



ISSN: 2774-5031



The 5th International Conference
on Accounting, Management,
and Economics (2020)

Book of Abstracts

October, 14th-15th 2020

Faculty of Economics and Business
Hasanuddin University
Makassar, South Sulawesi
Indonesia

Foreword from the Dean of Faculty of Economics and Business, Universitas Hasanuddin

It is with a great pleasure we welcome you to the 5th International Conference on Accounting, Management, and Economics (ICAME 2020) held on 14-15 October 2020. The international conference is an annual agenda of the Faculty of Economics and Business Universitas Hasanuddin. This year's event is special as it is held online due to the COVID-19 Pandemic that we are facing together. Nonetheless, we hope that such arrangement does not deter us from serving the conference's purpose, which is to produce high quality publications and research in order to obtain solutions and initiate discussions toward solving the current issues in Accounting, Management, and Economics fields. Furthermore, this event is a forum to establish networks among academicians, practitioners and alike that can shape the creation of an environment to encourage the growth of innovation and creativity in the era of The New Normal and even prepare for the next era.

The sudden and rapid emergence of the New Normal Era, particularly in business industry forces various elements in the society to challenge the conventional, and universities as the higher education institutions are no exception. It poses challenges to universities to produce graduates with ability to respond to changes, compete globally, create innovations, and quickly adapt to the vast technology advancements. With this in mind, the 5th ICAME has taken the theme **The New Normal Economy: Risk-Based Decision Making in Economics, Management, and Accounting Perspectives**. The conference invited speakers from academic and practitioner representatives who are experts in their fields to share their insights related to business and research orientation in facing the New Normal Era. The conference also invited researchers, academicians, and practitioners to participate in the Call for Papers to share their research results. Therefore, we are pleased to present this conference's proceedings.

As the Dean of the Faculty of Economics and Business Universitas Hasanuddin, I would like to extend my sincere gratitude towards all stakeholders involved in the ICAME 2020. To all participants of Call for Papers, speakers of the conference and sponsor, it is a great honor to have you all participating in this collaborative event. Finally, the conference will not be possible without the hard work of the committee. As such, I would like to express a high appreciation to the organizing committee for preparing and arranging this conference. We hope that all participants can obtain many benefits from this event as well as contribute positively towards the Accounting, Management, and Economic fields.

Dean of Faculty of Economics and Business

Universitas Hasanuddin Indonesia

Prof. Dr. Abdul Rahman Kadir, M.Si, CIPM

Conference Program And Schedule**Day 1: Wednesday, 14 October 2020**

Time (WITA)	Activities
10.00-10.05	Opening Ceremony
10.05-10.10	Opening remark from Chairman of Committee
10.10-10.15	Opening remark from Dean of FEB
10.15-10.20	Opening remark from Vice Rector of Innovation and Partnership of Unhas
10.20-10.35	Keynote 1: Prof. Purnomo Yusgiantoro, Ph. D, Former Minister of Defence of Indonesia
10.35-10.50	Keynote 2: Dr. Lehan Stemmet, President of Auckland Institute of Studies
10.50-11.05	Keynote 3: Xie Taojun, Ph.D, National University of Singapore
11.00-11.30	Keynote 4: Rayenda Khresna Brahmana, Ph.D, Universiti of Malaysia, Sarawak
11.20-12.00	Q&A
12.00-12.10	Closing Remark

Day 2 (Parallel Session): Thursday, 15 October 2020

Session	Time (WITA)	ABSTRACT CODE						
Room		A	B	C	D	E	F	
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		ABS-2	ABS-29	ABS-6	ABS-71	ABS1-06	ABS1-34	
	09.30-10.00	ABS-3	ABS-31	ABS-51	ABS-72	ABS1-09	ABS1-35	
		ABS-7	ABS-32	ABS-52	ABS-73	ABS1-15	ABS1-36	
	10.00-10.30	ABS-8	ABS-33	ABS-53	ABS-74	ABS1-19	ABS1-37	
		ABS-9	ABS-34	ABS-54	ABS-75	ABS1-18	ABS1-38	
	10.30-11.00	ABS-10	ABS-49	ABS-55	ABS-77	ABS1-13	ABS1-39	
		ABS-13	ABS-35	ABS-56	ABS-78	ABS1-20	ABS1-40	
	11.00-11.30	ABS-14	ABS-36	ABS-57	ABS1-04	ABS1-17	ABS1-41	
		ABS-15	ABS-37	ABS-58	ABS1-12	ABS1-16	ABS1-42	
	11.30-12.00	ABS-17	ABS-38	ABS-42	ABS1-26	ABS1-28	ABS1-43	
		ABS-18	ABS-40	ABS-61	ABS1-14	ABS1-29	ABS1-44	
	12.00-13.00	BREAK						
	II	13.00-13.30	ABS-19	ABS-39	ABS-62	ABS1-10	ABS1-22	ABSBV-1
			ABS-20	ABS-59	ABS-63	ABS1-02	ABS1-23	ABSBV-2
		13.30-14.00	ABS-21	ABS-43	ABS-64	ABS1-03	ABS1-21	ABSBV-3
ABS-22			ABS-44	ABS-65	ABS1-05	ABS1-27	ABSBV-4	
14.00-14.30		ABS-23	ABS-45	ABS-66	ABS1-11	ABS1-24	ABSBV-5	
		ABS-60	ABS-46	ABS-67	ABS1-01	ABS1-30	ABSBV-6	
14.30-15.00		ABS-24	ABS-47	ABS-68	ABS1-25	ABS1-31	ABSBV-7	
		ABS-26	ABS-48	ABS-69	ABS1-08	ABS1-32	ABSBV-8	
15.00-15.30		ABSBV-9	ABSBV-12	ABSBV-15	ABSBV-18	ABSBV-21	ABSBV-24	
		ABSBV-10	ABSBV-13	ABSBV-16	ABSBV-19	ABSBV-22	ABSBV-25	
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[ABS-1]**Panic Buying Behaviour Model During COVID-19 Pandemic in Indonesia:
The Social Cognition Theory Perspective***Shine Pintor Siolemba Patiro¹, Hety Budiyan²*

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- 2) Universitas Negeri Makassar

Abstract

This study aims to acknowledge the role of social cognitive theory development in explaining and predicting the panic buying behaviour of Indonesian citizens during the COVID-19 pandemic outbreak. The development of the theory is attained by combining emotions and subject norms in predicting panic buying behaviour intention in Indonesia. The sample size consists of 350 respondents from various areas, such as Jakarta, Tangerang, and Banten, using a purposive sampling technique. Survey through online media was performed as a data collection method. Data were then analysed using Structural Equation Modelling (SEM) with a two-stages approach. The result demonstrated that emotions had the highest impact on panic buying behavioural intention. In general, the social cognitive theory model developed in this study has the ability to understand, explain, and predict panic buying behaviour during the COVID-19 pandemic outbreak in Indonesia.

Keywords: COVID-19, emotion, panic buying behaviour theory, subjective norm, social cognition theory.

[ABS-2]
**Theory and Practical Study of The Performance Achievement of
Indonesian Textile**

Iskandar Ahmaddien

Uvinersitas Sangga Buana

Abstract

Human resources are very valuable assets in organization. The higher the employee's ability, the higher the performance organization. Conversely the lower the ability of employees, the lower also organizational performance. Based on data and the results of in-depth interviews with respondents there are still various performance problems if not immediately addressed it will result in poor overall employee performance. Research. This aims to analyse the influence of motivation, education level, compensation towards employee performance. Purpose To determine the effect of motivation, education level and compensation toward employee achievement. This study uses the Multiple Regression method with SPSS software. data collected and distributed to all respondents in the production department at PT Kahatex. This study finding- motivation and compensation have a positive and significant effect on employee achievement while education has no effect. The contribution of this study is that the level of education is a benchmark for improving the performance of specialists in the field of textiles, therefore the company owner should try to increase the motivation of workers and compensation so that the performance of all. The renewal of this research is to include variables education levels and PT Kahatex is one of the largest textile companies in Indonesia

Keywords: The Influence of Motivation, Level of Education And Compensation To Employee Achievement

[ABS-3]

Development Strategy for Tourism Sector in East Java Province Using Integrated Holistic Approach and Biplot Analysis

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- 3) Widyagama University of Malang
- 4) (STIESIA) Surabaya

Abstract

The objective of research is to ascertain how Micro, Small & Medium Enterprises (MSMEs) of Tourism Sector can improve its human resource performance and to determine what is the effective marketing strategy for tourism sector in East Java Province. Research uses Biplot Analysis. Population of research is MSMEs of Tourism Sector in East Java Province. Result of Biplot Analysis shows that every city and regency have characteristics of leading capacity to produce sustainable tourism. Concepts and theories of human resource strategy and those of marketing strategy are integrated holistically (through integrated holistic approach), and this compilation is implemented in a new concept called responsible tourism marketing, which is intended for the favour of MSMEs of Tourism Sector in East Java Province.

Keywords: Keywords: Biplot Analysis, Development Strategy, MSMEs, Tourism Sector

[ABS-6]
**Emotional Intelligence and Employee Outcomes: Mediation Perceived
Organizational Politics**

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Universitas Khairun
Wiratama Science and Technology Polytechnic

Abstract

Studies on organizational political perception can bridge the relationship between emotional intelligence and employee outcomes are still limited. This study discusses emotional intelligence that forms employee outcome, which is also largely determined by the political perception of the organization. This study considers the mediating impact affected by organizational politics. Specifically, this study discusses the perceived mediating effects of organizational politics on the relationship between emotional intelligence and employee outcomes. A total of 237 respondents were employees of the Regional Work Unit (SKPD) and distributed to the Provincial, Regency and City Governments in North Maluku. Hierarchical regression analysis was used to test the hypotheses, by using Statistical Product and Service Solutions (SPSS) version 24. The results showed the perception of organizational politics mediating the relationship between emotional intelligence and employee outcome, job satisfaction, job involvement and organizational citizenship behaviour. By acknowledging several weaknesses, potential future studies are also discussed in this study.

Keywords: Emotional Intelligence, Perceived Organizational Politics, Job Involvement, Job Satisfaction, Organizational Citizenship Behaviour

[ABS-7]
**Women in Improving Economic Welfare (Study of Gold Private Women in
Goa Boma)**

Deffrinica, Benediktha Kikky Vuspitasari

Shanti Bhuana College of Management

Abstract

This study discusses the effect of panning for gold in gold mining in the village of Goa Boma, whether the results of panning for gold by women, especially housewives, can increase income so that it affects the welfare of life. West Kalimantan, especially Goa Boma Village, is an agricultural area where some people work as farmers, but not a few people work as gold miners, especially for women (housewives) who participate in the work of panning for gold, where panning for gold is a mainstay of the community in the village Boma Cave. This research has been previously observed in Goa Boma Village in Monterado District, Bengkayang Regency which is an inland area. This location is very interesting because the village is remote, inland and the location of the damaged road. This research was conducted in three stages. The first stage was carried out with a literature study and the second stage with a qualitative approach to phenomenology and interviews with informants. This research process will take one year. Factors influencing gold panning, the environment, economic welfare and the role of women play an important role because of the low level of welfare, which requires women, especially housewives working to pan gold in the Goa Boma gold mine.

Keywords: Panning for Gold, Economic Welfare, Women, Phenomenology, Qualitative

[ABS-8]**Do Diversities on Board Affect to Dividend Payout Ratio in Indonesia?***Annisa Paramaswary Aslam*

State University of Makassar

Abstract

This study purpose to explore gender diversity of listed manufacturing firms in Indonesia. Secondly, to know the effect of board gender diversity on the dividend payments. Last, to investigate the effect of the moderating variable of state ownership in board diversity on dividend payout ratio. OLS regression analysis is used in this study. It aims to explore the effect of board diversity to dividend payout ratio. The manufacturing firms that listed on Indonesia Stock Exchange from 2014-2016 are used on this sample. This research shows that gender, nationality, and tenure diversity is positively related to dividend payments. In addition, this study finds that state ownership positively moderated gender and tenure diversity on dividend payments. However, state ownership is not significant when moderate the effect of nationality diversity on dividend payments. This study explores about the effect of moderating the role of state ownership on board gender diversity and dividend payout ratio because the researchers found limited empirical studies on previous studies in Indonesia.

Keywords: Gender diversity, Board of commissioners, Dividend payout ratio, State ownership

[ABS-9]**Development Strategy of The New Normal Ecotourism Bussiness on Hutan Bambu Alu in Polewali Mandar, Indonesia***Ritabulan¹, Muhammad Rizky Prawira², Nuraeni³, Sitti Hadijah⁴*

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Abstract

Pandemic covid-19 affects almost all areas of life, including tourism. Hutan Bambu Alu (Alu Bamboo Forest) is one of the tourist destinations in West Sulawesi which is also affected by the covid-19 pandemic. This study aimed to identified the potential supply and demand for ecotourism in the area of Hutan Bambu Alu and formulated a strategy for developing an ecotourism business in the area of Hutan Bambu Alu in accordance with the concept of the new normal tourism. This study used an analysis approach to the assessment of the ADO-ODTWA (Analisis Daerah Operasi Obyek dan Daya Tarik Wisata Alam - Analysis of the Regional Operations on Objects and Nature Tourism Attraction) development criteria of Dirjen PHKA 2003 and SWOT analysis. The results showed that the main supply and support element of the Alu Bamboo Forest ecotourism business had a high category so that it was feasible and suitable to be developed into a new normal ecotourism business. The selected strategy for developing a new normal ecotourism business is to minimize weaknesses to take advantage of opportunities, namely designing visitor management with new normal standards, providing ecotourism facilities and infrastructure, strengthening the marketing mix, enhancing the competence of human resources for new normal ecotourism managers through education and training, structuring ecotourism landscapes based on areas sensitivity, and developing ecotourism areas based on collaborative research and disaster mitigation).

Keywords: Pandemic Covid-19, Ecotourism, New Normal, Hutan Bambu Alu, ADO-ODTWA, SWOT Analysis

[ABS-10]**Analysis of Organizational Culture In Efforts To Improve Opinion Audit
(Case Study in The Regional Government Of Majene Regency)***Nurhidayah¹, Indayani B²*

- 1) Sulawesi Barat University
- 2) Sulawesi Barat University

Abstract

This research was conducted with the aim to examine the influence of organizational culture indicators namely discipline, openness, mutual respect, and cooperation on audit opinions. This type of research is quantitative research using binary logistic regression analysis methods. The population in this study were all employees of the Majene Regency Government in the field of reporting and organizational fields, sampling techniques by random sampling and obtained 60 samples. The results showed that of the four dependent variables, the cooperation variable had a significant effect on audit opinion, then the test results simultaneously showed that the four variables together had a significant influence on audit opinion. The Regional Government of Majene Regency applies the four independent variables in this study in an effort to improve and maintain the acquisition of an unqualified audit opinion that has been achieved in the past five years.

Keywords: Discipline, Openness, Mutual Respect, Cooperation, Audit Opinion

[ABS-13]
Human Capital Risk in the Era of New Life Adaptation

Dedi Rianto Rahadi, Pandu Adi Cakranegara

Universitas Presiden

Abstract

Human Capital is the company's most valuable asset. It is human beings who drive a company and not sophisticated machines or technologies. But with this new life adaptation era, companies need to adapt in their operations, especially in employee management. On the one hand the company needs to operate in pursuit of the times lost due to the closures that have occurred. On the other hand, the company needs to protect its employees from being infected with Corona 19 virus. This study uses a mixed method of using interviews and questionnaires to find out how employees can adapt in the era of New Life Adaptation. Interviews were conducted with HRD managers and questionnaires were distributed to employees. The results of this study found a variety of challenges faced by companies and employees in the performance of the work in the adaptation of new life. Existing challenges are caused by the changing nature of working conditions and changing environments. Ultimately the company needs to implement new policies for its employees so that employees can continue to work productively.

Keywords: Human Capital Risks, Digital Divide, Pandemic Covid 19

[ABS-14]**The Influence of Organizational Commitment on Job Performance with OCB (Organization Citizenship Behaviour) as Moderating Variables in Educators Salatiga City Private Vocational High School***Mada Adi Wibowo, Rina Sari Qurniawati*

STIE AMA Salatiga

Abstract

This study aims to examine the effect of Organizational Commitment on Work Performance with Organization Citizenship Behaviour (OCB) as a Moderating Variable for Salatiga City Private Vocational School Teachers. In this study, Organization Citizenship Behaviour (OCB) is positioned as a moderating variable which becomes a variable that strengthens or weakens the influence of Organizational Commitment on Work Performance. The sample in this study were 127 private vocational schoolteachers in the city of Salatiga. The sampling technique used was purposive sampling, where this technique uses a way of determining specific characteristics that are in accordance with the research objectives. The data collection method used survey method and data analysis technique used absolute value difference regression analysis. The results show that Affective, Normative and Sustainable Commitment has a positive effect on Job Performance, Organization Citizenship Behaviour (OCB) has a positive effect on Job Performance and Organization Citizenship Behaviour (OCB) strengthens the positive relationship between Affective, Normative and Sustainable Commitment to Work Performance so it can be concluded that the Organization Citizenship Behaviour (OCB) which is owned by Educators at the Salatiga City Private Vocational School is able to strengthen the positive relationship between Organizational Commitment to Work Performance.

Keywords: Commitment Organizational, Organizational Citizenship Behaviour, Achievement Work.

[ABS-15]
The Influence of the General Allocation Fund (DAU) and Capital Expenditure on Economic Growth in West Sulawesi Province Period 2015 - 2018

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- 1) University of West Sulawesi
- 2) University of West Sulawesi
- 3) School of Economics Panca Bhakti

Abstract

Attention to the region's economic growth is increasing in the era of regional autonomy, both before pandemic COVID 19 and after pandemic COVID 19 It is quite logical because in the era of autonomy each region race competition increases the economic growth of the region to improve the prosperity of its people. Economic growth factors in each region need to be known in detail following its properties and need to know how much influence from each of these factors in determining economic growth so that it can be used as one input for the local government in formulating the policy and planning of regional development. Development financing carried out in areas through capital expenditure and central balancing funds such as general allocation funds is expected to increase economic activity that will ultimately impact economic growth. The General Allocation Fund policy is a fiscal balancing instrument between regions. Because not all regions have the same structure and fiscal capability (horizontal fiscal imbalance). The purpose of this research is to know the relationship and influence of general allocation funds and capital expenditure on the economic growth of West Sulawesi Province from the 2015-2018 period. As for this type of research is quantitative with the method of data analysis used in this research is the data regression panel. The Model combines cross-sectoral observation and time-burst data so that the amount of observation increases-increases the degree of freedom and reduces the coloniality between the explanatory variables and will then improve econometric estimation efficiency. The results of this study showed that there was a positive relationship between general allocation funds and capital expenditure on economic growth in West Sulawesi. The approach used in testing this equation is the Model random effect is a data panel model that involves the correlation between the term error due to time change or because of the difference in the observation.

Keywords: general allocation funds, capital expenditure, economic growth

[ABS-17]

Financial Flexibility, Bankruptcy Risk and Capital Structure

Sutrisno, Abdul Sitah

Universitas Islam Indonesia

Abstract

Industry in the infrastructure sector contributes to the development of a region and country. The funding needs for investment in this sector are very large, but the ability of the Indonesian government to fund infrastructure development using public funds from countries is very limited. This research was conducted to determine the determinants of capital structure in infrastructure sector companies in Indonesia. The sample companies in this study are infrastructure, utility and transportation sector companies listed on the IDX. Data used in the form of financial ratios from sample companies during the period 2013-2017. The analytical method used is multiple regression with the dependent variable being the capital structure- while financial flexibility, bankruptcy risk, growth opportunity, and asset structure act as independent variables. The results of analysis show that the variable bankruptcy risk, growth opportunity significantly influences the capital structure. While financial flexibility and asset structure variables do not affect the capital structure. This study is expected to be useful for company management especially as input and consideration in determining decisions on the capital structure of a company.

Keywords: capital structure, financial flexibility, bankruptcy risk, growth opportunity.

[ABS-18]

Digitalization of The Media, Analysis of Financial Distress in a Newspaper Company - Evidence from Indonesia

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- 2) University of Swadaya Gunung Jati

Abstract

The digitalization of media during the 4.0 industrial revolution posed threats for print media companies. The fall of various print media in the US gives a signal that print media companies in various countries need to be aware of the risk of bankruptcy. Identification of financial distress needs to be done to improve its financial condition. This study aims to obtain empirical evidence about the factors that influence financial distress in one of the leading newspaper companies in Indonesia. The data analysis technique used is multiple linear regression analysis with SPSS. Findings on this study finds that independent variables have influences on the financial distress partially and simultaneously, except the sales growth ratio where the sales growth is improved when the company is in poor financial distress. While the total debt to asset ratio and profit margin on sales have an opposite effect on most of the previous studies.

Keywords: Current Ratio, Total Debt to Asset Ratio, Return on Asset, Profit Margin On Sales, Sales Growth Ratio, Financial Distress

[ABS-19]
**The Effect of Work Discipline on Employee Performance in Regional
Inspectorate Office of Kabupaten Mamuju**

Wulan Ayuandiani, Zulfadhli A. Lopa

Sulawesi Barat University

Abstract

This study aims to determine the effect of work discipline on employee performance in regional Inspectorate Office of Kabupaten Mamuju. This research method used in study is a simple liner analysis, where is used to find out the truth of the hypothesis in this research. The simple linear regression analysis method used in processing data has been collected through a research questionnaire from simple random sampling. The sampling technique used was a questionnaire containing variables questions about work discipline and employee performance with a total of respondents are 45, who were Civil Servants (PNS) in Regional Inspectorate Office of Kabupaten Mamuju. Processing data in this study uses the SPSS 24 program. The results of the analysis using the SPSS 24 program show that work discipline has a positive and significant effect on employee performance, with the value of the data validity test using a total Pearson Correlation value of 0.666 which indicates valid data. The reliability test uses Cronbach's Alpha on the work discipline variable of 0.719 and on the employee performance variable of 0.629, the two variables show a reliable relationship. Regression equation with a constant value (alpha) of 8.098, a regression coefficient (beta) of 0.318 and a significance value of 0.00 which indicates that the work discipline variable has a positive and significant to employee performance in Regional Inspectorate Office of Kabupaten Mamuju.

Keywords: Work Discipline, Employee Performance

[ABS-20]

Exploring the Model of Abusive Supervision and Employees Turnover Intention: Is Neuroticism a Moderator?

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2) Universitas Tunas Pembangunan

Abstract

The purpose of this paper is twofold. First, to examine the relationship between employee's perception of abusive supervision and their turnover intention. Second, to investigate the moderating role of neuroticism on this relationship. Data were collected from 500 employees working at Rural Bank (BPR) in Surakarta, Indonesia through self-report questionnaires. The finding of the study confirms that abusive supervision is positively related to subordinate's turnover intention. The study also reveals that neuroticism moderated the relationship between abusive supervision and turnover intention. The study's implications for theory and practice are discussed, its limitations are identified, and directions for future research are suggested.

Keywords: Abusive Supervision, Turnover Intention, Neuroticism

[ABS-21]
**The Implementation of Working Capital Financing Viewed from an
Islamic Economics Perspective**

Muhammad Syahid, Heni Noviarita, Erike Anggraeni

State Islamic University of Raden Intan Lampung

Abstract

Islamic Banking Products theoretically use musyarakah contract as the core of this financing. The concept of working capital financing is binding partnerships with customers, the using funds are divided into revolving and non-revolving, they have been repaid can still be rolled up. So, the use of these funds sometimes increase and decrease depend on customers' needs. However, this devoting have to obey the rule musyarakah as the agreement in Islamic economics contract in Islamic Bank, the provisions of the Islamic Banks which are requirements must be accepted Islamic economic provisions consist of adl, khalifah, and takaful in this apportion. This research used a qualitative method through observation, interview, and others in BRI Syariah and Bank Syariah Mandiri, then the data was analysed descriptive model through deductive thinking patterns. The results revealed that started from asking, surveying, agreement, process, discussing payment distributing distribution per month and agreement have been running well based on musyarakah in Islamic economic perspective, it can be seen furthermore that by applying value - basic values of Islamic economics which include the adl, khalifah and takaful, which are issued providing financings such as liquor, prostitution, discotheques, hotels that have swimming pool facilities, and other related matters related to Islamic economics.

Keywords: Working Capital Financing, Islamic Economics Perspective

[ABS-22]**Factors Affecting Customer Loyalty in Mobile Telecommunication Services***Suyono Saputra*

Universitas Internasional Batam

Abstract

The purpose of this study was to determine the effect of brand experience, service quality, customer satisfaction, and trust towards customer loyalty in mobile telecommunications services in Batam City. The research subjects were the peoples of Batam who used cellular telecommunications services, namely Telkomsel, XL Axiata, Indosat Ooredoo, 3 Tri, and Smartfren. This study uses a questionnaire data collection technique through online GoogleForms which was distributed to 300 respondents registered as mobile telecommunications customers. The results of data processing prove that there is a significant relationship between brand experience and loyalty, service quality and customer satisfaction, brand experience and trust, customer satisfaction and loyalty, service quality to loyalty through customer satisfaction as mediation, and insignificant relationship between trust and loyalty, and brand experience towards loyalty through trust as mediation. This study also gave interesting findings in addition to generate a significant relationship between brand experience variables, trust, customer satisfaction on loyalty, but also proves that trust has no effect directly in build customer loyalty, and brand experience on loyalty through trust as mediation. In an effort to build customer loyalty, management must manage brand experience, service quality, customer satisfaction and trust. The experience of this brand can be understood as a way to differentiate services, to change customer perceptions of a brand, and ultimately be able to retain customers. In addition, maintaining good service quality is a must for telecommunications service providers.

Keywords: brand experiences, services quality, satisfaction, trust, loyalty

[ABS-23]
**Stock Return Analysis on Plantation Sub Sector Industries Registered on
the IDX**

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1) National University

2,3,4) Hasanuddin University

Abstract

Pandemic Corona, like or dislike, has influenced the plantation sector. In this case, the price of pesticides and fertilizers has risen, which is burdening farmers. In addition, it is also difficult for farmers to be absorbed by the market plus the export of these products also slows down, thereby affecting the decline in selling prices. Agricultural exports reached US - 320 million, up 6.10% on a monthly basis and up 17.82% year on year. Contributors to the increase in agricultural exports came from the sub-sector of plantations, food crops, horticulture and animal husbandry. The Composite Stock Price Index (CSPI) of the Indonesia Stock Exchange reacted. The Jakarta Composite Index closed down 91.46 points (1.68%) to 5,361.25. As positive cases and areas of COVID-19 are spread, the economic sector has gradually been eroded along with the central government's appeal to the business sector to implement work from home policies. Based on this background, the writer is interested in analysing how stock returns in the plantation industry in the current co-19 pandemic. Stock Return is the level of profit or income obtained from investments in securities investment instruments. Return is the result obtained from an investment. Realization returns that have already happened or expectations that have not happened in the future. Realized returns are important because they are used as a measure of the company's performance. The data used are secondary data from internal data sources in the form of financial statements from plantation companies listed on the IDX. The analytical method used is quantitative method in the form of stock return calculation. Based on the results of the calculations, it was concluded that of the 19 companies studied there were 4 companies that did not have stock returns and were not affected by the 19th pandemic. The pandemic effect caused 15 other companies to experience a decline in stock returns, although conditions are now improving.

Keywords: Keywords: Stock returns, pandemic covid-19, Stocks

[ABS-24]
**Strategy for Development of Middle Small Micro Businesses with Coaching
And Mentoring Approaches in Baturaja City**

Rani Anwar, Titie Syahnaz Natalia

Universitas Baturaja

Abstract

Micro, small, and medium businesses have an important role for the economy in Indonesia. One of them is economic growth in employment and distribution of development results. Therefore, the Indonesian government needs to foster MSMEs by collaborating through the Office of Cooperatives and SMEs in each Province or Regency / City. On the other hand, MSMEs also face various problems, including limited working capital, low quality of human resources, and a lack of mastery in science and technology. Not only that, the lack of clarity about business prospects and planning, and how to market or promote the products being marketed. The method used in this research is descriptive method. The study population is MSMEs in the City of Baturaja. The data collection techniques used are observation, interviews, and questionnaires while the data analysis technique uses SWOT analysis and then formulates strategies to overcome them. The purpose of the training and assistance of small and medium businesses and cooperatives in the City of Baturaja is expected to increase the income so that welfare is also increasing.

Keywords: MSME, development, coaching, mentoring

[ABS-26]

Customer Satisfaction as a Mediation Between Service Quality and Customer Citizenship Behaviour at Makassar Hotel Customers

Fahrina Mustafa, Achmad Sudiro, Sumiati, Sunaryo

Brawijaya University

Abstract

This study aims to determine customer satisfaction as a mediator between service quality and customer citizenship behaviour. This research is a type of quantitative analysis with an analytical approach. Simultaneously, this study sample is a customer of 19 four-star hotels in Makassar and set as many as 200 respondents. The data analysis method was SEM (Structural Equation Model). The results of testing the structural model in this study indicate that all hypotheses are accepted. Service quality has a positive and significant effect on customer satisfaction, and service quality is getting better, causing customer citizenship behaviour of hotel customers to be higher. In comparison, the quality of service to Customer citizenship behaviour can be partially mediated by customer satisfaction.

Keywords: service quality, customer satisfaction, customer citizenship behavior, hotel customer

[ABS-27]**Measuring the Main Role of Social Support as a Determinant of Business Performance in South Sulawesi**

Siti Haerani, Wardhani Hakim, Haeriah Hakim, Nurmadhani Fitri Sayuthi, Achmad Fatri Gandrasula

Hasanuddin University

Abstract

This study aims to analyse and determine the effect of social support on business performance through decision making abilities and social capital. This research method uses a questionnaire with 134 respondents as a sample of the population of women entrepreneurs in South Sulawesi, selected based on the criteria for a minimum of 5 years of business. Measurement of variables using the Likert Scale technique with a weight scale from 1 to 5. To determine the effect between variables, the statistical technique of the Smart PLS (Partial Least Square) program is used. The results show that social support has a positive and significant effect on the ability to make decisions and social capital, whereas social support has no significant effect on the performance of businesses managed by women. Decision-making abilities and social capital play a role in mediating the influence of social support on business performance. Thus, it is concluded that social support can play a role as a major determinant of business performance managed by women in South Sulawesi only if it is supported by the ability to make decisions and social capital from these women entrepreneurs.

Keywords: social support, decision making ability, social capital, business performance

[ABS-29]
Gold Savings in the Company's Financial Performance

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PSDKU Politeknik Negeri Malang

Abstract

The pledge is a non-bank financial institution that provides loans to the public with special features. The pledge also services to provide valuable goods in its business, carried out by holding gold savings products. The pledge of gold savings is a gold balance deposit service which makes it easy for people to invest in gold. The financial performance of financial institution is the financial condition of a company in certain period, including aspects of raising funds and channelling funds. This research was quantitative descriptive analysis research. The type of research data which were used by researchers was quantitative data. Quantitative data was in the form of numbers or statistics. The data source in this research was secondary data. The data analysis technique used quantitative analysis. The total assets, liabilities and equity of the company have increased from the total assets, liabilities, and equity until on March 31, 2019. The Company also occurred an increase in total assets of liabilities and the company's equity on December 31, 2018. In fact, ROA which generated in 2018 and 2019 turned out to be greater in 2018. Gold Savings contributed a second income to PT. Pegadaian, Tbk and it increased.

Keywords: Gold Savings, Financial Performance

[ABS-30]**Customer Perception for Online Shopping: A Study Descriptive***Muhammad Asril Arilaha, Johan Fahri, Irfandi Buamonabot*

Universitas Khairun

Wiratama Polytechnics of Science and Technology

Abstract

The question posed in this research is how consumers' perceptions on online shopping in Indonesia? This study aims to provide an overview of consumers' perceptions about online shopping in Indonesia. Respondents in this study numbered 850 people spread throughout Indonesia and had done online shopping at four major online retailers-Shopee, Tokopedia, Bukalapak and Lazada. The customers' perceptions about online shopping in this study is about ease of use, security, benefits, self-efficacy, e-service quality (web design, reliability, responsiveness, trust, and personalization), customer satisfaction and purchase intention. The data were analysed using descriptive statistics approach- and the results showed that consumers tend to agree on the following factors: ease of use, security, benefits, self-efficacy, e-service quality (web design, reliability, responsiveness, trust, and personalization), customer satisfaction and purchase intention in online shopping. Only customer perception which answers between agree and disagree has a comparison not too far between buying and selling online and offline. Several limitations of this study and suggestions for future research are also raised.

Keywords: Customer perception, ease of use, benefit, self-efficacy, e-service quality, customer satisfaction, purchase intention

[ABS-31]
Analysis of the Sectoral Stock Price Index on the Indonesia Stock Exchange during the Covid-19

Agus Arman, Yuyun Karystin Mellisa Suade, Erwin

Ciputra School of Business Makassar

Abstract

The purpose of this study was to map the impact of Covid-19 on the stock price index on the Indonesia Stock Exchange (IDX) based on existing sectors. Researchers used 9 sectors in IDX: agriculture, mining, basic industries, miscellaneous, consumption, property and real estate, infrastructure, finance, and trade. The study used analysis of variance (ANOVA) testing. The results showed the property sector experienced the largest share price decline, followed by miscellaneous industrial sectors, the basic industrial sector, and the agricultural sector. While the consumer sector is the smallest sector experiencing share price declines.

Keywords: Stock Price Index, Sectoral, Covid-19

[ABS-32]**Implementation of Good Corporate Governance Principles in the company of the Jakarta Islamic Index***Ishak, Edy Indra Setiawan*

Institut Agama Islam Negeri (IAIN) Palopo

Abstract

Many companies have poor or even poor performance and experience management difficulties. Some companies even have to be liquidated, merged and restructured. Many companies that have been listed on the stock exchange have experienced management failure, so they must be delisted from the stock market. This study is to measure the effect of the implementation of GCG principles on the financial performance of companies listed on the Jakarta Islamic Index. The principles of GCG used in this study are to adopt the concepts and principles of GCG issued by GCG rating agencies both national and international institutions. The financial performance used is ROA, ROE, and NPM. This study uses quantitative research methods that are applied research, is research that involves the application of theory to solve certain problems by taking samples of several companies that have been registered in the Jakarta Islamic Index. The nature of this research is the study of influence that measures the strength of the relationship between two or more variables, also shows the direction of the relationship between the independent variable and the dependent variable. The results showed that the regression test showed that the implementation of GCG principles at the company at a significance level of 5% did not affect the company's performance which was proxied by ROA and NPM, while the ROE variable statistically significantly influenced the company's operating performance with a significance level of 0.03 (<0.05).

Keywords: Jakarta Islamic Index, GCG principles, ROA, ROE, NPM

[ABS-33]
The Effect of Market Orientation and Entrepreneurial Orientation on SMEs Business Performance (Study at Creative Industry in West Nusa Tenggara)

Syafruddin, Muhammad Asdar, Dian AS Parawansa, Mursalim Nohong

STIE Bajiminasa Makassar

Universitas Hasanuddin

Abstract

The purpose of this study were to know (1) the effect of market orientation and entrepreneurial orientation on SMEs business performance simultaneously, (2) the effect of market orientation and entrepreneurial orientation on SME's business performance partially, (3) the dominant variable that influence SMEs business performance at creative industry in West Nusa Tenggara. This study was explanatory research. Population in this study was all SMEs in West Nusa Tenggara numbering to 627 firms and the samples were obtained by purposive sampling of 70 firms. Data collection methods used were questionnaire and documentation from primary and secondary data. The analysis method used was multiple linear regression. The study results show that (1) there is positive and significant influence of market orientation and entrepreneurial orientation on SMEs business performance simultaneously, (2) there is positive and significant influence of market orientation and entrepreneurial orientation on SMEs business performance partially, and (3) the market orientation was the dominant variable that influence SMEs business performance in West Nusa Tenggara.

Keywords: Market orientation, entrepreneurial orientation, business performance, creative economy.

[ABS-34]
Branding the city of Ternate, North Maluku, Indonesia

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Universitas Khairun
Cultural Community of Ternate

Abstract

City branding has become a massive effort by many cities as tourism destinations to level up their names nationally as well as internationally. Ambon in the Province of Maluku that has been known the City of Music and Solo as the heart of Java are the examples for city branding. Ternate is one of this cities in the Province of North Maluku that has a long history of colonialism, international trades, and a developing city. Unfortunately, inconsistencies still occur on how the city should be known. By using a grounded theory method, this study was aimed at identifying and defining city branding of the City. With seven essential participants, six major categories were theoretically grounded on how Ternate should be branded. The categories consist of place of identity, promotion, stakeholder collaboration, brand image management, integrative city development, and economic value. These categories were then verified with the basic theory of city branding in order to affirm a novelty finding that was contextually grounded by the stakeholders. The analyses also indicated which of those categories were the most concern one. This study contributes to the discussions of city branding where the factors were identified and defined contextually, and to the city of Ternate as first gate of the Province. This study realizes its weaknesses and suggested future studies based on those weaknesses.

Keywords: city branding, grounded theory, City of Ternate

[ABS-35]**Entrepreneurial Psychological Capital Questionnaire as an Instrument in Positive Entrepreneurial Behaviour (PEB): Pilot Study in Indonesia***Christoffel Mardy O. Mintardjo^{1,2}, Achmad Sudiro³, Mintarti Rahayu⁴, Sudjatno⁵*

1,3,4,5) Universitas Brawijaya, Malang

2) Universitas Sam Ratulangi

Abstract

Psychological capital or psycap has become one of the main concepts in management and organizational field to understand organizational behaviour from the perspective of positive organizational behaviour (POB). Understanding psycap concept from an entrepreneurial perspective is still rarely found and is still relatively new. This study examines the entrepreneurial psychological capital instrument as a concept in positive entrepreneurial behaviour in the understanding of the behaviour of new entrepreneurs in starting and establishing a new business as a nascent entrepreneur or a serial entrepreneur. This instrument was adapted from Short Psycap which was developed by Luthans in the field of entrepreneurship, which covers four main dimensions, namely Hope, Optimism, Resilience, and Self Efficacy. The entrepreneurial intention instrument in predicting behaviour is also examined in the study. The results of this study reveal the positive behaviour of entrepreneurs in establishing a new business. Discussion and limitations are also discussed in this article.

Keywords: Entrepreneurial psychological capital, Entrepreneurial intention, Positive entrepreneurial behavior, Questionnaire, Instrument, Pilot study, Indonesia, University graduates, University students

[ABS-36]**The Effect of Experiential Marketing on the Intention to Re-Watch Horror Movie with Consumer Satisfaction as Mediation***Berta Margareta Agustin Wijaya, Sheellyana Junaedi*

Universitas Atma Jaya Yogyakarta

Abstract

The purpose of this research study is to analyse the effect of experiential marketing (sense, feel, think, act, and relate) on the intention to re-watch horror movie with consumer satisfaction as a mediation. The sample in the study were respondents who had watched horror movie at least 2 times in the past year with a minimum age of 17 years. The number of samples used was 207 respondents. The sampling technique used was purposive sampling. This study uses primary data obtained from distributing questionnaires online with the help of Google Forms. Data analyses were performed using simple linear regression, multiple linear regression, and mediation test. The results of multiple and simple linear regression analysis show that experiential marketing (sense, feel, think, act) has a positive effect on the intention to re-watch horror genre movie except for the relate factor. The results of the mediation test show that consumer satisfaction mediates contemporary direct experiential marketing (sense, feel, think, act) on the intention to re-watch horror movie and mediates partially where the variables can influence even without a mediator.

Keywords: Movie, Horror, Experiential Marketing, Repurchase Intention, Consumer Satisfaction

[ABS-37]
**Determinant of Intellectual Capital and Risk Management of Business
Decision at MSMEs in Makassar City**

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- 1) Universitas Hasanuddin
- 2) STIE Pelita Buana Makassar

Abstract

The purpose this study aims to determine the effect of intellectual capital and risk management on business decisions made by small and medium sector businesses, this study uses the population of small and medium business actors in the city of Makassar with sample criteria are business actors who have conducted businesses 2 years upwards, the sample technique used is accident sample with a random sample of 120 small and medium business actors. Data begging technique used by SPSS statistical software applications. 21. the findings of this study illustrate that intellectual capital as measured by human capital and relation capital has a positive and significant direction on business decisions, risk management by measuring business knowledge and capital capability has a positive and significant influence on business decisions and the purpose of this study is to find out how great influence of human capital knowledge, relational capital and business risk in business decision making at MSMEs in Makassar. Design and methodology in use is mix methods with multiple regression approaches. Finding this research is business knowledge has a positive and significant effect on business decisions. Limited research is of the sample and scope of research Practical implication: Entrepreneurship and investment development.

Keywords: intellectual capital, business risk management, business decisions

[ABS-38]
**Economic Factors and Performance Measurement of Regional
Governments in Sumatra and Java 2015-2016**

Hurian Kamela, Ryan Saputra Alam

Universitas Indonesia

Abstract

One measurement of performance in local government is the regional government performance score (EKPPD). The purpose of this study was to analyse the influence of economic factors with performance scores in local government. This study conducted 119 cities and regencies in Java and Sumatra for 2 years, 2015-2016. The total sample is 238 cities and districts. The reason for this sample was chosen because Java and Sumatra are two large islands in Indonesia and have quite high economic development. The research method used is regression using panel data. The dependent variable used is the performance score from the Regional Government. The independent variable used is economic factors such as the Human Development Index (HDI). Control variables are Poverty Rate and GINI Coefficient. The results of this study explain that HDI and GINI have a positive effect on the performance of local governments. The contribution of this study provides an explanation that the higher the poverty rate inherent with the better quality of life of the community, prove that developments in the City / Regency in the Regional Government have been implemented by the Regional Government following the capacity of the Regional Government.

Keywords: Performance, regions, economy, Government

[ABS-39]
Financial Distress Prediction in Textile and Garment Sub Sectors Listed on BEI

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1) Universitas Nasional

2,3,4) University of Hasanuddin

Abstract

Financial distress is a stage of declining in the company's financial condition, which starts from the liquidity problems experienced by the company, and if allowed to drag on, it will cause bankruptcy of the company. Information about financial distress of a company is very important to be known early so that financial distress can be minimized so that the company's bankruptcy can be avoided. The domestic textile market and overseas exports have been eroded by producers from other countries in recent years. The beating is getting heavier due to a trade war. The textile and garment industry experienced intense competition from inside and outside the country, resulting in a price war. In addition, the situation worsened during the covid-19 pandemic with the introduction of PSBB and social distancing. However, behind the slump, the textile and garment industry began to rise by turning their products into PPE products (Personal Protective Equipment). Based on this background, the authors are interested in analysing how financial distress in the textile and garment sub sector is listed on the IDX. The data used are secondary data from internal data sources collected through document review techniques. The analytical method used is a quantitative method, namely the analysis of data in the form of numbers or numbers with a comparison method in the form of systematic calculations, which are based on calculations or relevant formulas contained in the Altman Z Score concept. Based on the financial statements of the first quarter of 2020, in the textile & garment sub-sector industry, there were 2 companies in the safe zone from bankruptcy while 14 companies were predicted to be in the distress zone. Companies that are in the distress zone should immediately take special policies and rise immediately. For further research you should explore what causes companies to be in the distress zone.

Keywords: Financial Distress, Altman Z Score, Textile and Garment, Covid-19

[ABS-40]**Analysis of Customer Tipping Behaviour towards Online Transportation Service Partner Before and During COVID-19 Outbreak***Muhammad Ahmi Husein*

Cardiff University

Abstract

Online Transportation Services are growing significantly in Indonesia for the last five years. With their proposed value propositions, this service has become one of the most popular service in Indonesia. Due to its high customer satisfaction of this service, many customers are found to give tip to the driver or riders as a reward for the service. However, since the COVID-19 outbreak in Indonesia, the usage traffic of this service has been decreasing significantly and as a result, many partners of this service are not able to earn adequate income for their family. In response to this, to help alleviating the life of these service partners during the COVID-19 outbreak, a campaign has been started through the social media to encourage customers to give more tip to these service partners. Based on this phenomenon background, this study was conducted to analyse the change of customer tipping behaviour on this service before and during the COVID-19 outbreak in South Sulawesi and Southeast Sulawesi province. Wilcoxon Signed-Rank Test Analysis Method was used to analyse 74 respondent data. There are 8 customer categories in this study and the results show that there were significant changes in size of the tip for Customer with No Income and Customer from Southeast Sulawesi category. Another interesting finding is that although most of the respondent customers tip as a mean to reward the service, the number of customers who give tip for almsgiving is increasing significantly during the COVID-19 outbreak.

Keywords: Customer Behaviour, Tipping, Online Transportation Service, COVID-19.

[ABS-42]
OCB, Job Engagement, and Organizational Commitment: A Study of Z Generation

Insany Fitri Nurqamar¹, Asty Almaida², Muhammad Nurhadi³, Daniella C. Sampepajung⁴

1,2,4) Universitas Hasanuddin

3) STIE Amkop

Abstract

Human resources are important assets for organizations. Therefore, various things that can influence attitudes and behaviour must be well understood so that their contribution to the organization can be optimal. The purpose of this study was to determine and analyse the level of employee commitment shown by extra-role behaviour (OCB) and the level of employee involvement in the organization. The data are collected using a purposive sampling technique, which was obtained from 200 workers of Z Generation category. This study used hypothesis testing and path analysis to analyse data. The results of the study have demonstrated that Organizational Citizenship Behaviour (OCB) affect positively and significantly toward Job Engagement, while OCB and Job Engagement partially have positive influence but not significant toward Organizational Commitment. On the other hand, OCB through Organizational commitment has a positive but not significant effect on Job Engagement.

Keywords: OCB, Job Engagement, Organizational Commitment, Z Generation

[ABS-43]

The Determinant of Fishermens Income in Pangkep Regency

Fatmawati Wardihan, Hamrullah, Salman Samir

Hasanuddin University

Abstract

Most of the people in Pangkep Regency work in the fisheries sector by working as fishermen. Fishermen's income becomes an important issue in observing the socio-economic community in Pangkep Regency. This study aims to analyse the determinants of fishermen's income in Pangkep Regency. The survey was carried out directly on 99 fishermen on the coast of Pangkep Regency with the interview and filling out questionnaires. The estimation model used is multivariate regression with the ordinary least square (OLS) method. Estimation results show that working capital, working hours, and the use of modern fishing gear determine the income of fishermen in Pangkep Regency.

Keywords: income of the fishermen, Pangkep Regency, OLS

[ABS-44]**Analysis of the Efficiency Level of Islamic Banking in Indonesia Using Data Envelopment Analysis (DEA)***Muhajir, Edi Indra Setiawan, Arsyad L*

Palopo State Islamic Institute

Abstract

This study aims to analyse the level of efficiency of Islamic banking in Indonesia at a certain level. This type of research is quantitative research. The population in this study is a Sharia Commercial Bank registered with the Financial Services Authority. Determination of the sample using a purposive sampling technique determines the sample with specific considerations so that in this study, only ten Sharia Commercial Banks are registered in the OJK. The data used are secondary data sourced from the publication of ten annual Islamic financial statements for the period of 2015 - 2019. The data analysis method uses Data Envelopment Analysis with Assumptions of Variable Return to Scale (VRS) and oriented towards maximizing output. The results of the study were calculated using the Banxia Frontier Analysis Software. Based on the calculation of Banxia Frontier Analysis Software on input variables namely: 1) Third Party Funds, 2) Operating Expenses, 3) Assets and on the output variables namely: 1) Financing and 2) Operating Income, the results obtained that during the period 2015 - 2019 only four sharia banks consistently achieve perfect efficiency levels, namely BCA Sharia, BTPN Sharia, Bank Mandiri Sharia, and Panin Bank Sharia. This result shows that most of the efficiency level of Islamic banking has fluctuated.

Keywords: Efficiency, Islamic Banks

[ABS-45]

The Intervening Role of Management Control System on Business Strategy and Firm Performance (an Empirical Study on BPJS Ketenagakerjaan In Central Java and Special Region of Yogyakarta)

Bobby Perdana Putra, S.Ak., Caesar Marga Putri, S.E., M.Sc.

Universitas Muhammadiyah Yogyakarta

Abstract

This research is aims to investigate the influence of business strategy on firm performance through management control system as the intervening variable. The object of this research was the BPJS Ketenagakerjaan in Central Java and Special Region of Yogyakarta. The subjects in this research were top management, namely head of branch, secretary of branch, head of finance department, head of information and technology department, head of marketing department, head of general department, and head of services department from each BPJS Ketenagakerjaan's office in Central Java and Special Region of Yogyakarta. Research data was primary data which obtained from questionnaire instrument. 67 questionnaires were able to use for data processing in this research. Statistical Package for the Social Sciences (SPSS) was used to analysis the survey results. According on the analysis, this research demonstrates that business strategy does not have positive effect on the firm performance while business strategy has positive effect on the firm performance through management control system as the intervening variable.

Keywords: Business Strategy, Firm Performance, Management Control System

[ABS-46]**Celebrity Fandom, and The Emerging Form of The Hospitality Industry Interwind with the Luxury Fashion Labels in Delivering Economic Competitiveness***Heni Krisnatalia, S.S., M.MPar*

STIEPARI Semarang

Abstract

This contemporary study aimed to uncover a practical way to get the brand noticed amidst to increase the unique selling point of the firm to a higher level. Now, fashion has no longer about costume, outfit, or gear. It is a Lifestyle. The study found a positive and significant association among the luxury fashion industry and celebrity fandom to the broadening of hospitality brand awareness considered in the study. The paper, therefore, concluded that a needful action plan or building strong brand awareness of The Hospitality Industry is established by The Powerful Impact of The Popular Figure and The Luxury Ones and Indonesian market may be developed and lead to future success and could be a profitable spot into which to enlarge the luxury fashion designers hotel concept. Finally, it will bring significant profitability and positive impact in the local country region. Furthermore, this research applies the qualitative research method based on comprehensive library studies.

Keywords: celebrity fandom, brand image, brand awareness, luxury fashion, lifestyle, hospitality, economic competitiveness.

[ABS-47]**Work-Life Balances, Work-Family Conflict and Job Satisfaction***Wahda, Asty Almaida, Insany Fitri Nurqamar*

Universitas Hasanuddin

Abstract

Work-Family Conflict (WFC) is the most important business issue today which is said to affect employee job satisfaction and indirectly affect the competitiveness of the organization. This study aims to examine the role of WFC's on job satisfaction and then examine policies related to work-life balance that can affect WFC. The research model tested quantitatively through a field survey of 200 career women from the public and non-public organization in Makassar using a structural equation model with Amos software. The results of this study confirm the significant negative effect of WFC on job satisfaction. On the other hand, the WLB policy, which is expected to help balance the work life and family life of employees, shows the opposite result. The fact that the importance of job satisfaction on organizational performance and the need for organizational policies in minimizing the negative impact of WFC, this study has implications for the development of theory and practice

Keywords: work-life balance, work-family conflict, job satisfaction

[ABS-48]**Does Inclusive Leadership Shape Workers Safety Behaviour During Covid-19 Pandemic?***Kunthi A. Kusumawardani, Maria Jacinta Arquisola, Grace Amin, Meta Restiawati*

President University

Abstract

COVID-19 is a global pandemic that disrupts and changes all aspects of everybody's life worldwide. The pandemic highlights the need for strong leadership to overcome the crisis. This study explores the effect of inclusive leadership to the creation of safety climate in the workplace that leads to the safety behaviours among the workers. Two industries that affected the most from the pandemic were examined and compared in this study, namely banking and education. The survey was conducted among 270 workers all over Indonesia, with 111 from education and 159 from the banking sector. Structural Equation Modelling - Partial Least Square (SEM - PLS) was used to analyse the data. The finding revealed that inclusive behaviour from the leader influences the establishment of safety climate in the workplace and predicting the safety behaviours among workers. However, the effect of inclusive leadership towards the organisation safety climate and safety behaviour of workers in education was not as strong as in the banking sector. This study contributes theoretically to the existing literature on leadership and safety behaviour. It also provides helpful managerial suggestions for organisations to improve the safety climate and safety behaviours among workers.

Keywords: Inclusive Leadership, Safety Climate, Safety Behaviours, COVID-19, Indonesia

[ABS-49]
**Measuring Post-Training Effectiveness of New Training Program-A Study
On DIKTLAT PIM Reformer Model**

Johan Fahri, Farid Abdurrahman

Universitas Khairun

Human Resources Development Agency (BKPSDM), Municipality of Tidore Islands

Abstract

Studies have shown the indications of performance improvement as a result of a training program. In the public sector, particularly, this program is highly expected its impact on how the officers can demonstrate their capacity to well perform the duties. This program includes a new type of education and training program of leadership, known as DIKTLAT PIM Model Reformer. This study was aimed at contextually examining the effectiveness of this new model of a training program. This study demonstrated how the basic rule (PERKA LAN No. 13 of 2013) on post-training evaluation was conducted. This current study's novelty lied in its use of grounded theory method as an evaluation approach for the post-training effectiveness. This current study used grounded theory method (GTM) and was focused on the alumni of the training at the Municipality of Tidore Islands, North Maluku, Indonesia. The results indicated several aspects identified and defined by the alumni with regards to the new model of a training program. The aspects include effectiveness and efficiency improvement, competency measures, leader morality and professionalism, teamwork, source financing, and performance evaluation. This current study enabled of its basic regulation on measuring the effectiveness of the training program-DIKTLAT PIM Model Reformer. Future studies are also proposed to overcome this study's weakness.

Keywords: effectiveness measurement, grounded theory, training program evaluation

[ABS-51]

**Analysis of Village Funds influence on Poor Households in Wajo District,
South Sulawesi, 2015-2018**

Sri Undai Nurbayani, Sultan Suhab, Ical A. Sandi

Hasanuddin university

Abstract

This research aims to analyse the influence of village development fund, village community empowerment fund, and village construction fund to poor households in Wajo District, South Sulawesi. This research is quantitative, using secondary data with multiple linear regression models. The results showed that variables for rural development funds were negatively affected by poor households. In contrast, village funds variable for the empowerment of rural communities did not affect poor households, and the village funds variables for construction did not affect poor households

Keywords: village funds, village development, village community coaching, village society empowerment, poor households.

[ABS-52]
**Measuring the Performance of Public Service in Dealing with Violence
Against Woman and Children**

Rahmi Andini Syamsuddin, Lisdawati, Angga Pratama

Universitas Pamulang

Abstract

The main purpose in this study are to find out about the performance of public service and to identify the impact factors of the performance of public service in handling woman and child abuse in Pandeglang. The theoretical concept used is the performance theory by Dwiyanto and the indicators are productivity, service quality, responsiveness, responsibility, and accountability. This study uses a qualitative method that is descriptive, the selection of informants using the Purposive sampling technique. The technique of collecting data through interviews, observation, and documentation. The results of this study indicate that the performance of public service in Pandeglang has not been effective. Some factors that impact the performance are budget, socialization, and communication. It is better for public service to further improve the performance in management starting from productivity, service quality, responsiveness, responsibility, and accountability, and need to prepare permanent staff who can stand by at any time providing services according to procedures.

Keywords: Performance, Public Service, Woman and Child Abuse

[ABS-53]**Impact of Organizational Commitment on Employee Performance***Angga Pratama, Rahmi Andini Syamsuddin*

Universitas Pamulang

Abstract

The purpose of this study was to determine the organizational commitment of PT Bank Negara Indonesia KCP Pamulang South Tangerang, how the performance of employees at PT Bank Negara Indonesia KCP Pamulang South Tangerang and determine the effect of organizational commitment on the performance of employees of PT Bank Negara Indonesia KCP Pamulang Tangerang Selatan. This type of research is associative descriptive research. The population and sample are all employees of PT Bank Negara Indonesia KCP Pamulang, South Tangerang. In this study carried out using the help of SPSS program ver. 23 that includes data quality tests, simple linear regression tests, correlation coefficient tests, hypothesis testing and coefficient of determination tests. The results of this study indicate that organizational commitment has a significant effect on employee performance at PT Bank Negara Indonesia KCP Pamulang Tangerang Selatan with a t-count greater than t-table ($3.276 > 1.67$) and a significance of less than 0.05 ($0.02 < 0, 05$).

Keywords: Organizational Commitment, Employee Performance

[ABS-54]

How Can Heritage Save The Economic Residents

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3) Universitas Buana Perjuangan Karawang

Abstract

Abstract: Corona Virus 19 (Covid-19) Pandemic in the world makes problem in many sectors, especially in tourism. Indonesia gets the impact from this situation even Kabupaten Karawang which one of the districts in the province of West Java. Many destination tourisms including heritage sites was closed almost three - four months and made the economic run not well. Found several losses due to the closure of this heritage tourism due to lack of visits. This situation proves how important tourism is to the residents. Because with the presence of many visitors, the activity of offering products and foods to increasing family economics or economic development was helped. Open access in June to the destination still with protocol covid-19, starting to make residents who offer products and food can be a little relieved, at least, they can get income, even visitors still on progress. This study employed qualitative exploratory research design. In-depth interviews using purposive sampling carried out with the residents and visitors. Qualitative analysis used to analysis data collected from both interviews and observation

Keywords: Covid-19 pandemic, Heritage sites, residents, economic development, visitors

[ABS-55]**Covid-19 Pandemic in the Approaching Period of Fourth Technological Revolution: How does Organization Make Strategic Decision?***Riad Mustafa¹, Muhammad Yushar Mustafa²*

1) Universitas Fajar

2) Universitas Negeri Makassar

Abstract

The long-tradition debates on the roles of technology to human life from the perspective of philosophy of technology and the technology management shows that technology has influenced not only on technological aspect, but also on other aspects of human life. The role of technology raises its more prominent during the period of technological change or revolution. History of technological revolution depicts specific attributes of each revolution. Covid-19 pandemic happened during the approaching fourth technological revolution period. Therefore, both have face similar attributes. This paper discusses the specific attributes of the present approaching fourth technological revolution. From this discussion, the paper reviews how these attributes have influence on the capacity of organization to survive by processing the limited knowledge as the basis to make decision. The result of this work can be as an alternative framework in discussion of knowledge management, especially on knowledge integration issue in organization. The paper is a literature study by explorative approach.

Keywords: philosophy of technology, decision making, innovation management, technological change

[ABS-56]
Potential of Natural Resources as The Core Competence

Yayuk Yuliana, Diana Sopha

Muslim Nusantara Al Washliyah University

Abstract

Natural Resources (SDA) is a resource that comes from nature, it can be processed into something valuable goods or services. Every community has the right to enjoy a better life and is aware that where there are people living there will also be resources that are available and can be well managed and utilized as a support for life. This resource will be able to be used if the community succeeds in utilizing it and optimizing it. The method used in this research is descriptive research method with case study research type. The women in Batu Katak who represent the Karo tribe are very well-known farmers and hard workers. The results from natural resources contain plants that can help increase the family. Based on the research conducted, conclusions can be drawn from the competencies possessed by the Karo traditional herb business that comes from natural resources, which are the raw materials available in nature that are grown around people's houses. The results of the cultivation of medicinal plants that can be directly used as a drug that must be processed (mixed, mixed, packaged) first.

Keywords: Natural resources, core competencies, medicinal plants

[ABS-57]

The Influence of Convenience, Easy Usage, and Promotion Towards People's Interest in Using Ovo Application (Non Cash) in Denpasar City*Ni Wayan Ari Sudiartini, Anak Agung Elik Astari, and Ni Luh Kardini*

Mahendradatta University

Abstract

Non-cash transactions (cashless) are implemented in various sectors. One interesting fact of the non-cash transactions is the market trend that is still dominated by the need for discounts as a part of the youth's shopping habit. A study revealed that 80% of Indonesians prefer to use an electronic payment card compared to cash. Recognizing this phenomenon, OVO provides services with a variety of facilities, safety, and comfort for the society in transacting and shopping. OVO is a smart application that allows its users to do online payment and transaction services (OVO Cash). OVO offers easy transactions without requiring customers to carry too much cash. Typically, consumers nowadays do not like to linger in line at the cashier, they prefer to shop from home using mobile app and get the products delivered to their doors. The consumers prefer the taxis that come to pick them up and prefer to book a room in a hotel online through their smartphones. Businesses can accept electronic payment tools and facilitate consumers in digital payments and reduce cash usage. This study aims to find out the influence of convenience, easy usage, and promotions towards people's interests in using OVO application (Non-Cash) in Denpasar. The samples used in this study were saturation with the number of respondents 100 people. Measurements in the questionnaire used the scale of Likert and the analysis was done using double linear regression statistic method followed by conducting test T and test F at a level of significant 10% also to find out the magnitude of total and variable influence that give dominant effect. Based on the analysis done using SPSS, it is noted that, partially, convenience, easy usage, and promotions affect people's interest in using OVO application significantly. Simultaneously, variables of comfort, easy usage, and promotion have a significant effect on the use interest of OVO applications in Denpasar. The magnitude of influence is based on the determination co

Keywords: Noncash, OVO application, transaction convenience.

[ABS-58]**The Impact of Personality Traits on Perceived Investment Performance:
The Moderating Role of Social Interaction***Ninditya Nareswari, Citra Wanodya Rahmani, Nugroho Priyo Negoro*

Institut Teknologi Sepuluh Nopember

Abstract

Based on Kustodian Sentral Efek Indonesia (KSEI) data, the number of Single Identification Investors (SID) from 2018 to 2019 increased by 53.04% to 2,478,243 users, which contained of 98.89% individual investors and 1.11% institutional investors. Therefore, investors certainly have an investment plan to reach their investment objectives. Perceived investment performance was influenced by high level of psychological aspect. This study examined the effect of the Big Five personality traits on perceived investment performance and moderated by social interaction. This research was conducted using quantitative methods on 445 samples of individual stock investors with active investment experience in the Indonesian capital market for at least one year. Used the Partial Least Square-Structural Equation Modelling (PLS-SEM) as a method, the findings of this study showed that the openness personality had negative influence on perceived investment performance. Meanwhile, conscientiousness, extraversion, agreeableness, and neuroticism had positive influence on perceived investment performance. In addition, social interaction strengthens the influence of prudent personality on perceived investment performance and weakens the influence of personality on agreement on perceived investment performance. This research also formulated managerial implications that can be applied by individual investors, capital market regulators, and financial advisors

Keywords: Investment Performance-Personality Traits- Social Interaction

[ABS-59]
SME Marketing Strategy During the Covid-19 Pandemic Period

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1,2,3) Universitas Nasional
4,5) University of Hasanuddin

Abstract

The Covid-19 virus pandemic not only threatens the health sector, but also threatens the global economic crisis which is the effect of social distancing and PSBB. According to Minister of Finance Sri Mulyani, if Covid-19 can be handled immediately then economic growth is still above 4%. But the government must also be prepared if the pandemic persists for another 3-6 months, the situation will worsen, with economic growth estimated at around 2.5% or even 0%. The decline in economic growth was partly due to the decline in household consumption and also the drop in sales of the MSME sector. It turns out that not all businesses experience negative growth, some are getting positive growth, based on data reported by the Kantar Worldpanel Indonesia survey agency, April 14, 2020. Businesses must react quickly and appropriately to change their sales strategy. Marketers must turn their minds to be able to market their products or services to consumers, as a business strategy to survive in the midst of a corona virus pandemic. This study aims to get an idea of the right marketing strategy in the covid pandemic condition 19. This research uses a qualitative method with a thematic approach. In the condition of the covid pandemic 19, where social distancing and PSBB are currently happening, which causes some physical stores to be unable to operate and the community is only at their homes and changing consumer behaviour, it is important for MSMEs to change their marketing strategies, namely the marketing mix strategy associated with technology (digitally).

Keywords: Marketing, Strategy Marketing, SME, Digital Marketing

[ABS-60]
**Impact of Covid-19 Pandemic on PSAK Application in Corporate
Financial Statements**

Subur Karyatun¹, Muhani², Anas Iswanto Anwar³, Abdul Rahmad Kadir⁴

1,2) National University
3,4) Hasanuddin University

Abstract

According to info from Worldometers on 29 March 2020, the corona virus has been designated as a pandemic, which means that this outbreak has occurred in almost all countries in the world. The effects of the corona virus pandemic in Indonesia have begun to be felt in February - March 2020, where these months are the time for companies in Indonesia to report audited 2019 Financial Statements. Many business people ask how the impact of the corona virus on financial reports and business practices. Relevant and representative information Reports are a fundamental qualitative characteristic of Financial Statements. The company cannot conduct earnings management activities and make an improper representation of the economic phenomenon of the company affected by this pandemic and must reflect this uncertainty in the Financial Statements. Covid-19 cannot be used as a basis for events that require business entities to make adjustments or adjustments to the 2019 Financial Statements. Considering, the spread of Covid-19 in Indonesia was only announced on March 2 and is not information that could affect the presentation of 2019 financial statements. Covid-19 cannot be used as a basis by business entities to measure Expected Credit Losses (KKE). The requirement to apply a KKE allowance throughout life is if there is a Significant Increase in Credit Risk (PSRK). The spread of the Covid-19 outbreak that the government and authorities responded to by providing relaxation of credit payments, could not be considered as PSRK.

Keywords: Financial Statements, Impact Covid-19, PSAK

[ABS-61]

Promotion Strategy and Brand Loyalty: A Study of Mobile Payment in Sulawesi Selatan

Insany Fitri Nurqamar, Naufal Pratama Putra, Nurhayati, Nihar Nurkhalifa

Universitas Hasanuddin

Abstract

Fintech or Financial Technology is an innovation that comes from digitizing management in the financial sector. Fintech is popularly used by millennials as a cash payment replacement tool. The purpose of this study was to determine and analyse the effect of promotional strategies used on brand loyalty. The respondents of this study were 140 millennials' mobile payment users, specifically OVO, LinkAJa, and Gopay who were randomly selected using the proportional random sampling method. Data collection techniques are literature study and field study and will be analyzed using multiple regression method. The results of the study have demonstrated that promotion strategy affect positively and significantly toward brand loyalty of mobile payment OVO, Gopay, and LinkAja.

Keywords: Fintech, Promotion, Brand Loyalty, Cashback, Discount, Voucher

[ABS-62]**HR Management System Based on Competency and Assessment of Work Achievement and its Effects on Device Performance of Batubulan Village Office***Ni Made Yudhaningsih, Ni Wayan Ari Sudiartini*

Faculty of Economi, Mahendradatta University, Bali

Abstract

Village office is the division of administrative areas in Indonesia and especially in Bali below District. The village has a function as implementing rural development according to the mandate of Law no. 6 of 2014 is aimed at improving the welfare and quality of life of rural communities. But in terms of performance of human resources (HR) is often still not optimal, especially apparatus village government will run a program of rural development through the use of village funds budget (ADD) from the government district and village funds provided directly by the central government. This study aims to determine the effect of competency-based human resource management and work performance on the performance of village officials in the Desa Batubulan Gianyar office. The results of this study are competency-based human resource management and work performance have a positive and significant effect on the performance of village officials and either partially or simultaneously. The population in this study were village officials in the village of Batubulan as many as 30 respondents. This research uses quantitative methods, primary data is taken using a questionnaire instrument. The results of this study are expected to provide solutions to improve the performance of village officials in Batubulan Village, Sukawati Gianyar, Bali.

Keywords: Performance, Competency based HR, job performance appraisal

[ABS-63]**Iconic Product Innovation Model to Improve Silk Product Marketing Performance in Wajo District**

Abdul Rahman Kadir, Muhammad Sabranjamil Alhaqqi, Andi Nur Bau Masseppe, Daniella Cynthia Sampepajung, Muh. Hasbi Abbas

Universitas Hasanuddin

Abstract

Micro, Small and Medium Enterprises (MSMEs) are one of the driving forces for the economy in various countries, especially in Indonesia. Seeing the large proportion of MSMEs in the number of Indonesian businesses, it is necessary to develop the competitiveness of MSMEs. The problems that exist in MSMEs as a whole can be divided into several obstacles such as lack of business capital, lack of knowledge to grow a business both from a marketing or financial side, a lack of product innovation, limited distribution channels of goods. The problems that become the focal point of this study are the factors that affect the marketing performance of MSMEs in Kab. Wajo such as product innovation, market orientation and entrepreneurship orientation. MSMEs which are the object of this research are Sengkang silk business actors located in Kab. Wajo. This study will try to explore the impact and relationship between the market orientation capabilities of MSMEs in Kab. Wajo on his marketing performance through product innovation mediator variables. This research is expected to contribute to theoretical development and practical development of appropriate innovation models to improve the marketing performance of sengkang silk MSMEs in Kab. Wajo.

Keywords: Innovation Model, Market Orientation, Marketing Performance, MSMEs

[ABS-64]**Determinant factors on the effectiveness of village financial management
(Case study of North Toraja Government, Indonesia)***Agustina Banne Limbong, Muhammad Ali, Mursalim Nohong.*

North Toraja Regency Government.

Universitas Hasanuddin

Abstract

Some aspects that need to be considered to know about managing village funds are the stated objectives, timeliness, matching benefits, and the appropriateness of results and community expectations. This study discusses to explain the importance of accountability, evaluation, community participation, the quality of human resources, and the role of moderation in the use of the village financial system on the quality of human resources on the effectiveness of village fund management in North Toraja Regency. Data collected using a questionnaire from SISKEUDES-based village financial managers are then analyzed in a multiple linear regression model (Multiple Regression Analysis). The results showed how the more accountable the management process, the more effective village financial management in North Toraja District, the more transparent financial management, the more effective village financial management in North Toraja District, the higher the development of the community of stakeholders in the planning process, the more effective village finance in North Toraja Regency, village fund management in North Toraja Regency. In other words, the more qualified human resources, the more effective is managing village finances in North Toraja Regency. Also, this study found an increase in the use of IT will improve the relationship between the quality of human resources and the management of village savings funds. Increasing the efficiency of IT use, it will reduce the relationship between the quality of HR and managing village funds. In other words, using IT in village financial management will increase the need for human resources to improve their quality to make village financial management effective.

Keywords: effectiveness, village financial management, local government

[ABS-65]
**The Effect of Work Capability, Satisfaction, And Discipline on The
Performance of Civil Servants in Rantebua District, North Toraja,
Indonesia**

Daniel Lakaran, Abd. Rahman Kadir, Abd. Razak Munir.

North Toraja Regency Government.

Universitas Hasanuddin

Abstract

This study aims to explain the effect of the workability of the State Civil Apparatus, Job Satisfaction, and Work Discipline on the Performance of civil servants in Rantebua District, North Toraja Regency. The research is explanatory research that seeks to explain causal relationships between variables through hypothesis testing. The hypothesis to be tested is to find out whether there is a relationship between the ability of civil servant work, civil servant job satisfaction, and civil servant work discipline with civil servant performance in Rantebua District, North Toraja Regency. Data collected using questionnaires from all civil servants at the sub-district level. In this study, it was found that workability influences the civil servant performance in Rantebua Subdistrict which means work period, work experience, understanding of work related to education, the suitability of education with current work, ability to think strategically, ability to come up with new ideas for organizational progress, skills and training, and skills development to support work can improve civil servants performance in Rantebua District. In the meantime, it was also found that job satisfaction affected the civil servant performance in Rantebua District. This means that civil servant performance in Rantebua Sub-district, North Toraja Regency can increase if civil servant satisfaction increases because the work done by civil servants is under education, appropriate income, support from the leadership, and collaboration with colleagues. Besides, work discipline also affects the performance of civil servants in Rantebua District, North Toraja Regency.

Keywords: work capability, satisfaction, discipline, performance, civil servants

[ABS-66]
**Analysis of the Factors That Affect the Quality of Local Government
Financial Statements North Toraja Regency**

Desi Pangalinan, Mediaty, Nirwana

North Toraja Regency Government.

Universitas Hasanuddin

Abstract

Government's efforts to find out whether local government financial reports presented have been disclosed in a fair and quality manner, are annually inspected by the Indonesian Supreme Audit Board (BPK RI). Law Number 15 of 2004 concerning the Audit of Management and Responsibility of State Finances, the BPK then issues an opinion which is the result of an assessment of the quality of the local government financial reports. There are 4 (four) opinions given, namely Fair without Exceptions (WTP), Fair with Exceptions (WDP), Unreasonable, and No Opinion (TMP). The population in this study are employees of the accounting department at the Financial Management and Assets Agency of North Toraja Regency. The sampling technique uses non-probability sampling with a purposive sampling approach. Data collection was carried out using a questionnaire. The results showed that the internal control system, human resource competencies, internal audit independence, organizational commitment, and the utilization of information technology affect the quality of the financial statements of the North Toraja Regency government. This means that the better or higher the internal control system, the competence of human resources, the independence of internal audits, the better organizational commitment in utilizing information technology in preparing financial reports, the better the quality of the financial statements of the North Toraja Regency government.

Keywords: local government financial reports

[ABS-67]**Model of Improving the Performance of Asset Management in North Toraja Regency Government***Iriani, Musran Munizu, Asri Usman*

North Toraja Regency Government.

Universitas Hasanuddin

Abstract

Asset management is an inseparable part of financial management and development administration relating to asset value, asset utilization, recording of assets in the government's annual balance sheet, as well as setting development priorities. Local government asset management needs to have an effective and reliable management system as a tool for planning, implementing, or managing, and monitoring systems. The planning and monitoring system needed to avoid deviations from the regulations that apply in each stage of the management of the regional property and direct the work carried out under a predetermined plan. This study aims to explain the effect of asset inventory, legal audit, valuation, and supervision and control of assets on the optimization of land and building asset management in the North Toraja Regency. This study uses a quantitative approach. Data and information in this study were obtained using a list of questions (questionnaires) submitted to the caretaker of the goods or parties who know the management of the regional property. The results showed that the better the asset inventory, the more optimal the management of land and building assets in the North Toraja Regency. Legal audit affects the optimization of land and building asset management in North Toraja Regency. There is a positive and significant effect of asset valuation on the optimization of land and building asset management in the North Toraja Regency. Supervision and control also affect the optimization of land and building asset management in North Toraja Regency.

Keywords: performance, asset management, local government

[ABS-68]
**Analysis of Regional Financial Management Performance in North Toraja
Regency**

Melvin Tangrapa, Muhammad Asdar, Amiruddin.

North Toraja Regency Government

Universitas Hasanuddin

Abstract

APBD is the main policy instrument of the regional government and also the policy instrument in supporting the central position of efforts to develop the capabilities and effectiveness of local governments. APBD can be used as a tool to determine the amount of income and expenditure, help decision making and development achievement, spending authority in the future, a source of development of standard measures for performance evaluation, a tool to motivate employees and a coordinating tool for all activities from various work units. This study aims to analyse the effect of facilities and infrastructure, human resources, budget, and work systems and procedures on the performance of regional financial management in the North Toraja Regency. The results showed that the facilities and infrastructure, human resources affect the performance of regional financial management in the North Toraja Regency. In the meantime, this study also found that the performance of regional financial management in the North Toraja Regency was influenced by the availability of the budget and the systems and procedures. That is, to improve the performance of regional financial management, activities must refer to established systems and work procedures, systems and procedures applied are very easy to understand, tasks and work that are charged are always following their respective duties and functions, systems and procedures are never hampering the completion of the work, and the systems and procedures implemented to help with the completion of the work.

Keywords: Regional, Financial, Management, Performance

[ABS-69]**Analysis of The Factors That Influence the Quality of Inspection Results in North Toraja Regency***Sri SURIANTY Datu Karaeng, Abd. Hamid Habbe, Sumardi.*

North Toraja Regency Government

Universitas Hasanuddin

Abstract

Regional financial supervision must ensure that economic resources are used in the public interest and be accounted for by the principles of accountability and approval. In government regulation number 79 of 2005 article 24 for the supervision of the government in the area carried out by government supervisory officials consisting of the Government Internal Supervisory Apparatus (APIP) in the Inspectorate General of the Department. For this purpose, it then forms an internal supervisory unit that is accommodated in a Regional Work Unit (SKPD) which is then known as the regional inspectorate that uses internal auditors or auditors for the district government responsible for the Regent. This study tries to explain the independence, objectivity, integrity, competence of the quality of examination results. The research sample was an auditor at the North Toraja Regency Government Inspectorate. Data obtained using a questionnaire was processed by SPSS. The results showed that there was a positive and significant influence on work experience, independence, objectivity, integrity, and competence on the quality of the results of the Inspectorate of North Toraja Regency. Therefore, it can be concluded based on a research model that aims to improve the quality of examination results in the North Toraja Regency.

Keywords: Auditors, work experience, independence, objectivity, integrity, and competence.

[ABS-70]
Development of Silk Business in South Sulawesi Province

Nuraeni Kadir, Abdul Razak Munir, Fauziah, Jumidah Maming

Hasanuddin University

Abstract

The business of silk is demanded to be more aggressive, it is necessary to do further research to find the right model of business development for applied in the sustainability of the silk business. This research aims to determine what is the assessment of the criteria that determine the decision-making model for the development of the silk business in Wajo and analyse the results of ranking of the decisions on the model of business development in the silk business in Wajo. The population in this research were silk weavers who carried out 544 people. The sample was determined by 235 respondents through the Slovin formula. Analysis of the data used is AHP and MPE. The results of the study show the assessment of the criteria that determine the decision of the business development model of the tuning from the results of the hierarchical analysis of the selected process six criteria that are considered worthy of consideration in making the right decision on the business development model of the sequestration. This six criteria include training programs for silk artisans, supply of silk raw materials, innovation in developing human resources in the field of spinning, government policy support in advancing the silk business, involvement of national and multinational companies and availability of capital for the tuning business. Determination of decision ranking for the right model in the silk business in Wajo which can be made as a deciding decision according to the results of the exponential comparison method, the decision to provide the venture capital is the main priority to be applied in the business development model for the silk. Furthermore, innovating the development of human resources to improve the knowledge, skills, and attitudes of the silk craftsmen. In addition, it is very important for the involvement of companies both national and multinational in participating in advancing the silk business, and policy support from the government in developing silk business

Keywords: Evaluation, Model, Development of the Silk Business

[ABS-71]
**Analysis of Regional Financial Management Capability in Financing
Regional Expenditure in Regional Government Regency in Kuantan
Singingi - Riau**

Andri Meiriki¹, Rika Ramadhanti²

- 1) Ahmad Dahlan Institute of Technology and Business Jakarta
- 2) Islamic University of Kuantan Singingi

Abstract

The purpose of this study is to analyse and obtain empirical evidence about the financial performance of the Kuantan Singingi Regency government in the 2014-2018 fiscal year measured by the level of regional independence, the level of financial decentralization, the level of dependency ratio, the level of fiscal autonomy, the level of effectiveness, the level of government debt to income local government, and budget absorption rates. In this study, we analyse the ratio of regional financial capacities classified as very low, low, moderate, high and very high in the 2014-2018 fiscal year. The results obtained from this study are the management of Kuantan Singingi Regency's financial capacity measured from the level of regional autonomy in the 2014-2018 fiscal year included in the criteria of lack and the level of financial decentralization ratio as very less, the level of dependency ratio as very high, the level of fiscal autonomy as very less, the level of effectiveness as very less, the level of government debt to the ratio of local government revenue as very less, and the level of budget absorption as unbalanced.

Keywords: Financial Decentralization, Fiscal Autonomy, Effectiveness, Local Government Revenue

[ABS-72]**Controversion of Zonation Application to New Students in Bali Province***I Nyoman Suandika, Komang Edy Dharma Saputra*

Universitas Mahendradatta

Abstract

Abstract, Education is one of the problems that is often the center of attention in Indonesia because education is very important in improving the intelligence of the nation's life in Indonesia. Basically, according to the Basic Law of the Republic of Indonesia in Article 1 paragraph (3), it is stated that the Indonesian state is a constitutional state which implies that every action of the state and citizens must be based on and based on law. In the preamble of the 1945 Constitution of the Republic of Indonesia, it is emphasized that the state has an obligation to educate the Indonesian nation. One of the efforts to improve and evenly distribute the quality of education in Indonesia is by applying the zoning system to the process of accepting new students. The zoning system provisions are contained in the Regulation of the Minister of Education and Culture Number 14 of 2018. With the implementation of this regulation in Indonesia, it seems that not 100 percent of the parents or guardians of students accept these rules. So that it reaps controversy including the Province of Bali as one of the provinces in the unitary state of the Republic of Indonesia. The problem is whether the factors that influence the controversy of people's attitudes with the application of zoning in the acceptance of new students with the issuance of Minister of Education and Culture Regulation No. 14 of 218 in Bali Province and how are the efforts made by the government to overcome zoning problems in the Province of Bali. This type of research is using empirical legal research methods using primary data and secondary data and tertiary data. The main factor that causes the controversy to occur is the high difference between favourite and non-favourite schools in Bali Province so far, causing the implementation of zoning policies to have been rejected by several communities. Thus, the efforts made by the government are to conduct intensive socialization related to the application of zoning that can

Keywords: Education, Zoning, Controversy.

[ABS-73]**Analysis of the Effect of Sales Promotion and Advertising on Consumer Decisions at PT. Bank Negara Indonesia (Persero) Tbk Majene Branch***Erwin, Sri Utami Permata*

Universitas Sulawesi Barat

Abstract

Many services provided by the banking industry today, which are predominantly centred on the process down to the consumer, based on observations in terms of offering and delivering messages, several sales promotions and advertising implemented by PT. Bank Negara Indonesia (Persero) Tbk Majene branch in attracting interest and as a communication media to deliver messages to consumers have not been optimal, because the provision to delivery of various offers is more often applied through customer service, so that messages that should be able to convey information to lots of consumers at once as a consideration in making decisions are not optimal. This study was conducted with the aim of examining the effects of sales promotion and advertising on the role of marketing media for PT. Bank Negara Indonesia (Persero) Tbk Majene branch, in influencing consumer decisions. This study used primary data in the form of questionnaires, and the Likert scale was used as the measurement design in this study. In the data analysis process, this study used descriptive statistical analysis method. The results of this study showed that the role of sales promotion and advertising has an influence on consumer decisions. Sales promotion with point-award indicators is still quite attractive to consumers, while for advertising, bottom line media such as exhibitions, calendars or displays statistically reached a fairly good impact value compared to print and electronic media. Finally, the findings of this study implied that consumers still expect more the availability of sales promotions from the company and the delivery of information to lots of consumers at once, so that various offers can be conveyed properly, and in direct application, the goal to be the bank of choice for all financial needs of customers can be easily achieved.

Keywords: Sales Promotion, Advertising and Consumer Decisions

[ABS-74]**Factors of Analysis that Encourage the Interest of Young Entrepreneurs in the Field of Fashion as an Active Role in Preserving Bali's Regional Clothing (Application of the Pergub No. 79 of 2019)***Anak Agung Elik Astari, Ni Luh Ketut Ayu Sudha Sucandrawati*

Universitas Mahendradatta

Abstract

The fashion industry is an industry that is very popular with the younger generation, the development of the fashion world in Bali is controlled by the development of traditional Balinese clothing, in the hands of the younger generation the development of the fashion industry has become more creative and innovative, in recent years the development of regional fashion has become very massive especially since in 2018 supported by the regulation of the Governor of Bali (Pergub) No. 79 of 2018 concerning the day for the use of Balinese traditional clothing so that it has a big impact in stimulating the fashion business world, especially among the young generation, so that many young entrepreneurs are born, the growth in the number of young entrepreneurs in the world of traditional clothing is a support for preserving regional clothing, especially Balinese clothing. The purpose of this study is to determine the factors that influence the interest in fashion entrepreneurship including income expectation factors, information technology factors, especially the euphoria of the use of social media, through the internet has become a trend in society, creative industries that continue to experience growth and supporting factors, namely the entrepreneurial spirit that will encourage interest in entrepreneurship among young people. This research uses linear regression and multiple regression. This research is a type of quantitative research with a descriptive data approach. This research is expected to have implications for the younger generation in fostering interest in entrepreneurship.

Keywords: Capital, Creative Industry, Social Media, Entrepreneurial Spirit, Interests Entrepreneur.

[ABS-75]**Impact of E-Commerce on The Purchasing Power of Community in Retail Companies in Denpasar***Ni Luh Kardini, I Dewa Nyoman Usadha*

Mahendradatta University

Abstract

This year quite a lot of retailers are fallen. A storm of close stores that occur in the retail industry raises the question of what causes it to happen. Interchangeably, entrepreneurs and observers are confident that there is a weakening of the purchasing power while the government believes the purchasing power of people is still healthy. The problem of declining the buying power of society so warm talks lately. In relation to the purchasing power of the public, always related to the income, the higher income is certainly the purchasing power of society will increase. It is the buying power of the retail industry, one of which is a large number of e-Commerce that Pampers shoppers with ease. In this research aims to know the taste, price, quality of service and the level of income that causes a decrease in the purchasing power of the community in the retail sector in Denpasar. The population in the study was an e-commerce user and retail customer in Denpasar as much as 100 respondents. Primary Data is taken with poll instruments. This study used the classic assumption test method, T-test test, F-test test, multiple regression analysis. This study uses quantitative research types with descriptive data analysis. The results of this research can solve the problem of purchasing power and provide solutions to increase the purchasing power of people in the retail industry in Denpasar. This research will test hypotheses that utilize the causal relationship of several variables i.e. the analysis of factors affecting the purchasing power of people in the retail industry in Denpasar, whether the taste, price, quality of service and this income level affects the purchasing power of people on the retail in Denpasar.

Keywords: retail, purchasing power society, e-commerce

[ABS-77]

Strategy Formulation Competing Against Deer Jerky's Efforts

Hardiyono Hardiyono¹, Reni Furwanti², Anton Pallaguna³, Ifah Finatry⁴, Paulus Johan Lolo⁵

1,3,4,5) Hasanuddin University
2) Sunan Kalijaga Islamic State University

Abstract

This research aims to analyse and formulate competing strategies that match the efforts of the deer jerky-based effort. The Data needed in this study were obtained through several means (1) Dissemination Questionnaire (Survey), (2) interviews. The data processing methods consist of qualitative analysis and quantitative analysis. Quantitative analysis is used on IFE matrix, EFE matrix, IE matrix, SWOT matrix, and QSPM matrix. Based on the QSPM analysis, the right strategy alternative and can be done by the business of the souvenir of deer jerky in order is (1) make jerky with a wider variety of flavours and affordable price with the value of STAS (9.10), (2) Sell Deer jerky through social media and go food with the value of STAS (8.15), (3) market penetration by following the exhibition activity with the value of STAS (6.78), (4) Use financial applications on the recording of transactions with the value of STAS (5.35), (5) forming energy Marketing with the value of STAS (5.17), making halal certificates from MUI and BPOM with STAS value (5.10).

Keywords: Strategy Formulation- Deer Jerky's- QSPM

[ABS-78]
**Analysis of Regional Financial Capability in Supporting the
Implementation of Regional Autonomy in Pasangkayu Regency, West
Sulawesi Province**

Taufik Hidayat B Tahawa, Riady Ibnu Khaldun

Universitas Sulawesi Barat

Abstract

The purpose of this study is to analyse the regional financial performance, financial capacity, effectiveness and efficiency of the Pasangkayu Regency government in 2013-2018 as measured from the analysis of variance of income, analysis of the degree of fiscal decentralization, analysis of the level of regional independence, analysis of variance in spending, analysis of the effectiveness of original income. regions and regional financial efficiency analysis. This type of research is a combination of quantitative and qualitative (mix method) using secondary data which is analysed using financial ratios and in-depth interviews about financial performance. The results of this study show that during 2013 to 2018, the analysis of income variants has mostly met the criteria where the income reliability is greater than budgeted, the analysis of the degree of fiscal decentralization is below 10 percent which indicates it is still low, the analysis of the level of regional independence is still very high. low with a percentage below the criterion of 25 percent, the analysis of spending variance has mostly met the criteria where the reliability of spending is greater than the amount budgeted, the analysis of the effectiveness of regional original income shows that several periods are less effective. The analysis of regional financial efficiency in the majority of the period is still below the efficiency criteria with a percentage still exceeding 90 percent. However, the level of effectiveness of revenue, the use of budgets in district priority programs in Pasangkayu Regency is quite effective and local revenue tends to increase from 2013 to 2018.

Keywords: Regional Financial Capability, Fiscal Decentralization, Effectivity, Regional Finance Efficiency

[ABS1-01]**The Interaction of HR Investment and Innovation (Small Business Performance Improvement Model in Makassar City)***Mursalim Nohong, Abd. Razak Munir, Haeriah Hakim, Amilah Rezky Mufidah*

Universitas Hasanuddin

Abstract

Development is not only influenced by financial factors and government policies but is also inseparable from activities to develop the quality of human resources, innovation, and enhancing the nature and character of entrepreneurship. This study aims to analyse the relationship between human resource investment in the form of education and training, product innovation, production processes, and services as well as changes in entrepreneurial character carried out by MSEs in improving performance. Data were collected using questionnaires and interviews and then analysed using a qualitative descriptive approach. The results showed that SMEs in Makassar City were very aware of the weak activities to form human resources, especially in increasing work productivity. This has an impact on innovations, both products or products, and services, which are still often a complaint from customers. Customers have not found a significant difference between the products produced by one SME and another. Therefore, SMEs and the government, as well as local governments, must develop an approach that is oriented to the needs and problems faced by SMEs through product processing, marketing, innovation strategies as well as entrepreneurship workshops. HR investment is directed at the nature of sharing experiences with fellow employees, motivating each employee to develop themselves, providing a budget for employee development, and providing appreciation and appreciation in the form of finance for productive employees. Innovation activities by always changing the shape and design of products that are marketed and based on the latest findings by utilizing technology.

Keywords: Investment, Innovation, Performance, Entrepreneurship

[ABS1-02]
Analysis of International Investment in Indonesia

Abd. Hamid Paddu, Indraswati Tri Abdi Reviane

Universitas Hasanuddin

Abstract

This study aims to analyze international investment in Indonesia. This paper tries to see the extent to which expectation variables such as interest rate forecasts and inflation rate forecasts can influence Indonesia's international investment behavior. Besides that, this paper also tries to examine the influence of other variables such as exchange rates and economic growth on international investment in Indonesia. This study uses secondary data from Bank Indonesia, the Ministry of Trade, and World Bank from 2001 to 2018. This paper uses the Auto-Regressive Integrated Moving Average (ARIMA) method in forecasting the variables studied, then using the multiple linear regression with the Ordinary Least Square (OLS) method to see the effect of these forecast variables on international investment in Indonesia. This study's results indicate that expected interest rates and expected inflation rates have a negative effect on international investment, while the exchange rate and economic growth have a positive effect on international investment.

Keywords: international investment, expected interest rates, expected inflation rates, exchange rates, and economic growth.

[ABS1-03]
Intertemporal Effects US-China Trade War Against Export Indonesia

Abdul Hamid Paddu, Indraswati Tri Abdi Reviane

Hasanuddin University

Abstract

This study intends to analyse and discover the US-China trade war effect on Indonesian Export. Furthermore, this study tries to see the influence of US-China macroeconomic indicators before and during the trade war besides Indonesia's real exchange rate on Indonesia's export performance in the monthly period from 2015 to 2020. To clarify the research analysis, the researcher regresses the US-China data related to the trade war on Indonesia export to see whether the trade war affected domestic exports' performance. Indonesia's export market in the two countries was one of the largest. This study produces an analysis that the US-China trade war in 2018 onwards could reduce Indonesian exports compared to the pre-trade war, imply that the trade war immensely affected Indonesian exports.

Keywords: Trade War, Export, GDP, Real Exchange Rates

[ABS1-04]
**Analysis of The Company Performance Using Balanced Scorecard,
Analytic Hierarchy Process and Objective Matrix: Case Study of Bank
Sulselbar Makassar**

Nurdjanah Hamid and Iswandi Utama

Hasanuddin University

Abstract

PT. Bank Sulselbar is one of state-owned banks in Indonesia. In evaluating company performance, PT. Bank Sulselbar has formulated a strategy map that must be implemented using a comprehensive performance measurement method as a benchmark of the company's target achievement. This research used a combination of methods from the Balanced Scorecard (BSC), Analytic Hierarchy Process (AHP) and Objective Matrix (OMAX) which allows to measure the performance index by identifying priority weights for each indicator and perspective. This research aims to combine the methodology used to facilitate the calculation of a performance index that is close to reality. Thus, it is expected that the results of this study can be used by decision makers to evaluate the performance of PT. Bank Sulselbar and to monitor the implementation of the strategy map. This research uses questionnaires and the 2019 annual report as a source of information to combine the BSC, AHP and Objective Matrix (OMAX) methods, each indicator, via the AHP method, is integrated with the management system through the Balances Scorecard which focuses on measuring the performance index for the bank, resulting in a comprehensive measurement system. Calculating the actual Performance Index through this research, the bank can develop strategies and monitor its implementation. Based on the AHP method, the highest priority in Bank Sulselbar is the financial perspective with a weight of 40.2%, the second priority is the customer perspective with a weight of 35.1%, then the third priority is the internal business perspective with a weight of 14.2% and the lowest is the learning and growth perspective with 12.8%, with a consistency level of less than 10%. The weight of the company's performance in the Traffic Light System based on the OMAX method is categorized in the green zone and indicates that the performance of PT. Bank Sulselbar has achieved the expected performance. The result of this research is a strategy map that can be used to build a system to improve company performance.

Keywords: Balanced Scorecard, Analytic Hierarchy Process, Objective Matrix, Indicators, Perspective, Bank Sulselbar

[ABS1-05]

Non-Halal Aspects on Company Value Listed In the Jakarta Islamic Index

Mustakim Muchlis¹, Mediaty², Kartini³, Abdul Hamid Habbe⁴.

1) Universitas Islam Negeri Alauddin

2,3,4) Universitas Hasanuddin

Abstract

This study aims to measure the effect of non-halal transactions such as interest-based debt and non-halal income on firm value. The sample used in this study were companies listed in JII 2015-2019. Data processing uses SPSS and results that interest-based debt and non-halal income partially and simultaneously have a negative relationship with firm value. It is wrong that Islamic values have become a consideration for investors in the ratification of the Islamic stock exchange in Indonesia.

Keywords: Interest-based debt, non-halal income, Price to book value (PBV)

[ABS1-06]

**Influence of Price and Promotion of The Loyalty of Prospective
Congregation in Makassar City with the Trust as a Variable Intervening**

Ifah Finatry¹, Maat Pono², Jusni Jusni³, Nurlia Nurlia⁴, Reni Furwanti⁵

1,2,3,4) Hasanuddin University

5) Sunan Kalijaga Islamic State University

Abstract

This research aims to analyse and know about the loyalty of Umrah pilgrims who are influenced by price and promotion as free variables as well as trust as trust as mediation variables. Mixed research is a type of research using SmartPLS software for quantitative data and Atlas.ti software to analyse qualitative data. The results found empirical facts that the price had significant effect on trust but had no significant effect on loyalty. Furthermore, the promotion that in this study demonstrates a significant influence on trust and loyalty. The trust variable will be a mediation variable that shows a partial significant influence on loyalty. The indirect influence suggests that belief can have a significant effect on the price and promotion of loyalty. This research can be developed in the future by using more umrah travel samples to find out the conditions related to variables that can affect the loyalty of umrah travel pilgrims that as the era progresses more and more enthusiasts in Makassar city in particular and on the scale of Indonesia and globally in general.

Keywords: Promotion; Price; Trust; Loyalty; Umrah

[ABS1-07]
**Mediating Effect of Customer Skill on Educating and Co-Creation on
Higher Education (Conceptual Paper)**

Ahmad Efendi¹, Muhammad Asdar², Dian AS Parawansa³, Andi Renti⁴

1) Alauddin State Islamic University

2,3,4) Hasanuddin University

Abstract

The intense competition in the service industry has changed the company's perspective to pay more attention to consumers' wishes. This new perspective is known as Service Dominant Logic. Along with this transition, the company develops the concept of co-creation with its customers so that the resulting products can meet customer desires. The purpose of this research is to build a conceptual framework of the effects of mediation of customer expertise in relation between customer education and co-creation on Higher Education (HE). Earlier studies suggested that there are several variables of the consumer resources that have a direct effect on co-creation. Among them are customer education, skills, experience, ideas, etc. But mostly researched in the context of manufacturing industry. There is still a little research of co-creation in the field of education services industry.

Keywords: Co-Creation, customer education, customer skill.

[ABS1-08]
The Effect of Internal Control Entities to Determining the High of Audit Fee

Nuryadi Winra, Grace T. Pontoh, Achmad Y. Paddere

Universitas Hasanuddin

Abstract

This research aimed to find out direct effect of the internal control entities to determining the high of audit fee, and indirect effect of the internal control entities to determining the high of audit fee through the extensive of auditor's occupation. Data collection in this research used questionnaire which distributed to auditors who working in public accounting in Makassar. Analysis of the data used path analysis. The results of this research provided evidence that the internal control entities (X) had a significant direct effect to determining the high of audit fee (Y), and the internal control entities (X) had a significant indirect effect through the extensive of auditors' occupation (M) to determining the high of audit fee (Y). The implication is if internal control entities is ineffective, it will be affecting the larger of the extensive of auditor's, so it will be also effect to the highest of amount in determining audit fee.

Keywords: internal control entities, extensive of auditor's occupation, audit fee.

[ABS1-09]
**Determinant of Accrual-Based Accounting Implementation In Local
Government Of South Sulawesi**

Andi Kusumawati, Aini Indrijawati, Rahmawati HS

Hasanuddin University

Abstract

This research is a descriptive and explanatory research that aims to analyze the effect of human resource competence, the information technology quality, APIP (internal auditor) support and communication on the implementation of accrual-based accounting with leadership commitment as moderating variable. The population in this study is the Financial Administration Officer and the Financial Management Officer in the local government of South Sulawesi with using a census technique as the sampling method. The causal relationship of the hypothesis is tested using an interaction test through a moderating regression analysis. The results show that human resources competence, APIP support, and communication has a significant effect on the implementation of accrual-based accounting in local government entities, but information technology quality has no significant effect. Another result show that the leadership commitment can strengthening the relationship between the human resource competencies and APIP support, while leadership commitment cannot strengthen the relationship between the information technology quality and communication to the implementation of accrual-based accounting. This study's findings could provide valuable information to the local government in South Sulawesi for decision-making, especially related to the success of public policy implementation.

Keywords: Accrual-based accounting, Human Resources Competence, Information Technology Quality, APIP Support, Communication and Leadership Commitment

[ABS1-10]

The Mediating Effect of The Saving-Investment Gap and The Government Budget on Indonesia's Foreign Debt

Indraswati Tri Abdi Reviane, Abd. Hamid Paddu, Retno Fitrianti

Hasanuddin University

Abstract

This paper aims to look at the mediating effect of the investment saving gap and government budget, which has been influenced by interest rates and exchange rates on Indonesia's foreign debt. This study uses secondary data obtained from the Directorate General of Debt Management and Bank Indonesia (2019), World Bank (2019), the Central Bureau of Statistics and State Financial Notes (2019), and the Ministry of Trade (2019). The data used are time-series data from 1988 to 2018 in Indonesia. The analysis method used in this paper is the simultaneous equation method. The results of this study indicate that the saving-investment gaps and government spending, which have been affected by the interest rate and the exchange rate, do not have a significant mediating effect on Indonesia's foreign debt. Besides, the interest rate itself has a negative effect on Indonesia's foreign debt, while the exchange rate had no significant effect on foreign debt.

Keywords: Foreign Debt, Saving-Investment Gap, Government Budget Deficit, Interest Rate, and Exchange rate.

[ABS1-11]**Analysis of The Pattern of Household Consumption of Female Workers in the Informal Sector of Makassar City***Fatmawati, Retno Fitrianti, A. Baso Siswadarma*

Hasanuddin University

Abstract

The object of this study, How is the pattern of household consumption of female workers in the informal sector in the city of Makassar; Are the Respondents' Income, Number of Family Members, Non-Labour Income, and the type of work that affect the household expenditure of women workers in the informal sector in the city of Makassar. How much is the contribution of female workers' income in the informal sector to household expenditures? Female workers in the informal sector in the city of Makassar. The data used are primary survey data with a sample size of 100 female respondents who work in the informal sector in Makassar. The sector research results show that the consumption pattern of women in informal workers dominated by non-food expenditure by 73 percent and food expenditure by 23 percent. The determinants of household consumption patterns of women workers in the informal sector in Makassar's city determine by income, family dependents, and non-labour income, but not by education level. There is no difference between the types of work in the formal sector and the informal sector that can affect women workers' household consumption patterns in the informal sector.

Keywords: Household Consumption Patterns, Female Workers, Informal Sector, Eviews

[ABS1-12]

Placement of Strategic Petroleum Reserve in Natuna as an Effort to Mitigate the Risk of Sea Blockade in Limited War with China

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1,3) Hasanuddin University

2) Pertamina University, Jakarta, Indonesia

Abstract

There is no assurance that no armed conflict will happen between Indonesia and China to defence overlapped waters in North Natuna Sea. Indonesia's defence sector should always be ready for the worst by developing defence posture that may prevail against China's military power. Energy, especially petroleum, is vital element for making defense equipment's operational. Understanding that Natuna location is far from Indonesia's center of gravity, the strategic petroleum reserve (SPR) should be built in Natuna Island. This article attempts to build logical framework of the strategy by using SWOT analysis and Scenario Planning. The outcome was mere imperative and the Natuna should also be built as oil and gas refinery center to provide the needs of natural oil and gas refinery from offshore mining in South China Sea.

Keywords: Strategi Petroleum Reserve, South China Sea, Scenario Planning, SWOT Analysis

[ABS1-13]

The Effect of Return on Equity and Earning Per Share on Stock Prices of Companies in the LQ45 Index on the Indonesia Stock Exchange*Lusiana Kanji¹, Gagaring Pagalung², Ratna Ayu Damayanti³, Andi Kusumawati⁴*

1) STIEM Bongaya,

2, 3, 4) Hasanuddin University

Abstract

The Effect of Return on Equity and Earning Per Share on Stock Prices of Companies in the LQ45 Index on the Indonesia Stock Exchange. This study aims to determine the effect of return on equity and earnings per share on stock prices of companies in the LQ45 index on the Indonesia Stock Exchange. The data collection uses secondary data obtained from the 2016-2018 annual report on the Indonesia Stock Exchange. The population in this study amounted to 177 observations. The sample selection method used is the purposive sampling method. After selecting the sample with certain criteria, obtained a sample of 69 observations. The results of these data have been tested by classic assumptions in the form of normality assumptions, heteroscedasticity assumptions, and multicollinearity assumptions. The method of data analysis used multiple linear regression analysis. The results of the research showed that return on equity has no effect on stock prices and earning per share has a significant positive effect on stock prices of companies in the LQ45 index on the Indonesia Stock Exchange.

Keywords: Return on Equity, Earning Per Share, Stock Price

[ABS1-14]
Global Stock Index to Composite Stock Price Index

Nurlia¹, Dwi Susilowati², Sandriana³

- 1) Universitas Hasanuddin
- 2) Universitas Merdeka Malang
- 3) Universitas Balikpapan

Abstract

The research aims to determine the influence of Dow Jones Industrial Average, Nikkei 225, Hang Seng index, and Shanghai index of the combined stock price index of Indonesia Stock Exchange in 2014-2018. The variables studied were the Dow Jones Industrial Average, the Nikkei 225, the Hang Seng Index (HSI), and the Shanghai Stock Exchange (SSE) and the combined stock price index. The data used is the world Stock Exchange monthly closing index data in 2014-2018. Data analysis methods used multiple linear regression analyses. The results of this study show that simultaneously the stock price index of the global stock market has a significant influence on the combined stock price index, partially the Dow Jones Industrial Average Index, the Nikkei 225 and Hang Seng indicates have a significant influence on the combined stock price index, while the Shanghai index has no significant influence on the combined stock price index.

[ABS1-15]
**Behavior Models of Audit Quality Reduction Associated with Auditor's
Work Stress**

Arifuddin, Darwis, Sri Sundari

Hasanuddin University

Abstract

The purpose of this study is to examine a behaviour model of reducing audit quality in relation to auditor work stress. The population in this study were BPK auditors, BPKP RI and KAP auditors in South Sulawesi Province. The determination of the number of samples is based on the sample size required by data analysis using the Partial Least Square approach, using random sampling method. The data were collected by using a questionnaire and questionnaire data which can be analysed as many as 97. Output of this study indicate: (1) the high time pressure will increase auditor work stress; (2) the high time pressure will increase the audit quality reduction behaviour; (3) the high role conflict will increase auditors' work stress; (4) the high role conflict will increase the audit quality reduction behaviour; (5) external locus of control will increase auditors' work stress; (6) external locus of control will increase audit quality reduction behaviour; and (7) high work stress will increase audit quality reduction behaviour.

Keywords: time pressure, role conflict, external locus of control, auditor work stress, audit quality reduction behaviour.

[ABS1-16]

Impact of Industrial Waste in Tallo River on Farmers' Productivity

Nur Dwiana Sari Saudi¹, Munawwarah S. Mubarak², Fitriwati Djam'an³, Sabir⁴, Muhammad Ashary⁵

1, 2, 3, 4) Hasanuddin University

5) Institute for Business and Finance NITRO

Abstract

This study aimed to analyse the impact of industrial waste in Tallo River on the farmers' productivity in Parangloe Village, Tamalanrea, Makassar. The variables used in this study were industrial waste, total production, and farmers' income. This study used primary data obtained from 109 respondents' questionnaires and analysed (it) by multiple regression models. The result of the analysis showed that the industrial waste variables showed a non-significant effect on the total production, the variable number of production on farmers' income showed a significant and positive effect and industrial waste variables showed a significant effect on farmers' income.

Keywords: Industrial Waste, Total Production, Farmers' Income.

[ABS1-17]**Can Government Expenditure and Human Capital Reduce the Income Disparity in Eastern Indonesia? An Application of a Regional Panel Data***Hamrullah, Muhammad Agung Ady Mangilep, Sanusi Fattah, Fatmawati*

Hasanuddin University

Abstract

The income disparity has been an important issue on economic development. Government interventions by allocating budget on development programs had raised critics whether they were effective or not. An influence of investment in human capital is also interesting to be investigated to see a contribution of an increased number of educated populations to the income gap. This research is aimed to explore an impact of government spending and human capital on income disparities. Income disparities among 12 provinces in the Eastern of Indonesia are the object of this research. Secondary data are collected from the Indonesian National Agency of Statistics. A period of data investigation is started from 2003 to 2019. The panel data regression is used to estimate influences of government spending and human capital to the income disparities. This research found that the government spending has a positive and significance impact on the income disparity. The human capital has a non-significant effect on the disparity.

Keywords: Income disparity, government spending, human capital, Eastern Indonesia

[ABS1-18]
Influence on the Implementation of Apprenticeship in Micro/Small Enterprises in Makassar

Ria Mardiana Yusuf¹, Nurdjanah Hamid², Andi Ratna Sari Dewi³, Isma Azis Riu⁴

- 1) Universitas Hasanuddin
- 2) Universitas Hasanuddin
- 3) Universitas Hasanuddin
- 4) Universitas Negeri Makassar

Abstract

Economic development of a nation is strongly influenced by the development of creative enterprises, namely Micro, Small and Medium Enterprises (MSMEs). MSMEs are considerably concerned to be the foundation of a country against the poverty issues. Some studies reveal the contribution of MSMEs contribute up to 60.34 percent to a country's GDP. However, MSMEs experience a variety of basic problems, among others, on knowledge adoption applied in MSME-organizations as well as apprenticeship for the competency improvements of MSMEs. Adaptability and adoption ability of knowledge in MSMEs is one of the emerging issues (Hellstrom, Andreas, Svante Lifvergren, Susanne Gustavsson, 2015). The study aims to analyse the knowledge management; consist of leadership, mutual understanding, system adoption, and learning culture; and its influence on apprenticeship competency of culinary MSMEs in Makassar, simultaneously and partially. By using a descriptive quantitative research design to 124 employees of culinary MSMEs in Makassar, the results indicate that knowledge management determinants that consist of leadership, mutual understanding, system adoption, and learning culture, simultaneously have a significant a positive effect to the implementation of competency apprenticeship of MSMEs in Makassar. Contrary, the partial effect of knowledge management determinants, only mutual understanding doesn't seem to influence the implementation of competency apprenticeship of employees.

Keywords: knowledge management (KM) adoption, leadership, mutual understanding, system adoption, learning culture, competency apprenticeship, MSMEs.

[ABS1-19]
**The Influence of Human Capital on the Performance of Regional
Government Employees in South Sulawesi Province**

Aini Indrijawati, Kartini, Rahmawati HS, Hermita Arif

Universitas Hasanuddin

Abstract

The objective of this research is to examine the influence of human capital comprising of individual capability and motivation, leaderships, the organizational climate, and workgroup effectiveness on the performance of employees. The primary theory employed was resource-based theory by Wernerfelt (1984) and Barney (1991) which suggests that firm resource helps an entity in increasing its operational efficiency and effectivity. Additionally, as supporting theory, this study used human capital by Mayo stating that an entity consists of individuals who are collaborating in achieving certain goals. Mayo (2000) proposes that human capital comprises of five components such as individual capability, individual motivation, leaderships, the organizational climate, and workgroup effectiveness. This study used quantitative method of explanative approach. From the population of officials of the Regional Finance Agency of South Sulawesi Province, a total sample of 30 was drawn using random sampling technique. The primary data obtained through questionnaire using a likert scale which was subsequently tested for its validity and reliability as well as classical assumption and hypothesis test. The results show that all of human capital, except leadership, has a positive and significant impact on the performance of employees

Keywords: Human capital, individual capability, individual motivation, leadership, the organizational climate, workgroup effectiveness, employee performance

[ABS1-20]

Local Coastal Community Response in Milkfish Processing Business in Ajjakkang Village, Barru District, South Sulawesi, Indonesia

Fitriwati Djam`an, Indraswati Tri Abdi Reviane, Nurdwiana Sari Saudi, Muhammad Agung Mangilep

Hasanuddin University

Abstract

This research analyze the response of a local coastal community to the concept of building a new business milkfish processing industry in a rural area, that integrates with milkfish pond cultivation. Descriptive data was obtained through discussion in seminars and informal discussions by interview the farmer and other local community in the Ajjakkang Village. The several discussions in seminars shows that milkfish processing industry is new for the local coastal community. The observation described that only the fishery instructor, the head of village and the old people become very interested in this new business model, on the reason of creating job opportunities for the young local. The results indicate that just an existence of a strong peer effect in a local community is not enough for a new business milkfish processing industry to be successful in this village.

Keyword: Local Coastal Community, Milkfish industry, peer effect.

[ABS1-21]**An Impact of Government Spending on the Income Gap Through Human Capitals in Sulawesi Island of Indonesia***Sanusi Fattah, Muhammad Agung Ady Mangilep, Hamrullah*

Hasanuddin University

Abstract

A majority of governments tried to reduce income gap in their regions by spending their budgets on education and creating infrastructure projects to maintain related employments. Most researches results are proponents of a negative impact. However, an opposite impact is possible. This research is aimed to examine an impact of government spending on the income gap through a human capital development program. This research uses a quantitative approach by creating a two-stage least square regression model of panel data. Data from six provinces in Sulawesi Island are collected from publications of the Indonesian National Agency of Statistics. A data observation is conducted in the period of 2003 to 2019. In this research, we revealed that an increasing of government spending has a significant increase on the income gap. The human capital also has a positive-significant impact on the gap.

Keywords: Government spending, human capital, income gap, Sulawesi Island

[ABS1-22]
**The Effect of Credit for The Priority Economic Sector on Unemployment
in Indonesia**

Anas Iswanto Anwar, Ahmad Mujaddid

Hasanuddin University

Abstract

The objectives of this study are to 1). Analyzing the effect of credit for priority economic sectors (agriculture, fishery, mining, construction, and manufacturing) on economic growth; 2). Analyzing the effect of credit for the priority economic sector on inflation, 3) Analyzing the effect of credit for the priority economic sector on unemployment through economic growth; and 4). Analyzing the effect of credit for the priority economic sectors on unemployment through inflation. The analytical method used to test the truth of the proposed hypothesis is the Path Analysis model. Based on the research results, it can be concluded as follows: 1). Credit for the agriculture sector has no effect on economic growth, while credit for fishery and mining sectors has a negative and significant effect on economic growth. This is different from credit for the construction sector and manufacturing which has a positive and significant effect on economic growth. 2). Credit for the agriculture and fishery sectors has a positive and significant effect on inflation, while the manufacturing sector has a negative and significant effect on inflation. In contrast to credit for the mining and construction sectors, which does not affect inflation; 3). Credit for the agriculture sector has no effect on unemployment through economic growth, in contrast to credit for the fishery sector which has a negative and significant effect on unemployment through economic growth, while credit for the mining, construction and manufacturing sectors has a positive and significant effect on unemployment through economic growth; and 4). Credit for the agriculture, fishery and manufacturing sectors has a positive and significant effect on unemployment through inflation.

Keywords: priority economic sectors, agriculture, fishery, mining, construction, manufacturing

[ABS1-23]**The Study on Small and Medium Enterprises (SMEs) Credit and its Impact on Poverty in Indonesia (2000-2018)***Anas Iswanto Anwar, Yunita Linda Pennikay, Sultan Suhab*

Hasanuddin University

Abstract

This study aims to determine: 1) To find out whether there is an influence of Small and Medium Enterprises (SMEs) credit on poverty through SMEs production. 2) To find out whether there is an influence of SMEs credit on poverty through SMEs labour. 3) To find out whether there is an influence of SMEs credit on poverty through SMEs production and SMEs labour. This study uses secondary data obtained from the Central Statistics Agency, Bank Indonesia, and the Ministry of Cooperatives and SMEs. The analytical method used is path analysis with four research variables namely, x (SMEs credit), y1 (SMEs production), y2 (SMEs labour), y3 (Poverty). The data is processed using program the smart PLS3. The results of the study show that: 1) SMEs credit affects poverty through SMEs production. 2) SMEs credit does not affect on poverty through the SMEs labour. 3) SMEs credit has no effect on poverty through SMEs production and SMEs labour.

Keywords: SMEs Credit, SMEs production, SMEs labour, Poverty

[ABS1-24]**The Application of Justice Value in Revenue Sharing of Rice Farming Business of Muslim Communities in South Sulawesi***Alimuddin, Aini Indrijawati, Muhammad Ashari, Afdal*

Hasanuddin University

Abstract

This study aims to reveal the impact of application justice value of agricultural revenue sharing in rice farming business by prioritizing the payment of zakat on agriculture of Muslim communities in South Sulawesi. This study used content analysis method, while the data sources came from landowners, rice field farmers, regency baznas management, and communities around the agricultural business place through interviews and observations. The results showed that prioritizing the payment of agricultural zakat before revenue sharing distribution showed the disobedience of landowners and smallholders and increased zakat receipts from the regency baznas. This increased acceptance of zakat has an impact on the welfare of the community around the place of business through fulfilment of basic needs, working capital of business, overcoming disasters, children's education, and health for the less fortunate. Other impacts felt by farmers and landowners are from a spiritual, economic and social aspects. From the spiritual aspect comes a sense of calm in trying and closeness to the Almighty Creator. In the economic aspect, it is in the form of increased production and sales revenue. Meanwhile, in the social aspect, there is a deeper relationship with the surrounding community.

Keywords: profit sharing model, justice, agricultural zakat, agricultural business, welfare.

[ABS1-25]**The Key to the Successful Performance of Baitul Maal Wat Tamwil (BMT) in Makassar***Nur Alamzah*

Hasanuddin University

Abstract

The purpose of this study is to analyse the factors that affect the performance of Baitul Maal Wat Tamwil (BMT) in Makassar based on a management perspective from a financial perspective. The analysis method used in this research is factor analysis using 55 indicators which are used to view the management perspective from the financial aspect. The results showed that by using factor analysis, it was found that 5 factors were the key to successful performance of BMT in Makassar. These factors are funding, partnerships, productive business centers, transparency and aqad. Because the interview model conducted was a closed question, the results of the study had not yet explored in depth the factors that were formed. For this reason, future research can improve by conducting open interviews to be able to explore in depth the factors that are formed. The uniqueness of this study is that the indicators used are more than the previous research, namely 55 indicators, which cause the components of the research results that are formed to have a broader and clearer explanation.

Keywords: performance, BMT, Financial aspect, partnership, funding, aqad.

[ABS1-26]**The Influence of E-Marketing Strategy in the Era of Digital Transformation on Competitiveness and Development of Women's Cooperatives and SMEs In South Sulawesi***Jumidah Maming, Abdul Razak Munir, Nuraeni Kadir, Fauziah Umar*

Hasanuddin University

Abstract

The dynamics of the development of digital technology-based women's cooperatives and SMEs, in which in Indonesia it is necessary to increase internet access with increasingly fierce and competitive business competition, thus forcing Women's Cooperatives and SMEs to continue to innovate and provide the best service to electronic marketing customers, and to create competitiveness and the development of women's cooperatives and SMEs. In line with the development of technology and the digital economy that has given birth to the vision of Indonesia as the largest digital economy in Asia in 2020, it is the government's determination to provide certainty and security for Cooperatives and Small and Medium Enterprises (SMEs) with policies that support the Cooperative and SMEs program through the Economic Policy Package. Volume XIV and the Presidential Regulation which regulates the Road Map for the Electronic-Based National Trade System (Road Map for e-Commerce). The research was conducted with the aim of knowing whether or not there is an influence of the E-Marketing strategy on the competitiveness and development of women's cooperatives and SMEs. To implement these objectives, data collection techniques are used through questionnaire observation and documentation using descriptive analysis methods and PATH Analysis to test the hypothesis which is carried out using analysis techniques, validity test and reliability test. The sample of this research is women's cooperatives and SMEs using the Accidental Sampling technique.

Keywords: Business Development, Cooperatives and SMEs, Competitiveness, E-Marketing Strategy

[ABS1-27]
**Analysis of Over and Under-Reaction Behavior in Public Sector Budgeting
at South Sulawesi**

Mediaty, Abdul Hamid, Sri Sundari

Hasanuddin University

Abstract

Public sector budget makers carry out over and under-reaction behavior an impact on the difference between the budget set at the beginning of the period and budget realization at the end of the period. The public sector's local revenue budget has a significant role in increasing the progress of regional governance. This research is related to the phenomenon regarding the behavior of individuals in local government in determining the amount of the local own-source revenue budget for the next period. This study examines individual behavior in determining the amount of the budget for the next period and overreliance on past information. This study also examines the behavior of budget compilers in over or under-reaction of current local revenue information which is the same as prior or current information that has changed. The research conducted develops previous research conducted by Bloomfield et al. (2003) and Habbe (2017) regarding representativeness bias and anchoring-adjustment in predicting future earnings based on prior and current earnings and their impact on future stock price predictions. Therefore, the researcher will test and analyze over and under-reaction behavior undertaken by the compiler of the budget in determining the local own-source revenue budget for the period to come. Besides, to compare the two behaviors, one is more dominant. This research is based on the phenomenon of over or under-reaction behavior of budget compilers in local governments regarding the information on the amount of the local own-source revenue budget in the previous and current year which is unexpected. This has an impact on the occurrence of misestimation in determining the amount of the local own-source revenue budget for the coming year. This study seeks to explain the cognitive mechanisms of bias representativeness and anchoring-adjustment heuristics that can influence behavior individuals in determining the amount of the local own-source revenue budget for the coming period. Overall, this research tries to contribute to the progress of research in the scope of public sector budgeting in South Sulawesi, particularly regarding the application of the heuristic approach in determining the local own-source revenue budget for the period to become. Besides, with competent knowledge and experience regarding the use of these heuristics, the team can predict local own-source revenue budgeting to be more accurate and reduce biases that occur, thereby minimizing the difference between budget and its realization.

Keywords: over and under-reaction behavior, budget compiler, public sector

[ABS1-28]
Whistleblower System Study on Fraud

Haliah¹, Nirwana¹, Hasnawiya Hasan², Muhammad Yamin³, Linda A. Razak⁴, Muhammad Alief Fahdal Imran Oemar¹

1, 2) Universitas Hasanuddin

3) IAIN Bone

4) Universitas Muhammadiyah Makassar

Abstract

This study investigates the impact of the control environment, risk assessment, information technology on the whistleblower system and fraud in local governments. This research is an explanatory study by collecting data using the census method. The respondents of this study were the Government Internal Supervisory Apparatus (APIP) who were involved and responsible for the whistleblower system for fraud with the number of respondents, namely 120 APIP. Data analysis using Partial Least Square-PLS. The results of this study concluded that the control environment has a significant relationship with the whistleblower system and fraud, this is because the integrity and ethical values possessed by local government officials will encourage their desire to use the Whistleblower System. Risk assessment has a significant relationship with the whistleblower system, with the presence of risk monitoring it will minimize risks that occur in the future, and can provide security for state assets but risk control is not significantly related to fraud, this is because if local government officials fail to determine If the objectives of the institution are appropriate according to the capacity of the institution, preventing fraud (corruption) will be increasingly difficult to do. Information technology has a significant relationship with the whistleblower system because the use of information technology can improve internal control by adding new control procedures that are integrated automatically so as to minimize control errors that are usually carried out manually and the whistleblower system has a significant relationship with fraud, with the Whistleblower System, with the existence of whistleblowers. a good system will increase efforts to prevent fraud (corruption) in every program and activity organized by Regional Government Officials.

Keywords: whistleblower system, fraud

[ABS1-29]**The Effect of Trust and Customer Value on The Relationship Between Service Quality and Word of Mouth in Islamic Banking***Dian Anggraece Sigit Parawansa, Fauziah Umar, Andi Reni, Muhammad Toaha*

Hasanuddin University

Abstract

Marketing concept is aiming more to concept of customers' retention by growing loyalty attitude towards product and service offered by company. Customer value and trust of relationship marketing is the moment when companies seek to build customer loyalty and generate repeat purchase patterns. One of the activities of maintaining relations with customers is the focus of the company customers. Focus on customers is an important issue for company. Companies tend to focus on its customers to increase customer loyalty and repeat purchase, which will provide a positive impact on financial performance from the company. The pattern of interactions among service quality, trust, satisfaction, and customer loyalty within the Islamic Banks is also within the high concern. The objective of this study is to design a measurement tool for service quality in Islamic Banks. This enables the study to gather data directly from respondents. In accordance, questionnaires were used to collect data. In overall, a total of 290 questionnaires have been distributed to customers of Bank Syariah (Islamic Commercial Banks) and Business Unit Syariah (Islamic Business Unit). The gathered data were analysed using Structural Equation Modelling (SEM) and SPSS statistical software and AMOS. In the end, the results show that service quality, trust, and customer value have significant impacts on word of mouth at 95 percent confidence level. In addition, the results also reveal that trust and customer value have significant impacts on the relationship between service quality and word of mouth to the Islamic Banks. This shows a clear trend that the better the quality of service provided to the customers then the customer will continuously believe and trust to keep patronizing Islamic Banks. Researches while in this time are not enough for a consumer for permanent continue connection with institution service provider if only, they felt satisfied. Consumer that felt satisfied not again enough, they only stop at the door and then will move when will find something that better. Therefore, in this research be would for to put into trust and customer value as key variable in relationship marketing and as mediating variable between service quality and word of mouth.

Keywords: trust, customer value, SEM, and customer loyalty

[ABS1-30]
**Optimization of Regional Tax Management and Regional Levies in
Jenepono District**

Sabir, Madris, Rahman Razak, Nur Dwiana Sari Saudi, Mursalim Nohong, Muhammad Yunus Amar

Hasanuddin University

Abstract

Regional Autonomy provides broader authority to local governments to regulate and manage regional government affairs as well as explore and manage sources of Local Government Revenue (PAD) to the maximum. One of the main sources of local revenue are local taxes and user fees. This article discusses strategies for optimizing the management of Regional Taxes and Regional Levies to increase Local Government Revenue (PAD) in Jenepono Regency. The results showed that the management of local taxes and levies in Jenepono Regency was not optimal. The strategies that can be carried out by local governments for regional revenues are as follows: Expanding the base of regional tax revenues and regional levies, the use of information technology in the implementation of supervision and control of local tax collection; increase the participation of local taxpayers in the implementation of local tax collection.

Keywords: Local Taxes, Regional Levies, Local Government Revenue

[ABS1-31]
Customer Brand Preference: The Effect of Brand Trust and Payment Method

Nirma Amalia, Isnawati Osman, Muh. Yunus Amar

Hasanuddin University

Abstract:

This study examines the influence of brand trust and payment method on brand preference of a service product of Whitey White, a private company in Makassar. The data collection employs structured questionnaires and use multi-item scales and collects 214 primary data from the Whitey White customers. The data were analysed using linear regression analysis. The findings revealed that brand trust and the payment method were significantly and positively influenced customer brand preference.

Keywords: brand trust, payment method, brand preference

[ABS1-32]

The Effect of Bank Management Commitment on the Level of Satisfaction Employee Work and the Level of Customer Satisfaction in South Sulawesi*Abdul Rahman Kadir*

Hasanuddin University

Abstract

This study was observational using cross-sectional design, discussing about the relationship of three main determinants in marketing of banking service, namely, customers, staffs, and branch managers. The purpose of the study was to examine simultaneously three relationships of providing banking service, namely the influence of management commitment to the staffs' job satisfaction relating directly with customers, the influence of management commitment to the customer satisfaction and the influence of staffs' job satisfaction relating directly with the customers to the customer satisfaction. The number of samples were 1495 respondents consisting of 1263 customers of public banks and national private banks, 192 staffs related directly to the customers and 40 branch managers. The data about customers, staffs and the branch managers were obtained through spreading and collecting back the questionnaire at branch banks as sample gradually. Then the data was computed using SPSS release 10 for factor analysis and chi-square, and LISREL 8.3 to examine column analysis. The result of the study showed that the majority of the customers did not satisfy with the accepted service quality (78.3%). Besides that, it was found that public bank was more satisfied on the tangible dimension, and at national private bank was more satisfied on the reliability dimension. Although it was not hypothesized in this thesis, but the finding showed that from six dimensions of service quality as indicators of service quality, there were three indicators of service quality influencing significantly to the service quality, namely, responsiveness, empathy, and reliability dimensions. And the other three dimensions, namely, tangible, assurance, and accessibility dimensions did not influence significantly to the service quality. Based on the modified model, it was obtained the indirect influences of the branch managers' commitment to the customer satisfaction, but through staff empowerment, the improvement of self-efficacy of the staffs, and staffs' job satisfaction. It meant that the commitment of branch managers to the service quality did not influence directly, but the commitment of branch managers was in the form of staff empowerment, the improvement of self-efficacy of the staffs, and staffs' job satisfaction. Besides that, it was found that there was different perception of customers and staffs in the service quality. From the point of view of staffs, the quality of service was in the form of commitment to the service quality. And from the point of view of customers, the service quality was gap between customer expectations to the service quality with the perceived service quality. The smaller of the gap, the more satisfied the customer with the service quality. The result of the study could be replicated on the next study for professional service (doctors, beauty salons, insurances, hotels) by separating the behavioural variables (responsiveness, reliability and empathy) with other variables (tangible and assurance). By separating the dimension of service quality, it could be known whether the human element was dominant to the customer satisfaction or physical performance element.

Keywords: management commitment, service quality, job satisfaction and customer satisfaction.

[ABS1-33]
**The Community Health Care Center Service Improvement Model Based
On Gap And Servequal Analysis Approach In Sengkang City Wajo
District, South Sulawesi Province**

Najmi Kamariah

Hasanuddin University

Abstract

Service quality should not only be valued on the service provider's point of view, but also on the customer's point of view. Therefore, in formulating the service program and strategy, the company should be customer oriented by considering service quality component. The result of the study showed that (1) the existing gap between service expectation and reality means that patients judged the service delivered to them by the community healthcare center management in Bualemo District over the six community healthcare centers have not fulfilled their expectation. (2) the no gap between management perception and patients' expectation itself means that the management have understand well the customers expectation. (3) there is still a gap on the community healthcare center management in Bualemo District in translating the patient's expectation into a service quality standard. This phenomenon means that the existing quality standard was not formal. (4) The gap exist on the community healthcare management task force at Sengkang City, Wajo district, South Sulawesi Province in the service delivery process to patient showed that there is still an internal problem in the community healthcare management in Bualemo District over the service delivery process to patient based on the service quality standard.

Key Words: Gap Analysis, SERVEQUAL Analysis

[ABS1-34]
**An Analysis on the Effect of Liquidity Ratio, Leverage,
Profitability, and Activity on Bank Stock Return in Indonesia
Stock Exchange**

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¹Hasanuddin University

²Institute of economic science Jambatan Bulan

Abstract

The aim of this study was to examine the effect of liquidity ratio represented by Loan to Deposit Ratio (LDR), leverage ratio represented by Capital Adequacy Ratio (CAR), activity ratio represented by Total Asset Turn Over (TAT), and profitability ratio represented by Return on Assets (ROA) on Bank stock returns (Rt) in Indonesia Stock Exchange, simultaneously or partially. Financial statistic data were obtained from Indonesia Bank, ICMD (Indonesian Capital Market Directory) from the period of 2011 to 2014. The population consisted of 38 banks and the total sample consisted of 26 banks which was selected by using purposive sampling. The data were analyzed by using Multiple Regression Analysis with Classical Assumption Test and performed with SPSS Statistics. The hypotheses were tested by using F test, t test, and regression coefficient test (R² adj). The results indicate that liquidity ratio variable represented by loan to deposit ratio (LDR), leverage ratio represented by Capital Adequacy Ratio (CAR), activity ratio represented by Total Asset Turn Over, and profitability ratio represented by Return on Assets (ROA) simultaneously have a significant positive effect on stock return. Partially, profitability ratio is the only variable represented by a Return on Assets (ROA), significantly affects bank stock returns.

Keywords: Loan to Deposit Ratio (LDR), Capital Adequacy Ratio (CAR), Total Asset Turn Over, and Return on Assets (ROA), Return Shares (Rt).

[ABS1-35]
**Analysis of Covid-19 Virus Impact on Exports Fisheries Products in
Indonesia**

Sutinah, A. Ratna Sari Dewi, Muh. Sabranjamil Alhaqqi

Hasanuddin University

Abstract

Corona virus outbreak since December 2019 in China that caused millions of people died, which has now spread to other countries such as Japan, South Korea, Italy, France, the United States, Germany, the Middle East, Indonesia and others. Corona virus outbreaks have a global impact on high anxiety over the transmission of this deadly virus to anxiety about running out of food and the most impact is on economic influence. Since lockdown was imposed in China, exports of fishery products have also been hampered, with Indonesian fishery products dominantly exported to China such as seaweed 80% of which are exported to China. The purpose of this study is to analyze the impact of co-19 on the export market of fishery products in Indonesia. This type of research is secondary data analysis, respondents of fishery products exporters in Indonesia, data collection via the internet and telephone interviews. The analysis used is a simple regression analysis, descriptive analysis. From the results of the study showed that there was a drastic decline in exports of fishery products, especially in live fish products such as groupers, lobsters, ornamental fish decreased 100% meaning there was no export at all, seaweed products decreased 60%, as well as frozen fishery products such as fish tuna, shrimp, milkfish also decreased 100%.

Keywords: VirusCovid-19, Export, Fishery Products

[ABS1-36]**Analysis of the Company's Working Capital at CV. Mimika Sinar Agung***Daniel Nemba Dambe¹, A Ratna Sari Dewi², A. Nanda Jeihan Fatihan³, A Nadya Nurul Faqihah⁴*

1) Institute of Economic Science Jambatan Bulan

2, 3, 4) Hasanuddin University, Indonesia

Abstract

This study aims as follows: 1) To determine the working capital requirement (working investment) of CV Mimika Sinar Agung. 2) To determine the composition of working capital at CV. Mimika Sinar Agung. 3) To find out the working capital turnover of CV Mimika Sinar Agung. The data analysis method used in analyzing this data is Quantitative Data Analysis, namely data analysis in the form of numbers then processing, calculating, analyzing, and finally drawing a conclusion. The stages to analyze the main problem in writing this study are as follows: To know the need for working capital (working investment) CV. Mimika Sinar Agung, Composition of CV. Mimika Sinar Agung used data analysis tables, and to determine the working capital turnover of CV Mimika Sinar Agung. The results showed that CV. Mimika Sinar Agung requires a fairly small working capital of IDR 895 million or 5.08%. The largest working capital financing is provided by suppliers in the form of trade payables. Trading Assets amounting to Rp.2,245 million, consisting of receivables of Rp. 895 million and inventories of Rp. 1,350 million. Spontaneous financing amounting to Rp1,350 million which only consisted of trade payables because there were no fees that were due but had not been paid / settled. Turnover of working capital CV. Mimika Sinar Agung in 2011 as many as 6.3 times, where the use of every IDR 1 working capital can generate sales of IDR 6.3.

Keyword: working capital, capital composition, working capital turnover

[ABS1-37]**Analysis of Trust, Satisfaction, and Commitment to Consumer Loyalty of Wardah Cosmetics Users in Makassar***Hasniaty¹, A. Ratna Sari Dewi²*

1) Fajar University

2) Hasanuddin University

Abstract

Wardah cosmetic products are one of the most popular products in Indonesia. The good quality of Wardah cosmetic products, and having a clear halal product, has created a sense of trust in Wardah cosmetic products. In buying a product, consumers will compare one product with another and will pay more attention to products that provide benefits. This is because in looking for a product, consumers not only want to fulfil their needs, but also can satisfy their desires. This study aims to determine the trust, satisfaction, and commitment to consumer loyalty of Wardah cosmetic users in Makassar. This study uses a quantitative approach with data collection techniques through observation and questionnaires distributed to 125 respondents. Based on the statistical test results, it can be seen that the overall independent variables, namely trust, satisfaction and commitment have an effect on loyalty. However, only partially trust variable does not have a significant effect on loyalty. Meanwhile, the satisfaction and commitment variables have a positive and significant effect on loyalty.

Keywords: Trust, Satisfaction, Commitment, Customer Loyalty

[ABS1-38]

Analyse the influence of Transformational Leadership and Organizational Culture on Employee Work Behaviour of the Education Office of South Sulawesi Province

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²Faculty of Economics and Business, Hasanuddin University

Abstract

This study aims to analyse the influence of Transformational Leadership and Organizational Culture on Employee Work Behaviour of the Education Office of South Sulawesi Province. The study used a quantitative survey approach where the data sample was taken from a questionnaire distributed to the staff of the South Sulawesi Provincial Education Office. Data were analysed using linear regression equation models. The results showed that transformational leadership and organizational culture had a significant effect on the work behaviour of the employees of the South Sulawesi Provincial Education Office. It is suggested that further research can use more in-depth information to obtain more comprehensive and significant information.

Keywords: Leadership, Transformational Leadership, Organizational Culture, Work Behaviour

[ABS1-39]

Discipline and Work Motivation on Employee Performance: The Mediating Role of Job Satisfaction

A. Ratna Sari Dewi¹, Muhammad Fachmi², Gunawan Bata Ilyas³

1) Hasanuddin University, Indonesia

2, 3) Amkop College of Economics of Makassar, Indonesia

Abstract

This study aimed to analyse the direct influence of work discipline and motivation on employee satisfaction and performance. This research also aims to prove the role of job satisfaction in mediating effect of work discipline and motivation on employee performance in the banking industry in Makassar City. This study used a sample of 135 respondents who were employees of four banking companies in Makassar City. The data analysis technique used in testing the hypothesis is by using path analysis techniques using AMOS software and a single test to prove the indirect effect. The results of this study indicate that there is a positive and significant influence between work discipline and motivation on employee job satisfaction. It is also proven that discipline and job satisfaction significantly affect employee performance, while motivation variables have no significant effect on employee performance. Meanwhile, job satisfaction has proven to be strong in playing a role as a mediating between discipline and motivation on employee performance.

Keywords: Discipline, Work Motivation, Job Satisfaction, Employee Performance

[ABS1-40]

Prospects for The Development of Sea Cucumber (*Holothuroidea*Sp) Agribusiness in South Sulawesi Province

Sutinah, Hamzah, A. Ratna Sari Dewi, Muh. Sabranjamil Alhaqqi, Asrian

Hasanuddin University

Abstract

Sea cucumbers are one of the commodity fishery that has prospects are pretty good to be developed as valuable economical high , demand market that promises both in the market locally and market internationally and become a commodity export mainstay of Indonesia to foreign countries such as China , Singapore and Taiwan . Request will be cucumbers mainly for export each year continues to experience an increase in so catching and hunting at sea took place more intensively causing further reduction in proceeds catch from the sea. Sea cucumbers can be processed into food and traded in various forms such as: product food supplement or food health, Product cosmetics such as cleansing the face, moisturizers, lipsticks, body lotion, shampoo, balsam, pasta gear, oil sequence, methamphetamine n as well as the products of medicines that efficacious for the treatment of various diseases . In the province of Sulawesi south with locations BarrangLompo, Takalar and Selayar, many who wrestle effort cucumbers with the application of the system of agribusiness that has not been optimal. There are five subsystems are functioning in giving value -added that is the maximum that subsystem upstream, subsystem processing, Subsystem distribution, subsystems marketing and subsystems means of infrastructure support. Agribusiness approach system is a choice that is very appropriate and relevant in increasing the revenue of business and welfare catcher cucumbers. The influence of internal and external factors , so we need a strategy in the development of sea cucumbers The study is intended to determine: 1) The level of financial feasibility of sea cucumber agribusiness, 2) Effect of the factors both internal and external , 3) Strategic development of agribusiness sea cucumbers (*Holothuroidea* sp) in the province of SouthSulawesi Research carried out in the province of South Sulawesi with locations in BarrangLompo, Takalar and Selayar, methods of research that is used is the method of survey to respondents with Mechanical collection of data through observation directly, interview and observation. Data were obtained subsequently analyzed using analysis of the feasibility of financial, analysis SWOT and QSPM to know the strategy of development of agribusiness sea cucumbers in Provincial Sul-Sel. The results of the research of this is 1) Enterprises cucumbers feasible to run it financially, 2) factors internal (in terms of power : the price of cucumbers are high , weakness : Use tools capture yet appropriate standards of safety work, Weak utilization of assistance capital from the government while factors external (opportunities Potential markets are high, the threat of the stock are limited), 3) Sea cucumbers have prospects are very good in the future , strategy development efforts are carried out, namely: Aquaculture, the application of technology of processing, Optimizing the business and the potential market, Improved cooperation capitalization. The results of the study of sea cucumbers will be published as information and literature additional to the perpetrators of the business , the consumer end as well as the determinants of policy.

Keywords: Sea cucumbers; Agribusiness ; Feasibility ; SWOT; Prospect

[ABS1-41]

The Application of Blue Ocean Strategy in Gerabah Businesses In Takalar District

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2) Hasanuddin University

Abstract

The general objective of this research is to study and determine the pottery business competitiveness formulation based on the Blue Ocean Strategy. The specific objective of this research is to apply the blue ocean strategy to the pottery business. This study used a qualitative analysis with the BOS framework approach and the six BOS principles, namely utility for buyers, price, cost, adoption, and reconstruction of blue ocean commercially viable in pottery business in Pattalassang District, Takalar Regency. The results showed that the application of the Blue Ocean Strategy in the Pottery Business in Takalar District needs to apply the results of the Eliminate-Reduce-Increase-Create scheme, namely (1) Eliminating the factors associated with naughty retailers; (2) Reducing production factors for various kinds of products that are less desirable or often not ordered; (3) Increase factors regarding retailer management, quality control of products, product design, and value added product factors; (4) Creating factors that can facilitate promotion and product sales by creating social media or websites and conducting exhibition to exhibition. The creation of a Blue Ocean Strategy in Pottery Business in Takalar Regency through six principles, namely, (1) Market constraints in the pottery industry on the part of the local government of Takalar Regency, especially dharma Wanita, design characteristics, quality, and service flexibility, as well as adjustments to imported pottery business trends; (2) Focus on flexibility in business creativity; (3) Optimization of demand services; (4) implement the blue ocean strategy consistently based on the criteria of utility for buyers, price, cost, and adoption; (5) Overcoming business obstacles in strategy implementation through changing the perspective (mindset) of the pottery business owner; (6) Integrate strategy execution on an ongoing basis.

Keywords: Blue Ocean Strategy

[ABS1-42]

The Influence of Motivation, Discipline, and Work Experience on ASN Performance at the Office of the National Narcotics Agency (BNN) South Sulawesi Province

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1) Fajar Universit

2) Dipanegara University of Makassar

3) Hasanuddin University

Abstract

The National Narcotics Agency (BNN) is an institution that has the task of carrying out government tasks in the field of prevention, eradication of the abuse and illicit trafficking of psychotropic substances, precursors and other addictive substances except for tobacco and alcohol. To carry out these main tasks and functions, the National Narcotics Agency (BNN) urgently needs employees who have optimal performance. This study aims to determine motivation, discipline, and work experience on ASN performance at the National Narcotics Agency (BNN) Office of South Sulawesi Province. This researcher uses a quantitative approach with data collection techniques through observation, and questionnaires distributed to 50 respondents. After making observations using questionnaires as a medium for data collection which were then analyzed using multiple linear regression tests using SPSS version 21. The purpose of this analysis was to determine whether or not there was a significant effect of motivation, discipline and work experience on the performance of ASN employees at the Provincial BNN Office. South Sulawesi.

Keywords: Motivation, Discipline, Work Experience, Performance

[ABS1-43]

Effect of Growth Opportunity on firm value with capital structure as an intervening variable in Manufacturing companies listed on the Indonesia Stock Exchange (BEI)

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2) STIEM Bongaya, Indonesia

Abstract

This study aims to determine whether Growth Opportunity against the value of the company with the capital structure as an intervening variable. Data collection uses secondary data obtained from financial statements and summary performance of listed companies using purposive sampling technique. The population is 18 companies, while the samples taken are 12 companies. This sample has been tested for convergent validity, discriminant validity, composite reality, and model conformity test. The results showed that the proposed hypothesis was accepted because it showed positive and significant hypothesis test results. This means that growth opportunity and capital structure towards the value of the company have a positive effect and the proposed hypothesis is rejected which shows that the results of the hypothesis are negative and insignificant means that growth opportunity has a negative and not significant effect on the capital structure

Keywords: Growth Opportunity, Capital Structure, Firm

[ABS1-44]

**Effect of Asset Structure and Company Size on Capital Structure
at Property and real estate Companies Registered on the
Indonesia Stock Exchange (IDX)**

Yana Fajriah¹, A. Ratna Sari Dewi², Syamsul Alam³, Ferdian Ramadhan⁴

^{1,3,4}STIEM Bongaya

²Hasanuddin University

Abstract

This study aims to determine whether the structure of assets and size of the company towards the capital structure of property and real estate companies listed on the Indonesia Stock Exchange (IDX) in the period 2015-2017. Data collection uses secondary data using purposive sampling technique. The population is all property and real estate companies listed on the Indonesia Stock Exchange (IDX) of 48 companies, while the samples taken are 43 companies. Data obtained from the company's financial statements have been tested for classic assumptions in the form of normality tests, multicollinearity tests and heteroscedasticity tests. Methods of data analysis using multiple linear regression with the help of SPSS version 21 program. The results showed that partially the asset structure had a positive and significant effect on the capital structure and the size of the company had a positive and significant effect on the capital structure. While simultaneous testing of these two variables has a significant influence on capital structure.

Keywords: Asset Structure, Firm Size, and Capital Structure.

[ABS-BV1]
The Influence of Culture and Organizational Commitment through Job Satisfaction on Work Performance of District Office Employees in Boven Digoel Regency

Pilemon Junani Tumin Matemko, Mahlia Muis, and Jusni

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study aims to determine and analyze the influence of organizational culture and organizational commitment on job satisfaction through job performance of district office employees in Boven Digoel Regency. This study uses a quantitative approach with a population of 50 and the sample used is 50 employees, namely using saturated samples. And this research uses path analysis techniques (path analysis). The results of this study show that culture organization the coefficient value is 0.642 positive and significant effect on job satisfaction, organizational commitment 0.642 (positive), t statistical value of 6,774 has a positive and significant effect on job satisfaction, organizational culture, coefficient value of 0.275 (positive), statistical t value of 2,546 has a positive and significant effect on job performance. Organizational commitment coefficient value of 0.388 (positive), statistical t value of 2.707 has a positive and significant effect on job performance, job satisfaction coefficient value of 0.196 (positive), statistical t value of 2.110 has a positive and significant effect on work performance, organizational culture is positive and significant on job performance through job satisfaction, organizational commitment, the coefficient value is 0.412 (positive), the t statistic is 3.720 has a positive and significant effect on job performance through job satisfaction.

Keywords: Culture, Organizational Commitment, Job Satisfaction, and Job Performance

[ABS-BV2]
**The Effect of Commitment and Employee Trust on Job Satisfaction on
Employee Performance at the Regional Secretariat of Boven Digoel
Regency.**

Wahyudiana, Payangan, R., Otto, and Amar, Muh., Yunus

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study aims to see 1. The effect of commitment on employee performance 2. The effect of trust on employee performance in the regional secretariat of Bouven Digoel Regency. It is very important in the efforts of an institution to achieve its goals. A higher performance implies an increase in efficiency, effectiveness, or a higher quality of completing a series of tasks assigned to an employee in an organization. The research approach used in this study is a quantitative approach to activity in qualitative data analysis, with the population being all 89 employees of the Regional Secretariat of Boven Digoel Regency. The sample in this study was taken using a saturated sample or a census so that the population in this study were 89 respondents. The results of this study indicate that the commitment variable and the trust variable partially have a positive and significant effect on job satisfaction at the Regional Secretariat of Boven Digoel Regency. In addition, the commitment variable and the trust variable partially have a positive and significant effect on the performance of the Regional Secretariat of Boven Digoel Regency.

Keywords: Commitment, Trust, Employee Performance, and Job Satisfaction

[ABS-BV3]

The Influence of the Application of Management Information Systems through Innovation on Public Services at Yaniruma District Office, Bouven Digoel Regency.

Bilare Wondilo, Nurdin Brasit, and Andi Reni

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research focuses on the reality that occurs in the Yaniruma District Office, Boven Digoel Regency, that the existence of technological devices (computers) is very minimal or limited. In this study, the analytical method used is path analysis (PATH). This research was conducted in Yaniruma Village, Yaniruma District, Boven Digoel Regency. The results of this study indicate that the independent variable partially has a significant positive effect with the data: the effect of management information systems on innovation shows a coefficient value of 0.871 (positive), the t statistical value is 29,787 which is greater than the t-table 1.66 and P values which are 0.000 which is smaller than 0.05. The effect of management information systems on the quality of public services shows a coefficient value of 0.355 (positive), a statistical t value of 3.059 which is greater than the t-table 1.66 and P value which is 0.002 which is smaller than 0.05. The influence of innovation on the quality of public services shows a coefficient value of 0.591 (positive), the t-statistic value is 5.484 which is greater than the t-table 1.66 and the P value is 0.000 which is smaller than 0.05.

Keywords: Management, Information, Systems, Innovation, and Service Quality

[ABS-BV4]

The Influence of Leadership and Organizational Culture on Job Satisfaction and Organizational Commitment at the Village Community Empowerment Service, Bouven Digoel Regency

Yeremias Wagunop, S.Sos, Muhammad Ismail, Sumardi

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study focuses on the organizational commitment of employees to have an important and strategic role in supporting the survival and development of the institution, where the authors are interested in conducting empirical research on the influence of leadership, organizational culture, and job satisfaction on the organizational commitment of the employees of the Village Community Empowerment Service ". This research was conducted using a quantitative approach to the process of the Village Community Empowerment Service. The population in this study were all employees of the Village Community Empowerment Service, namely 123 people. With a sample method of 100 people. The results show that the leadership variables, organizational culture variables partially have a positive and significant effect on job satisfaction and organizational commitment at the Village Community Empowerment Service, Boven Digoel Regency. In addition, this study shows that the job satisfaction variable has a positive and significant effect on organizational commitment at the Boven Digoel District Transportation Office. The results of this study also indicate that the variable leadership and organizational culture variables have a positive and significant effect on organizational commitment at the Village Community Empowerment Service in Boven Digoel district if it is mediated by job satisfaction.

Keywords: Leadership, Organizational Culture, Job Satisfaction, Organizational Commitment

[ABS-BV5]
**Influence of Knowledge Management on Employee Performance in Jair
Boven Digoel Papua District.**

Yustisianus Kamkerop W, Musran Munizu, and Muh Idrus Taba

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research focuses on knowing knowledge management in improving employee performance, in the Jair area, Boven Digoel Regency, Papua, between November - December 2019. This research was designed based on the objectives to be achieved through descriptive and associative approaches, namely explaining the influence of various variables through hypothesis testing. The results of the calculation of the T test partially t count for the independent variable has a positive and significant effect and obtained an F-count of 14,817 (table 4.6 anova) and by using the level of significance (significant level) of 5% indicates that personal knowledge (X1), Job variables procedure (X2), technology (X3) simultaneously or jointly affect employee performance variables (Y). The results of the determination test of the value of the R Square value of 0.614, which means that the Personal knowledge variable, Job procedure, technology can explain the employee performance variable by 61.4% and the remaining 38.6% which is another variable that is not examined in this study.

Keywords: Knowledge management, Employee pperformance, and improving employee.

[ABS-BV6]

The Influence of Competence, Compensation through Motivation on the Performance of the Civil Service Police Unit and Community Protection in Boven Digoel Regency

Fabianus Sabi, Nurdjanah Hamid, and Andi Aswan

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study aims to determine and analyse the influence of competence and compensation on performance through motivation. The location of the research on the employees of the Boven Digoel Regency Transportation Office. This study uses a quantitative approach, done in the office Civil Service Police Unit and Community Protection in Boven Digoel Regency which is located at Jalan. Trans Papua KM. 2. And this research uses path analysis techniques (path analysis). The results showed that Competency variables and compensation variables partially have a positive and significant effect on motivation in the Civil Service Police Unit and Community Protection in Boven Digoel district. In addition, the competency variables and compensation variables partially have a positive and significant effect on the performance of the Civil Service Police Unit and Community Protection in Boven Digoel district. Other results indicate that the competency variable and compensation variable do not have a significant effect on the performance of the Civil Service Police Unit and Community Protection in Boven Digoel district if it is mediated by motivation.

Keyword: Competence, Compensation, Motivation, Employee Performance

[ABS-BV7]
The Influence of Education Level, Skill Level on Work Ethic and Service Quality at the General Section of the Regional Secretary of Boven Digoel Regency

Albertus Kutat, Muhammad Ali, and Muh Idrus Taba

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study aims to determine kreality in the field about The achievement and objectives in the quality of services to the community have not been fully achieved, starting from the planning, work processes and work results that are realized by the General Section of the Regional Secretariat of Boven Digoel Regency. and oOptimization of employee performance will be determined by the efforts of these members or employees in increasing knowledge and skills within the organization. In this study, the analytical method used is path analysis (PATH). This research will be conducted in The Regional Secretariat of Boven Digoel Regency which is located at Jalan. Trans Papua KM. 2. The sample in this study is a saturated sample. The results of this study show influence independent variable (level of education, skill level) have a positive and significant effect on mediating variable (work ethic) and influence independent variable (level of education, the skill level) has a positive and significant impact on the dependent variable (service quality) if it is mediated by the mediating variable (work ethic).

Keywords: Education Level, Skill Level, Work Ethic, Service Quality.

[ABS-BV8]

Determination of the Characteristics of Contemporary Leadership through Work Discipline on Employee Loyalty of the Bouven Digoel Regency Transportation Service.

Lusius Apayman, Mahlia Muis, and Nuraeni Kadir

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study aims to determine and analyse the effect of transactional leadership and transformational leadership on loyalty through work discipline. The location of research on the employees of the Boven Digoel Regency Transportation Office. This study uses a quantitative approach with a population of 30 and the sample used is 30 employees, namely using saturated samples. And this research uses path analysis techniques (path analysis). The results of this study show that transactional leadership has a positive and significant effect on work discipline, transformational leadership has a positive and significant effect on work discipline, transactional leadership has a positive and significant effect on loyalty, transformational leadership has a positive and significant effect on loyalty, work discipline has a positive and significant effect on loyalty. Loyalty, transactional leadership has a positive and significant effect on loyalty through work discipline, transformational leadership has a positive and significant effect on loyalty through work discipline.

Keywords: transactional leadership, transformational leadership, loyalty, work discipline.

[ABS-BV9]
Factors Affecting the Development of Micro, Small and Medium Enterprises (MSMEs) in Mawan Village, Mandobo District, Boven Digoel Regency.

Liborius Gasa, Muh Asdar, and Jusni

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study focuses its attention on the factors that affect the coaching and development of MSMEs. The research method used in this research is a quantitative approach. This research was conducted in Mawan Village, Mandobo District, Boven Digoel Regency. Respondents were selected using nonprobability sampling techniques which did not provide equal opportunities for each element or member of the population to be selected as samples. The research instrument used was a questionnaire, namely a number of written questions used to obtain information. Before the questionnaire was used, it was tested for validity and reliability, testing the classical assumptions, and testing the hypothesis. The results showed that the variable of freedom of mobility partially has a significant effect on the development of MSMEs. The results of this study indicate that the variable ability to buy commodities partially has a significant effect on the development of MSMEs. The variable of economic security partially has a significant effect on the development of MSMEs. And the variables of legal and political awareness partially have a significant effect on the development of MSMEs.

Keywords: MSMEs, Freedom of Mobility, Ability, Economic Security, Legal, Political, and Awareness.

[ABS-BV10]

The Influence of Supervision and Innovation Strategies on Employee Performance in the Social Service of Bouven Digoel district.

Ulos Anumbon, Idayanti Nursyamsi and Nuraeni Kadir

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study focuses on information obtained from the Human Resources Division that generally the problems seen in the company are employee's indiscipline. This study focuses on the Boven Digoel District Social Service Office. The analysis technique used in this study was multiple regression analysis. The results of the study indicate that all independent variables partially with a value for each variable for supervision of 0.600, the innovation strategy of 0.351 has a positive and significant effect on the dependent variable, while the value of Constante parameter is 2.032. The coefficient of determination data (R^2) shows that the performance variable can be explained by the independent variables, namely the monitoring and innovation strategy of 74% and the remaining 26% of other independent variables which are not examined in this study R^2 .

Keywords: Innovation Strategies, performance, and indiscipline.

[ABS-BV11]
**The Effect of PKK Programs trough The Performance of DPPKB on
Improving the Quality of Life in Mawan Village, Mandobo District,
Bouven Digoel**

Viviana Maharani Pradotokoesoemo

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research aims to determine the influence of empowering PKK Program on quality of life and performance of DPPKB as the intervening variable. The independent variables in this research are empowerment (X), and dependent variables are DPPKB performance (Y) and quality of life (Z). The type of research is explanatory research, with quantitative approach. The Sampling technique is non-probability techniques by using the calculation of the Slovin method to find out the amount to be studied and obtained the number of samples are 152 samples. The source data obtained by the primary data for distributing the questionnaire and secondary data by documentation. This research use path analysis with the Smartpls 3.2.8 software instrument. The results of this study showed that: (1) empowerment of PKK programs has significant effect on DPPKB performance and quality of life. (2) Job satisfaction has significant effect on work motivation and employee performance (3) DPPKB performance has significant effect on quality of life (4) empowerment of PKK Programs has significant effect on quality of life if mediated by DPPKB performance.

Keywords : empowerment, employee performance, and quality of life

[ABS-BV12]
**Analysis The Effect of Leadership, Work Satisfaction, Motivation on
Employee Performance in Investment And One Stop Service Office In
Boven Digoel.**

Djukmarian

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research aims to determine the influence of leadership and job satisfaction on employee's performance and work motivation as the intervening variable. The independent variables in this research are leadership (X1), job satisfaction(X2), and dependent variable are work motivation (Y1) and employee performance (Y2). The type of research is explanatory research, with quantitative approach. The Sampling technique is saturation sampling, which is all members of the population are used as samples and obtained the number of samples are 30 employees. The source data obtained by the primary data for distributing the questionnaire and secondary data by documentation. This research use path analysis with the SmartPLS 3.2.8 software instrument. The results of this study showed that: (1) The leadership style has no significant effect on work motivation and employee performance. (2) Job satisfaction has significant effect on work motivation and employee performance (3) Work motivation has significant effect on employee performance (4) The leadership has no significant effect on employee performance if mediated by work motivation (5) Job satisfaction has significant effect on employee performance if mediated by work motivation.

Keywords: leadership, job satisfaction, motivation, and employee performance

[ABS-BV13]

The Effect of Human Relation and Physical Condition of The Environment on the Work Ethic and Performance of Boven Digoel District Health Office Employees.

Stevanus Kandam, Abdul Rahman Laba and Muhammad Yunus Amar

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research aims to analysis the influence of human relation and physical condition of the environment on the work ethic and performance of boven digoel district health officials. The types of research used in this study to obtain objective, valid, and reliable data with the aim can be found, proven and developed a knowledge, so that it can be used to understand, solve and anticipate problems that occur using path analysis methods (paths) and the help of Smart PLS software. The results showed that Human relation partially has a positive and significant effect on work ethic, physical environmental condition partially positively and significantly affects work ethic, human relation partially positively and significantly affects employee performance, physical environmental condition partially affects positive and significant employee performance, work ethic has a positive and significant effect on employee performance, human relation affects positive and significant employee performance in Boven Digoel district health office , if mediated by a work ethic. Furthermore, physical environmental conditions have a positive and significant effect on employee performance at boven digoel district health office, if mediated by work ethic.

Keywords: Human Relation, Environmental Physical Condition, Work Ethic, and Employee Performance

[ABS-BV14]

The Effect of Marketing Mix and Service Quality on Telkomsel Customer Satisfaction and Loyalty in Boven Digoel Regency.

Dominikus Anggawen, Otto Randa Payangan and Andi Nur Bau Massepe

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research aims to lysis on the influence of marketing mix and service quality on the satisfaction and loyalty of Telkomsel customers in Boven Digoel Regency directly and indirectly. In this study researchers used a quantitative research approach. This approach is chosen because quantitative research is one type of research activity that has its specifications that is systematic, planned, and clearly structured from the beginning to the creation of research design, whether about research objectives, research subjects, research objects, data samples, data sources, and methodologies. The results showed the marketing mix had an effect on Telkomsel customer satisfaction in Boven Digoel Regency, where the marketing mix affects customer satisfaction; quality of service affects customer satisfaction; marketing mix affects customer loyalty through satisfaction; the quality of service provided to customers can create customer loyalty; customer satisfaction affects customer loyalty; the marketing mix positively affects customer satisfaction and customer loyalty; the quality of service has a positive effect on customer satisfaction and loyalty of Telkomsel customers in Boven Regency; Marketing mix is not the most influential variable on customer satisfaction and loyalty of Telkomsel customers in Boven Regency.

Keywords: Marketing Mix, Service Quality, Satisfaction, and Loyalty

[ABS-BV15]
**Training on The Motivation and Productivity of Micro, Small And
Medium Enterprises (SMES) In The District Of Kombut District Boven
Digoel.**

Yustina Warum, Djabir Hamzah, and Sumardi

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research aims to determine the influence of training variables on the motivation and productivity of SMES in the district of the regency of Boven Digoel, both in direct and indirect (mediation effect). This research is a quantitative study using questionnaire to obtain data then processed using SmartPLS software with path analysis method. The results found that training has been partially positive and significant to the motivation, training variables partially influential positively and significantly on business productivity, the motivational variables have a positive and significant effect on business productivity, the training variables positively and significantly influence the productivity of micro, small and medium enterprises (SMES) in the district of Kombut of Boven Digoel if mediated by motivation

Keywords: SMES, training, motivation, business productivity

[ABS-BV16]
**Effect of Burnout and Work Life Balance on Job Satisfaction and Its
Impression on the Performance of Employees at the Boven Digoel Regional
General Hospital.**

Yuki T., Abdul Rahman Kadir, Nurdjanah Hamid

Boven Digoel Regency Government

Hasanuddin University

Abstract

This study aims to determine the effect of burnout and work life balance on the performance of employees of the Boven Digoel Regional General Hospital both directly and indirectly with job satisfaction as a mediating variable. This research is a quantitative study using a questionnaire to collect data related to predetermined variables and then processed using the help of SmartPLS 2.0M3 software with a structural equation model (SEM) method. The results found that Burnout has no positive and significant effect on job satisfaction, there is a positive and significant effect of work-life balance on employee job satisfaction, there is a positive and significant influence of Burnout variables on employee performance, there is no positive and significant effect Work life balance has an influence on employee performance, there is a positive and significant effect on job satisfaction variables on employee performance, Burnout does not have a negative and significant effect on the performance of Boven Digoel Regional Hospital Employees through job satisfaction, there is no positive and significant effect on Work life balance on employee performance at General Hospitals Boven Digoel area through job satisfaction.

Keywords: Burnout, Work Life Balance, Job Satisfaction, Employee Performance

[ABS-BV17]

The Effect of Training and Discipline on The Performance of State Civil Servants on Boven Digoel District Election Commission.

Vitalis Dambi, Muhammad Asdar, and Mursalim Nohong

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research aims to analyze the influence of training and discipline on the performance of state civil servants on the Boven Digoel County Election Commission directly and the influence of mediation. This type of research is a type of quantitative research using questionnaires that look for relationship patterns and or influences between variables on a single object, with the aim of knowing the influence between dependent variables and independent variables (free variables). The results showed that the training was partially beaked significantly against the performance of ASN at the Boven Digoel District Electoral Commission which means when training; discipline is partially not significantly beaked towards the development of the career of the state civil apparatus at the Boven Digoel County Election Commission; joint training and discipline (smiultan) has a significant effect on improving the quality of performance of the state civil apparatus at the Boven Digoel County Election Commission.

Keywords: Training, Discipline, and Performance

[ABS-BV18]

The Influence of Business Networks, Product Innovation and Business Competition on the Development of Small and Medium Enterprises in the Boven Digoel Regency.

Rita Anggraini, Abdul Rahman Kadir, and Mursalim Nohong

Boven Digoel Regency Government

Hasanuddin University

Abstract

The purpose of this research is to find out and analyze the influence of business networks, product innovation and business competition on the development of MSMEs in Boven Digoel Regency, both partially and simultaneously. This research will explain the causal relationship between variables through hypothesis testing. In this study, the analysis method used is path analysis (PATH) using the SPSS program. The results found that the business network variable, product innovation, and business competition partially had a significant effect on the development of small and medium businesses, which meant that when the Business Network was improved it would have a significant effect on the development of small and medium businesses in the Boven Digoel district. Furthermore, Business Network Variables, Product Innovation and Business Competition together (smiultan) have a significant effect on the development of Small and Medium Enterprises in the Boven Digoel district.

Keywords: Business Network, Product Innovation, and Business Competition

[ABS-BV19]

Influence of Leadership Style on Knowledge Transfer and Effectiveness of Local Secretariat Employee Boven Digoel.

Yoseph Awunim, Abdul Rahman Kadir, and Mahlia Muis

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research aims to analyze the influence of leadership style on the transfer of knowledge and the effectiveness of the work of boven digoel district secretariat employees both in the form of direct and indirect influence. This research was conducted at the Regional Secretariat Office of Boven Digoel Regency. The subject of this study is the Regional Secretariat Officer of Boven Digoel District and the object of this research is the leadership style of the directive, consultative, participatory delegative at the Regional Secretariat of Boven Digoel Regency. The results showed that transformational leadership styles had a positive and significant effect on knowledge transfer; transformational leadership style has a positive and insignificant effect on work effectiveness; the transfer of knowledge has a positive and insignificant effect on the effectiveness of the work; Transformational leadership style has a positive and significant effect on the effectiveness of work through knowledge transfer.

Keywords: transformational leadership style, knowledge transfer, work effectiveness.

[ABS-BV20]

The Influence of The Working Environment on Organizational Culture and Improving the Performance of Regional Secretariat Employees of Boven Digoel Regency.

Antonetha Christofora Yaghan, Abdul Rahman Laba and Andi Aswan

Boven Digoel Regency Government

Hasanuddin University

Abstract

The purpose of this research is to know and analyze the influence of the work environment and culture of the organization on employee performance directly and indirectly. The types of research used in this study to obtain objective, valid, and reliable data with the aim can be found, proven and developed a knowledge, so that it can be used to understand, solve and anticipate problems that occur using path analysis methods (paths) and the help of Smart PLS software. The results showed that the variable working environment partially positively and significantly affects the culture of the organization in the regional secretariat of Boven Digoel district, The variable of the working environment partially affects the performance of employees in the regional secretariat of Boven Digoel district, The cultural variables of the organization positively and significantly affect the performance of employees in the regional secretariat of Boven Digoel district, The variable of the working environment has a positive and significant effect on the performance of employees in the Boven Digoel district secretariat if mediated by the culture of the organization

Keywords: Work Environment, Organizational Culture, Performance

[ABS-BV21]
The Influence of Leadership Style and Organizational Culture on The Transfer of Knowledge and Performance of Regent Boven Digoel Office Employees.

Chaerul Anwar, Syamsu Alam, and Muhamad Asdar

Boven Digoel Regency Government

Hasanuddin University

Abstract

The purpose of this research is to know and analyze the direct influence of leadership styles, organizational culture on the transfer of knowledge and employee performance, as well as the indirect influence of leadership, organizational culture on employee performance through knowledge transfer. The research was conducted in the office of Regent Boven Digoel. This study uses a quantitative approach that aims to explain the position of the variables studied as well as the relationship between one variable and another. The collection methods in this study are questionnaires and interviews. The data analysis method uses path analysis with the Smart PLS application. The results showed 1) Leadership style has no significant positive effect on knowledge transfer 2) Organizational culture has a significant positive effect on knowledge transfer 3) Leadership style has no significant positive effect on employee performance 4) Organizational culture has no significant positive effect on employee performance, 5) Knowledge transfer has a positive and significant effect on employee performance 6) Leadership style has a positive and insignificant effect on employee performance if mediated by knowledge transfer 7) Organizational culture has a significant positive effect on employee performance if mediated by transfer of knowledge.

Keywords: Leadership style; organizational culture; transfer of knowledge, performance

[ABS-BV22]

The Effect of Organizational Culture on Organizational Commitment, Job Satisfaction and Performance of District Employees in Boven Digoel Regency.

Martinus Kirimanop, Cipi Pahlevi, and Fauziah Umar

Boven Digoel Regency Government

Hasanuddin University

Abstract

The research objective is to explore and determine the effect of organizational culture on organizational commitment, job satisfaction, organizational commitment, and employee performance directly and indirectly (mediating influence). Data analysis in this research is quantitative using a path analysis model (Path) with Smart PLS Software version 3.2.8 to test the hypothesis that has been established, namely the relationship between the independent variable with the dependent variable and the relationship between the indicators of each independent variable. The results found that organizational culture had a positive and significant effect on organizational commitment, organizational culture had a significant positive effect on job satisfaction; Organizational culture has no significant positive effect on employee performance; Organizational commitment has a significant positive effect on employee performance; Job satisfaction has a significant positive effect on employee performance. For testing the indirect effect is found empirical facts that organizational culture has a significant positive effect on employee performance if mediated by organizational commitment. The organizational culture does not have a significant positive effect on employee performance if mediated by job satisfaction.

Keywords: Organizational Culture, Job Satisfaction, Organizational Commitment, Employee Performance

[ABS-BV23]

The Influence Of Individual Characteristics And Characteristics Of The Organization On The Motivation Of Work And Performance Of The Civil Apparatus Of Boven Digoel Papua.

Petrus Antonius Fofid, Siti Haerani, and Andi Reni

Boven Digoel Regency Government

Hasanuddin University

Abstract

The purpose of this study is to know the influence of individual characteristics, organizational characteristics on work motivation, To know the influence of individual characteristics, characteristics of organizations on performance in the regional secretariat of Boven Digoel district, as well as to know the influence of individual characteristics and organizational characteristics on performance through work motivation. The research approach uses quantitative research, the research site at ASN in Boven Digoel Regency of Papua. The population and research sample numbered 89 people with saturated sampling techniques. The results showed 1) Individual characteristic variables are partially beaked significantly towards employee work motivation, 2) The characteristic variables of the organization are partially beaked significantly towards the employee's work motivation.3) The variable of work motivation is partially significant to employee performance. 4) Individual characteristic variables are partially beaked significantly to employee performance. 5) The characteristic variables of the organization are partially beaked significantly to employee performance. 6) Individual characteristic variables are partially beaked significantly towards employee performance through work motivation. 7) Variable characteristics of the organization are partially beaked significantly towards employee performance through work motivation.

Keywords: Individual characteristics, organizational characteristics, work motivation, performance

[ABS-BV24]

The Effect of Compensation, Motivation and Ability on Employees' Work Performance in Waropko District Office of Boven Digoel Regency.

Susana Marcela Tuwok, Syamsu Alam and Maat Pono

Boven Digoel Regency Government

Hasanuddin University

Abstract

The purpose of this study is to know and analyze the effect of compensation, motivation and ability on partial and simultaneous work performance in the Waropko District Office of Boven Digoel Regency. The type of research used in this study is quantitative research, in which to obtain objective, valid, and reliable data with the purpose of being found, proven and developed a knowledge, so that it can be used to understand, solve and anticipate problems that occur using multiple analysis methods using spss applications. The results showed that Variable Compensation was partially beaked significantly towards employee employment performance in the Waropko District office of Boven Digoel district, motivation variables are partially beaked significantly to the employee's work performance in the Waropko District office of Boven Digoel district, the variable ability is partially beaked significant to the employee's work performance in the Waropko District office of Boven Digoel district, the variable Compensation, Motivation and ability together (smiultan) has a significant effect on the employee's work performance in the Office of Waropko District boven digoel district.

Keywords: Compensation, motivation, ability, work performance.

[ABS-BV25]
**Job Satisfaction and Impact on Employee Performance (Case Study at
Boven Digoel District's Regional Staffing and Human Resources
Development Agency).**

Yusuf Harianto, Muh. Asdar and Syamsu Alam

Boven Digoel Regency Government

Hasanuddin University

Abstract

This research aims to find out the extent of the cultural influence of the organization that has been applied to the Regional Staffing agency and human resource development boven digoel regency to the commitment of the organization and job satisfaction. In addition, this research also aims to look at the indirect influence of organizational culture on employee performance when mediated by organizational commitment and job satisfaction. This research is a quantity study that uses questionnaires to collect data and then processed using SmartPLS software with path analysis method. The results found that organizational culture had a positive and significant impact on organizational commitment and job satisfaction. Furthermore, the influence of organizational commitment and partial job satisfaction has no significant effect on employee performance. Based on indirect influence shows that organizational commitment and job satisfaction cannot mediate the organization's cultural influence on employee performance significantly.

Keywords : organizational culture, organizational commitment, job satisfaction

[ABS-BV26]

The Influence of Integrated Quality Management on The Quality of Service and Patient Satisfaction at Boven Digoel Regional General Hospital.

Fransiskus Komon, Muzran Munizu, and Dian A.S. Parawansa

Boven Digoel Regency Government

Hasanuddin University

Abstract

The purpose of this study is to know and analyze the influence of integrated quality management on the quality of service and patient satisfaction. The type of research used in this study is quantitative research, in which to obtain objective, valid, and reliable data with the aim of being found, proven and developed a knowledge, so that it can be used to understand, solve and anticipate problems that occur using the path analysis method using smart pls 3.2.8 application. The results showed that integrated quality management has a positive and significant effect on service quality, integrated quality management has a positive and insignificant effect on customer satisfaction, service quality has a positive and significant effect on customer satisfaction, integrated quality management does not directly affect customer satisfaction through service quality, at Boven Digoel Regional General Hospital.

Keywords: integrated quality management, service quality, patient satisfaction

[ABS-BV27]
**Factors Affecting Employee Planning in Work Areas - Ninati District,
Boven Digoel Regency, Papua**

Richardus Benedikthus Kutmop, Nurdin Brasit, and Maat Pono

Boven Digoel Regency Government

Hasanuddin University

Abstract

Purpose of this Study 1) how the factors influence employee or workforce planning, and 2) what are the obstacles in planning employee happened. This research method is qualitative with the main aim of describing or depicting in detail and in depth about workforce planning in the area of Papua's Ninati Boven Digoel District. Data analysis in this study uses interactive model analysis from Miles and Huberman which includes the stages of data reduction, data presentation and data verification or drawing conclusions. The results showed that the basic theory of management in terms of planning, is still not fully applied in work planning in the Ninati district government, especially in the area of operations. The tendency is to let the planning process drag on due to lack of coordination, communication, unfocused, and overlapping work.

Keywords: Workforce planning, obstacles in planning, and work planning.



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