam Negeri Makassar
11	185-SP-ICEST-2017 W. Hamid	Study of siri masiri value on making decision to migrate in Piniis Community in Bulukumba Residence	Universitas Indonesia Timur
12	190-SP-ICEST-2017 A. Umar	The influence of governance expenditure on human development index through product of regional domestic bruto in Makassar	Sekolah Tinggi Ilmu Manajemen Indonesia (STIMI) Makassar
13	206-SP-ICEST-2017 R. Nawi	Implementation of public service policy in Makassar City, Indonesia	Universitas Pancasila Makassar
14	207-SP-ICEST-2017 M. Kanto	The influence of participative budgeting toward organizational commitment, job-relevant information and managerial performance (at Stars Hotel in Makassar)	Sekolah Tinggi Ilmu Ekonomi Makassar
15	208-SP-ICEST-2017 A. S. Siku	Law awareness and compliance toward traffic violations in Makassar City	Universitas Bosowa Makassar

**List of Author Parallel Session 2 (Class F)**

No.	Paper Code	Paper Title	Institution
1	013-SP-ICEST-2017 H. R. Hatta	Correlation measurement between high school report card grades with college student GPA using Pearson Method	Universitas Mulawarman
2	021b-SP-ICEST-2017 T. Dirgahayu	Flipping Software Engineering course to improve students' practical skills	Universitas Islam Indonesia Yogyakarta
3	087-SP-ICEST-2017 Sugiarti	Development of student work sheet based inquiry guided learning in chemistry rate reaction of student senior high school	Universitas Negeri Makassar
4	065-SP-ICEST-2017 M. Rakib	Vocational education curriculum relevance to the needs of business in the era of Asean Economic Community (AEC)	Universitas Negeri Makassar
5	071-SP-ICEST-2017 Madehang	School committee strategy on National Examination through Computer-Based Test at the State Senior High School 2 Palopo	SMA Negeri 2 Palopo
6	072-SP-ICEST-2017 A. Saman	Investigating procrastination in higher education	Universitas Negeri Makassar
7	074-SP-ICEST-2017 R. Mahmud	The development of mathematics learning model based on metacognitive strategies to foster mathematics self-efficacy of the Senior High School students	Universitas Negeri Makassar
8	083-SP-ICEST-2017 Djadir	Evoking cognitive conflict and intellectual awareness of students: A study in the topic of combinatorics	Universitas Negeri Makassar
9	110-SP-ICEST-2017 A. Dalle	The effectiveness of the Cooperative Learning Model with mind mapping type in German writing skill (schreibfertigkeit) of the students on Class XI IPA at MAN 1 Makassar	Universitas Negeri Makassar
10	119-SP-ICEST-2017 S. Djuningin	The development of Indonesian learning device discovery learning-based to enhance the students' critical thinking skills	Universitas Negeri Makassar
11	143-SP-ICEST-2017 U. Mulbar	Students' mathematical connection based on levels of mathematical abilities: Qualitative study in SLETV	Universitas Negeri Makassar
12	148-SP-ICEST-2017 H. A. Gani	Environmental education model with scripts-based Education, Develop, Society and Audio Visual (EDS-AV)	Universitas Negeri Makassar
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**List of Author Parallel Session 3 (Class B)**

No.	Paper Code	Paper Title	Institution
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List of Author Parallel Session 3 (Class C)

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List of Author Parallel Session 3 (Class D)

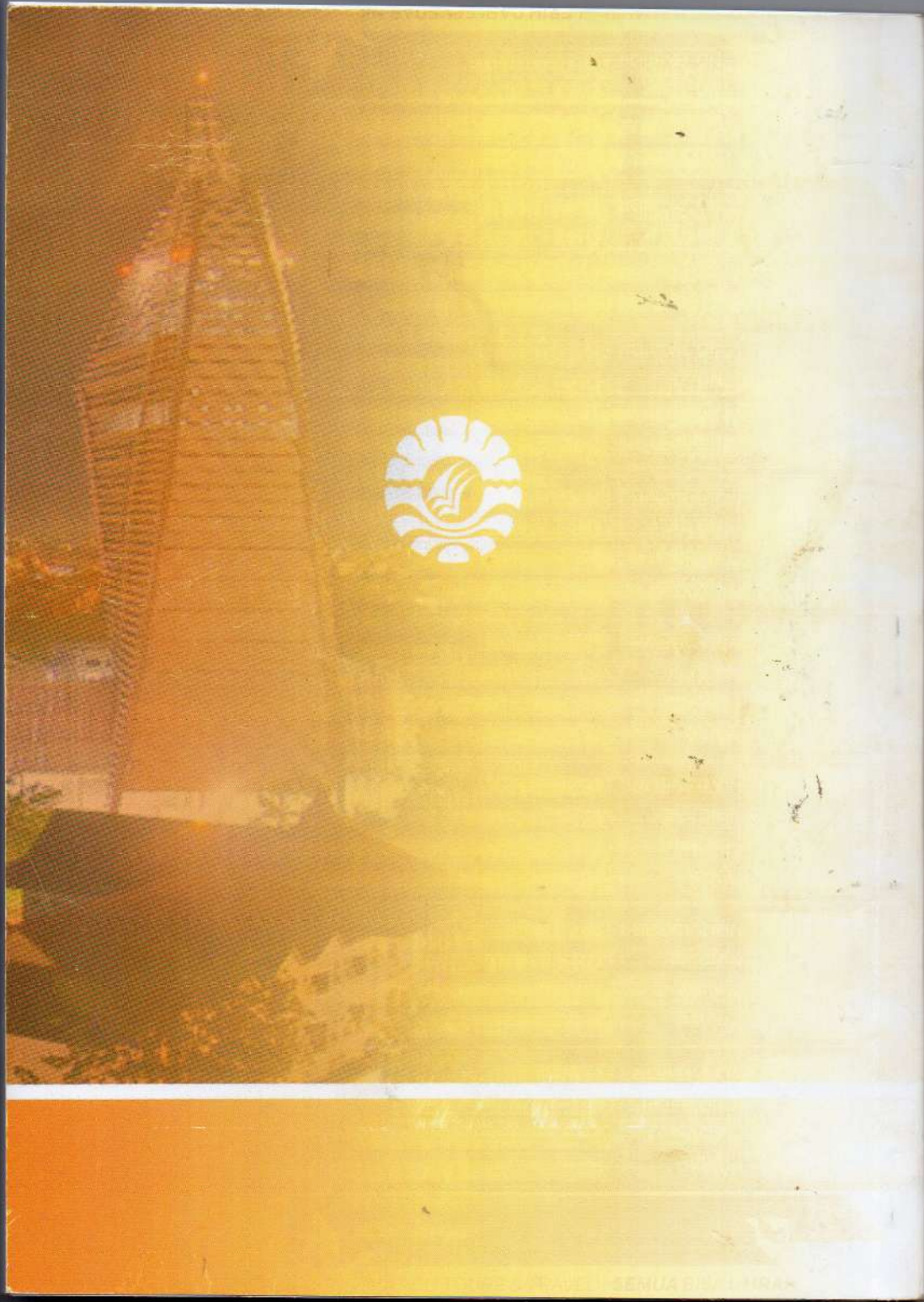
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# **The Analysis Public Service Quality of Public Satisfaction In General of The BPS Papua**

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## **ABSTRACT**

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

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 Papua.

The results showed the Central Bureau of Statistics Papua From the application of such methods can be seen that the result of 1). Customer satisfaction on the quality of services BPS Papua 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 Papua BPS (Central Board service Statistical rated "Good"), 2) Customer Satisfaction against BPS Data Quality Papua 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 Papua 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 Papua "Good")

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

## **1. Introduction**

Bureaucratic reform is one of the first steps to structuring a good, effective and efficient government administration system. This is expected to form a bureaucracy that serves the community quickly, accurately, and professionally. The Central Bureau of Statistics (BPS) has to do the same.

As one of the Non-Ministerial Government Institutions. The Central Statistics Agency (BPS) has the task of providing 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 to requests for data and statistical information.

Based on the above-mentioned law, the roles that must be carried out by BPS are as follows: (1) Provide data needs for the government and the community. This data is obtained from censuses or surveys conducted by themselves and also from other government departments or agencies as secondary data, (2) Assisting statistical activities in departments, government agencies or other institutions, in building a national statistical system, (3) Developing and promoting standards statistical techniques and methodologies, and providing services in statistical education and training. (4) Building cooperation with international institutions and other countries for the benefit of Indonesia's statistical development. 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 consumer expectations, wants and needs. On the other hand, if the quality does not meet and exceed the expectations, desires and needs of consumers, satisfaction is not achieved. actual purchase that the customer gets from the product or service. Customer expectations when buying actually consider the function of the product (product performance).

Product functions include:

- a. The product may function better than expected, this is called disconfirmation positive (positive disconfirmation). When this happens, the customer will feel satisfied.
- b. The product can work as expected, called confirmation simple (simple confirmation). The product does not give a sense of satisfaction and

the product does not disappoint so that customers will have a feeling 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 be able to meet their needs. Consumer decisions to consume or not to consume an item/service are influenced by various factors, including their perception of service quality. This shows that there is a strong interaction between customer satisfaction and service quality. (Harbani Pasolong, 2007:135)

## 2. Research Method

This research is a quantitative research with the subject at the Central Statistics Agency (BPS) of Papua Province, which is located at Jalan KS Tubun, Argapura Village, North Jayapura District, Jayapura City, Papua Province, Indonesia. And the time needed in this research is 3 (Three)) Months.

The sample of this study was 40 people who were taken from SKPD who mostly used the services of the Papua Province BPS. Description data using the questionnaire method and processed by the Importance Performance Analysis (IPA) analysis method

Importance Performance Analysis (IPA) is one of the tools in evaluating performance. The IPA method is also known as 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 proposed performance improvements.

## 3. Research Results

Based on the results of the study, the average score of consumer satisfaction on the service quality of BPS Papua Province based on research indicators is shown in detail in table 3.1 as follows.

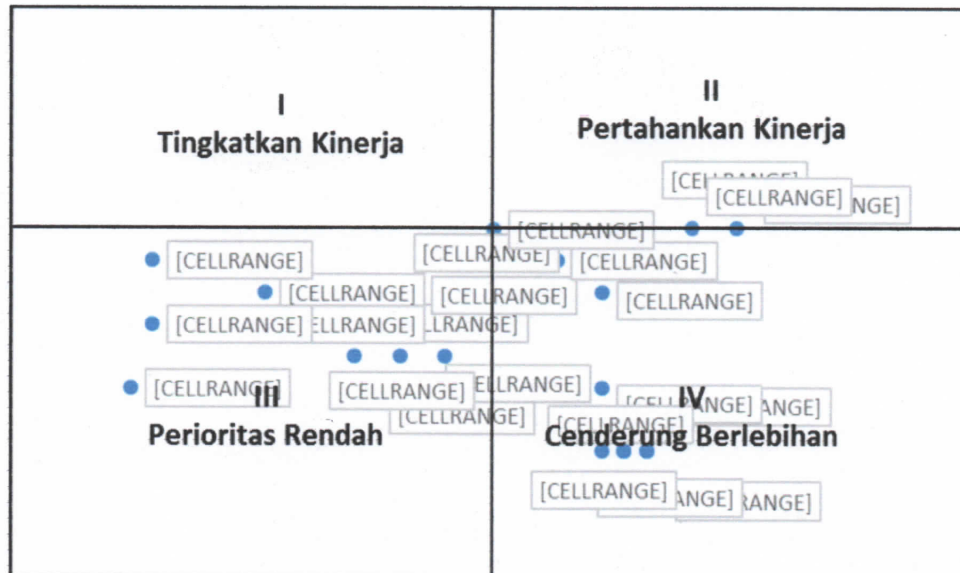
**Table 3.1**  
**Average Satisfaction and Expectation Scores and Consumer Satisfaction Index on Service Quality BPS Papua**

<b>What is rated</b>	<b>Average Service Quality</b>	<b>Average Service Quality</b>	<b>Satisfaction Index</b>
Service requirements are published or displayed in an easily visible place both in the service room and on the website in easily understood language according to the type of service	3,0750	3,3250	3,0677
<b>Requirements to get service are easy to fulfill</b>	2,8250	3,3250	2,8045
Information regarding service procedures is published or displayed 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
<b>The flow of the service procedure is clear</b>	2,8500	3,3000	2,8485
The implementation time of the service is published or displayed in a place that is easily visible both in the service room and on the website	2,7750	3,2500	2,7923
<b>Service execution time according to service time</b>	3,0750	3,3500	3,0522
The target service completion time is published or posted in a place that is easily visible both in the service room and on the website	3,0500	3,2500	3,0615
<b>The service is completed according to the target service completion time</b>	3,1000	3,3000	3,0985
Service fees or rates are clearly informed and can be easily accessed by service users, either through display in the service room or on the website	3,0500	3,1500	3,0794
<b>Service personnel are available in adequate/balanced numbers with the number of consumers</b>	2,8500	3,4250	2,8540
Easy to meet and communicate with service personnel	2,9750	3,3000	2,9924
<b>Service officers show a ready, fast, and agile attitude in serving</b>	3,0750	3,3250	3,0602
Service officers are able to provide solutions to every problem, both administrative and technical, for the services provided	3,0250	3,3000	3,0303
<b>Implementation of services in accordance with the information / service promises set</b>	2,9750	3,4250	2,9562
Comfortable service room for consumers	3,0750	3,4000	3,0809
<b>Availability of supporting facilities in BPS service rooms such as internet (wifi) facilities</b>	3,0750	3,3250	3,1053
Neat and formal service product packaging	3,0000	3,1500	3,0159
<b>Complaint facilities are provided for consumers to provide complaints/complaints about the perceived service</b>	2,9000	3,2250	2,9147
Neat and formal service product packaging	3,0500	3,2750	3,0305
The BPS website page is easy to access	3,3000	3,3500	3,2985
BPS data is easy to find through the BPS website	3,2750	3,4250	3,3284
Complete and easy to understand BPS website features (tables, graphs, maps)	3,2750	3,3500	3,2761
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



#### 4. Discussion

**Figure 4.2**  
**Cartesian Quadrant Customer Satisfaction & Expectation Score**  
**Towards the Quality of Service BPS Papua**



- A. Based on the Cartesian quadrant, it shows that there are 0 indicators contained in quadrant I, this indicates that service satisfaction is above the expectations of BPS Papua Province consumers, so there is no need for an increase in performance so as to be able to answer BPS consumer expectations. While 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 improving BPS services. the benefits for consumers/stakeholders have a relatively small effect, and for quadrant IV there are 10 indicators that tend to be excessive which indicates that BPS consumers this is 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.

#### 5. Conclusions and Suggestions

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

1. In connection with the results of this study, it can be concluded that BPS services in Papua Province are good, service satisfaction is above consumer expectations of BPS Papua Province,,

2. However, improvements must still be made, including building adequate facilities and procuring better and more up-to-date service equipment technologically according to the needs of the community in order to serve the community quickly and accurately.
3. Provide data needed by the community, especially data for needs that are already general needs so that they are easy to obtain and easy to provide information to the public

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

Judul karya ilmiah( paper) : **Analysis of The Quality of The Public Service to The Satisfaction of Communities in Central Statistics Agency Papua Province**

Jumlah Penulis : 3 (Tiga) orang (Mugiati, Y. C. Kastella, Idrus)  
 Status Pengusul : Penulis Pertama (ke-1)  
 Identitas prosiding : a. Judul Prosiding : Proceeding of 2nd International Conference of Education, Science, and Technology (ICEST) 2017  
 b. Tahun Terbit, Tempat Pelaksanaan: 11 dan 12 Maret 2017  
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b. Ruang lingkup dan kedalaman pembahasan (30%)	4,5		4,4
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<b>Total = (100%)</b>	15		14,7
<b>Nilai Pengusul =</b>			
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• Kecukupan dan Kemutakhiran Data/Informasi dan Metodologi	Data mutakhir dan memenuhi kecukupan, serta metodologi yang digunakan sesuai dan tepat		
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Makassar, 12 Februari 2021

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 Makassar

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

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Jumlah Penulis : 3 (Tiga) orang (Mugiati, Y. C. Kastella, Idrus)  
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d. Kelengkapan unsur dan kualitas terbitan/prosiding (30%)	4,5		4,4
<b>Total = (100%)</b>	15		14,7
<b>Nilai Pengusul =</b>			
<b>KOMENTAR/ULASAN PEER REVIEW</b>			
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• 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	Pelaksana prosiding Universitas Negeri Makassar dan kelengkapan unsur terpenuhi		

Makassar, 05 Februari 2021

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