

ORGANIZED BY:



UNIVERSITAS KATOLIK INDONESIA  
**ATMA JAYA**  
Business Administration Department



# BOOK OF CONFERENCE PROCEEDINGS

## 2<sup>nd</sup> ICIB

**2ND INTERNATIONAL  
CONFERENCE ON**  
Inclusive Business in  
the Changing World

**Jakarta**  
March 6 - 7, 2019

SUPPORTED BY:



Abstract Proceeding Book  
of  
the 2<sup>nd</sup> International  
Conference on Inclusive  
Business in the Changing  
World 2019  
(2<sup>nd</sup> ICIB 2019)

March 6 - 7, 2019

Jakarta, Indonesia



UNIVERSITAS KATOLIK INDONESIA  
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Business Administration Department



**Abstracts Proceeding Book**  
**of**  
**the 2<sup>nd</sup> International Conference on Inclusive**  
**Business in the Changing World 2019**  
**(2<sup>nd</sup> ICIB 2019)**

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# FOREWORD

Research Synergy Foundation is social enterprise platform that focus on developing collaborative networks among both researchers, lecturers, scholars, and practitioners globally for the realization of an equal quality of knowledge acceleration between developed and developing countries. We focus on opening the gates of research collaboration between countries. We introduce and encourage scientific publications from developing countries. We create scientific forums in order to boost the creation and diffusion of new knowledge.

Known as a catalyst and media collaborator among researchers around the world is the achievement that we seek through this organization. By using the media of International Conference which reaches all researcher around the world we are committed to spread our vision to create opportunities for promotion, collaboration and diffusion of knowledge that is evenly distributed around the world.

## Our Vision:

Our vision is to be world class organization that encourage acceleration quality of knowledge in developing country.

## Our mission:

First, promoting scientific journals from developing countries as an equitable distribution tools of knowledge. Second, opens research collaboration opportunities among countries, educational institutions, organizations and among researchers as an effort to increase capabilities. Third, create a global scientific forum of disciplinary forums to encourage strong diffusion and dissemination for innovation.

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Universitas Katolik Indonesia Atma Jaya

**Gadaf Rexhepi**

South East European University, Rep of Macedonia

# CONFERENCE CHAIR MESSAGE

We are delighted to welcome you to the 2<sup>nd</sup> International Conference on Inclusive Business in the Changing World (2<sup>nd</sup> ICIB) by Business Administration Department Atma Jaya Catholic University of Indonesia and Research Synergy Foundation held on March 6 - 7, 2019 at Grand Sahid Jaya – Jakarta, Indonesia.

The aim of Conference is to provide an overview of the state-of-the-art, update information and emerging trends regarding Management and Social Science. 2<sup>nd</sup> ICIB 2019 International Conference shows up as a cutting-edge Social Research platform to gather presentations and discussions of recent achievements by leading researchers in academic research.

It has been our privilege to convene this conference. Our sincere thanks, to the conference organizing committee; to the Program Chairs for their wise advice and brilliant suggestion on organizing the technical program and to the Program Committee for their thorough and timely reviewing of the papers. Recognition should go to the Local Organizing Committee members who have all worked extremely hard for the details of important aspects of the conference programs and social activities.

We welcome you to Jakarta, Indonesia and hope that this year's conference will challenge and inspire you, and result in new knowledge, collaborations, and friendships.

Best regards,

Lamtiur H. Tampubolon Ph.D  
Conference Chair of 2<sup>nd</sup> ICIB 2019

## Keynote Speaker



**Joshua Park, (J.D.) Juris Doctor**, is Director of Undergraduate Studies and Assistant Professor of Marketing & Management at Solbridge International School of Business. He Holds Bachelor of Arts with Honors Pomona College in Psychology at Claremont, California in 2000. Then He continued to pursue his

Juris Doctor degree at Harvard Law School, Cambridge in 2003. He also Adjunct Professor at Korea University Medical Law Institute since 2008 to present. His career in non-academic was remarked as president and founder of Korea Debate Association since 2004 to present.

Summary conference speech :

We live in a small world, where technological advancements have called us to reimagine or modify traditional models of business strategy. Falling under such scrutiny have included long-standing and hitherto widely accepted theories such as Porter's generic strategies and Uppsala Internationalization Model. And the rise of "Born Global" firms (BGs) or International New Ventures (INVs) as important types of start-up ventures has led us to view both the importance of SMEs in global economy as well as business strategies for SMEs in a different light.

In order to succeed, BGs or INVs must face and overcome the following challenges: 1) finding an approach that helps them to accurately target and market to niche markets that fit their strengths as opposed to becoming direct competitors of existing, established businesses and 2) dealing with social/cultural differences that allows them to cater to the needs of the markets they target. It is within this context that global negotiation rules fit in to help governments, businesses, and individuals to function successfully and collaboratively, allowing the viable pursuit of SDGs and inclusive business.

This talk provides a brief theoretical overview and analysis of several cases (both successful and unsuccessful) involving a variety of domestic and international actors. This analysis will seek to provide a guideline for skills and strategies that are necessary for SMEs, especially those that are INVs, to function successfully as part of this challenging global economic environment.

## Keynote Speaker



**Prof. Hiro Takahashi** is Professor Emeritus at Graduate School of Businesses at Hakuoh University where he teaches International Management and studies of the comparative between Japan and USA since 1994. He Holds Master of Economics at Kanto Gakuin University, Yokohama in 1969. Then He continued to pursue his Doctoral degree in Management at Chuo University, Tokyo in 2001. He was member of several prestigious association at Japan President, Japan Society for Business Ethics Studies (2009-2015), Honorary Member (2016-present), The Academy of Multinational Enterprises, Japan.

He is specialized in the organization structure, R&D strategy, Business Ethics of Global Corporation. His latest publication entitled "Introduction of International Management" Dobunkan Publishing, 2017

Summary conference speech :

### **Business and Society from Business Ethics - Why Sustainability & Ethic & CSR?**

Expansion of market economy in global scale after collapse of Berlin Wall in 1989 bring about many social problems matters such as global environment, climate, pollution, poverty, and business ethics in our life. But this is not a problem that can be solved by efforts of individual countries, it requires global cooperation. This is big issue of Sustainability in this Conference Title. How to achieve the sustainable goals through the activities of government, business society. This concept was declared in form of joint statement such as UN Global Compact, OECD Guideline, GRI (Global Reporting Initiative) and so on.

Today's my presentation will be speech from the view of business ethics as founder of JABES (Japan Society for Business Ethics). Contents of my presentation will be speech epochs & issues of business ethics comparison between US and Japan, legal and ethics relationship, between ethics and CSR. Finally, now managerial environment surrounding business is changing, and so are social norms. The days are gone when companies were at the center of

society and when their conduct was explained in the context of centrifugal expansion. Corporate character is now based on the question of whether the company can coexist with society. We are in the midst of a tide of innovation which we should understand from the viewpoint of a “Value Shift” written by Lynn Paine ( Harvard Business School ).

## CONFERENCE PROGRAM

Day 01- Wednesday | March 6, 2019  
 Venue: Room 1  
 Hotel Grand Sahid Jaya – Jakarta, Indonesia

Time	Duration	Activities
08.00 - 09.30	90'	<b>Welcome Reception and Registration</b>
09.30 - 09.35	5'	<b>Welcoming MC</b>
09.35- 09.45	10'	<b>Welcome Remarks</b>
		Dr. Agustinus Prasetyantoko.
		Rector of Universitas Katolik Atmajaya, Indonesia
09.45 - 09.55	10'	<b>Welcome Remarks</b>
		Dr. Hendrati Dwi Mulyaningsih
		Research Synergy Foundation, Indonesia
09.55 - 10.05	10'	<b>Opening Speech</b>
		Dr. Eko Widodo
		Head of Steering Committee 2 <sup>nd</sup> ICIB 2019
10.05 - 10.20	15'	<b>Coffee Break</b>
10.20 - 11.00	40'	<b>Keynote Speech</b>
		Prof. Hiroo Takahashi
		Soka University, Japan



11.00 - 11.40	40'	<b>Keynote Speech</b>
		Joshua Park, (J.D.) Juris Doctor
		SolBridge International School of Business, South Korea
11.40 - 12.00	20'	<b>Award Ceremony &amp; Group Photo</b>
12.00 - 13.00	60'	<b>Lunch Break</b>
13.00 - 17.00	180'	<b>Parallel Session</b>
<b>17.00 – 17.10</b>	10'	<b>Closing Speech</b>
		Lamtiur H. Tampubolon Ph.D
		Conference Chair 2 <sup>nd</sup> ICIB 2019
<b>17.10 - 17.30</b>	20'	<b>Award Ceremony</b>
<b>17.30 – 17.35</b>	5'	<b>Closing MC</b>

## Day 01

Candi  
Prambanan

Wednesday, 6 March 2019

Session 1 (13.00 - 15.00)

Session Chair : Dr. Azlin Azlan Philip K & Rachel Dyah W

Track Decision Science And  
Management Science

Paper ID	Author	Media	Paper Title
<b>CIB19102</b>	Garaika	Oral Presentation	The Effects of Fatigue, Role Overload and Stress an Farmer's Work Safety
<b>CIB19106</b>	Mulyana Chandra Hadiati	Oral Presentation	Process Capability Assessment of Information Technology Governance on Information And Communication Technology Provider Company (case Study on PT XYZ)
<b>CIB19113</b>	Diin Fitri Ande	Oral Presentation	Mindfulness and Organizational Change: Where is the Bridge?
<b>CIB19118</b>	Anang Dwi Cahyono	Oral Presentation	Coal Mining Listed Companies and Their Value : Evidence from Indonesia Stock Exchange
<b>CIB19119</b>	Rijkhan Muhidin Iman	Oral Presentation	Stock Valuations in Cement Companies : Evidence from Indonesia Stock Exchange
<b>CIB19120</b>	Barkah Kristianto	Oral Presentation	Indonesian Listed Bank Efficiency in 2008 – 2017 Using Data Envelopment Analysis (DEA)
<b>CIB19121</b>	Nur Hakim Fibrianto	Oral Presentation	Equity Valuation on Property and Real Estate Listed Companies in 2018 : Evidence From Indonesia
<b>CIB19122</b>	Ernest LP Siagian	Oral Presentation	Do Free Cash Flow to Firm and Relative Valuation Method Work in Valuing Building and Constuction Companies ? : Test in IDX in 2018
<b>CIB19123</b>	Florent Ardhi Permadi	Oral Presentation	Assessing Free Cash Flow to Firm and Relative Valuation Method in Agriculture Plantation Companies Listed in Indonesia Stock Exchange in 2018
<b>CIB19124</b>	Ernis Himawan	Oral Presentation	Share Valuation of Regional Development Bank Listed in Indonesia Stock Exchange in 2018

Coffee Break 30 minutes

**Day 01**

Candi  
Prambanan

Wednesday, 6 March 2019

Session 2 (15.30 - 17.00)

Session Chair : Yohanes Temaluru & Joko Triraharjo

**Track Sustainable Energy And  
Environment In Business Perspective**

Paper ID	Author	Media	Paper Title
<b>CIB19112</b>	Laila Jahidatul Falah	Oral Presentation	The Impact of ESG Disclosure on Firm Value in ASEAN-5: The Role of CEO Narcissism
<b>CIB19136</b>	Yosef Manik	Oral Presentation	To What Extend is Inclusive Business Model Adopted by Tourism-related Industries in Toba Samosir Regency?
<b>CIB19200</b>	Albert Hasudungan	Oral Presentation	Evaluating Relationships of Associative CSR Actions, Brand Attitudes, Consumer Satisfaction , and Local Welfare: Mixed Method Approach for the Case Study of Sinar Mas Indonesia
<b>CIB19209</b>	Johny Subarkah	Oral Presentation	Customer Participation in Implementation of Development CSR Hotel for Environmental Conservation
<b>CIB19228</b>	Rachel Dyah Wiastuti	Oral Presentation	Fostering the Shopping Malls Accessibility to Encourage the Sustainable Tourism
<b>CIB19233</b>	Reinandus Aditya Gunawan	Oral Presentation	Disruption of Financial Performance and Sustainability in Property and Real Estate Companies in Indonesia for the 2009-2018 Period
<b>CIB19130</b>	Priskila	Oral Presentation	The Importance of Circular Economy for Indonesia from Business Perspective
<b>CIB19244</b>	Andre Notohamijoyo	Oral Presentation	The Integration of the National Ecolabel in Southeast Asia to Support ASEAN Tuna Ecolabelling (ATEL)

## Day 01

Wednesday, 6 March 2019

Session 1 (13.00 - 15.00)

Candi Dieng I

Session Chair : Prof. Hiroo Takahashi & George Martin Sirait, Ph.D

Track Small Business Enterprise

Paper ID	Author	Media	Paper Title
<b>CIB19114</b>	Yussi Ramawati	Oral Presentation	Entrepreneurial Intention: a Case of Entrepreneurs in Creative Economy
<b>CIB19141</b>	Afina Faza Khoirunnisa	Oral Presentation	Proposed Marketing Strategy to Improve Performance of Cupumanik Sundanese Puppets and Souvenir Store
<b>CIB19249</b>	Egabetha Amirah Yudhaputri	Oral Presentation	Strategy Development of MSMEs In Order to Face of Industrial Revolution 4.0
<b>CIB19158</b>	Hani Novanti	Oral Presentation	Long Term Financial Plannning Using Financial Performance Analysis and Prospective Analysis in XYZ Workshop
<b>CIB19161</b>	Alexius Reinaldo Hartadi Budiman	Oral Presentation	Business Valuation for Small Medium Enterprise in the Shoe Industry
<b>CIB19208</b>	Natanael W.G. Massie	Oral Presentation	Recent Development of Small Medium Enterprises' Businesses Profitability: Evidence From Indonesia
<b>CIB19232</b>	Carissa Tibia Walidayni	Oral Presentation	The Influence of Attitude, Product, Price, Place, and Promotion on Indonesian Consumers' Purchase Intention towards Healthy Dessert
<b>CIB19259</b>	A.Y Agung Nugroho	Oral Presentation	Factors Influencing Women Entrepreneurship in Rural Area, an Exploratory Study in Nusa Tenggara Timur Province of Indonesia
<b>CIB19250</b>	Lantiur Tampubolon	Oral Presentation	Warung Tegal: Business Unit Based on Ethnicity

Coffee Break 30 minutes

## Day 01

Wednesday, 6 March 2019

Session 2 (15.30 - 17.00)

Candi Dieng I

Session Chair : George Martin Sirait, Ph.D & Dr. Arianis Chan

Track Business Communication

Paper ID	Author	Media	Paper Title
<b>CIB19144</b>	Raidha Nur Afifah	Oral Presentation	Exploring Public Trust, Affective Public, Public Complaint and Public Intention to Use Jakarta-bandung High Speed Rail
<b>CIB19145</b>	Wita Adelina Noer Putri	Oral Presentation	Communication Strategy of the Implementations of an Employer Brand for Millenials on Stated-owned Enterprises (Study at Bank Mandiri)
<b>CIB19170</b>	Rizky Bachrudin	Oral Presentation	Using the Biometric System in the Implementation of Digitalization in Pension Payment Services
<b>CIB19188</b>	Shabriena Wardhani	Oral Presentation	Internal Communication in Building Organizational Culture and Organizational Branding of Government Institution
<b>CIB19218</b>	Beta Yunaswati	Oral Presentation	Business Model Innovation in Delivering Wi-Fi Service of Telecommunication Company
<b>CIB19230</b>	Semiarto A. Purwanto	Oral Presentation	Organizational Culture, Online Journalism, and Media Independency: The Case of Tempo Convergence Newsroom

## Day 01

Wednesday, 6 March 2019

Session 1 (13.00 - 15.00)

Candi Dieng II

Session Chair : Dr. Yosef Manik & Christina Tri Setyaningtyas

Track Marketing Research

Paper ID	Author	Media	Paper Title
CIB19137	Daniel Hermawan	Oral Presentation	Go-jek and Platform-based Economy: How Customer Shifting Their Behavior?
CIB19163	Vincentius Rachmadi Parmono	Oral Presentation	Perceived Justice on Sustainable Consumption
CIB19168	Ahmad Saputra	Oral Presentation	Developing New Wave Marketing Initiatives to Optimize Bancassurance Distribution Channel (Case Study: PT ABL)
CIB19199	Ratih Nur Setyaningsih	Oral Presentation	The Effect of Destination Image, Memorable Tourism Experience with Second Order Construct, Towards Revisit Intention (Study in Karimunjawa National Park)
CIB19204	Arianis Chan	Oral Presentation	Analysis of Hedonic Shopping Motives in H and M Bandung
CIB19189	Muhammad Bilal Syahrir	Oral Presentation	Why Automotive Brands are not Ready to Sell Electric Cars in Indonesia
CIB19192	Febrika Widharini Widyaka	Oral Presentation	Integrated Marketing Museum at Museum Macan (Modern and Contemporary Art in Indonesia)
CIB19223	Tanti Handriana	Oral Presentation	Hotel Attributes, Satisfaction, and Travelers' Intention to Revisit Bali Cultured Hotels
CIB19229	Dewi Murtiningsih	Oral Presentation	The Influence of Customer Relationship Management Influencing Factors on Student Loyalty Using Student Satisfaction as Mediation Variable
CIB19238	Shinta Wahyu Hati	Skype Presentation	Factors Affecting Workers in Choosing a Boarding Services at Batam City - Indonesia

Coffee Break 30 minutes

## Day 01

Candi Dieng II

Wednesday, 6 March 2019

Session 2 (15.30 - 16.30)

Session Chair : Dr. Kurnianing Isololipu & Dr. Widjojo Suprpto

Track Government Administration  
and Management

Paper ID	Author	Media	Paper Title
<b>CIB19107</b>	Azlin Azlan Philip Kinjawan	Oral Presentation	The Evolution of School Inspection towards the Attainment of International Comparative Evaluation in Education
<b>CIB19190</b>	Hendry Hartono	Oral Presentation	The Process of Mental Revolution Control with "Dewi Sartika" Model Development Program for Accelerating Village Performance in Indonesia's 122 Underdeveloped Regions (Case Study in Wersawe Village, West Manggarai Regency, Flores)
<b>CIB19198</b>	Dhita Susriana	Oral Presentation	The Development of Quality Management System in Compliance Audit of Construction Contract Agreement
<b>CIB19169</b>	Patrick Ziegenhain	Oral Presentation	The Socio-Economic Impact of Demographic Change in Indonesia, Malaysia and the Philippines

## Day 01

Candi Dieng II

Wednesday, 6 March 2019

Session 2 (16.30 - 17.00)

Session Chair : Dr. Kurnianing Isololipu & Widjojo Suprpto

Track Operation  
Research

Paper ID	Author	Media	Paper Title
<b>CIB19193</b>	Adha Mahmeru Balaputra	Oral Presentation	Forecasting Airline Passenger Demand for the Long-Haul Route: the Case of Garuda Indonesia
<b>CIB19220</b>	Ade Christian Sirait	Oral Presentation	Implementation Analysis of The Procurement Business Transformation 2.0 on Procurement Operations at PT Telekomunikasi Selular
<b>CIB19236</b>	David Rahmad Iswidibyo	Oral Presentation	Developing Autonomous Maintenance through FMEA-RCM Models to Reduce % Machine Breakdown in Food and Beverages Industry

## Day 01

Wednesday, 6 March 2019

Session 1 (13.00 - 14.35)

Track Knowledge Management

Candi Kalasan I

Session Chair : Dr. Semiarto A. Purwanto & Dr. Rosdiana Sijabat

Paper ID	Author	Media	Paper Title
<b>CIB19128</b>	Retno Setyorini	Oral Presentation	Assessment of Green Supply Chain Management Implementation using Green SCOR Approach Study on Batik SMEs in Tourism Village Jarum, Klaten
<b>CIB19134</b>	Edhi Juwono	Oral Presentation	Does Knowledge Management and Organizational Culture Still Out of Consideration in Achieving CRM Success? A Survey on Some Indonesian Academicians and Practitioners
<b>CIB19135</b>	Samuel Zefanya	Oral Presentation	Generations Perspective to Individual Motivation Factors in Creating Knowledge Content for Knowledge Sharing Digital Platform Development (Case Study: West Java Province, Indonesia)
<b>CIB19139</b>	Maureen Theodora	Oral Presentation	Relationship Between Total Quality Management, Knowledge Management, and Innovation in The Construction Sector in Indonesia
<b>CIB19164</b>	Aditya Pramudita	Oral Presentation	Evaluating Knowledge Management for Performance: Case Study in Jurnal.id
<b>CIB19182</b>	Iceu Rufiana	Oral Presentation	Effect of Job Satisfaction and Work Motivation on Affective Commitments of School Principal in State High School in DKI of Jakarta
<b>CIB19202</b>	Aris Setiyani	Oral Presentation	The Effect of Compensations and Work Life Balance on Employee Engagement with Employee Motivation as Intervening Variable for Y Millenials Generations in Jave, Indonesia
<b>CIB19206</b>	Mochammad Fahlevi	Oral Presentation	The Impact of CGPI Award towards Financial Performance of LQ45 Firms

## Day 01

Wednesday, 6 March 2019

Session 1 (14.35 - 15.00)

Track Digital Business

Candi Kalasan I

Session Chair : Dr. Semiarto A. Purwanto & Dr. Rosdiana Sijabat

Paper ID	Author	Media	Paper Title
<b>CIB19185</b>	Wawan Budi Setiawan	Oral Presentation	Optimization Strategy of Mobile Cellular Network Based on Customer Smartphone Penetration

Coffee Break 30 minutes



<b>CIB19217</b>	Levina Widyana	Oral Presentation	The Effects of Outward Remittance KlikBCA Bisnis' E-Core Service Quality and E-Recovery Service Quality to The Loyalty of BCA's Corporate Debtor
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## Day 01

Candi Kalasan I

Wednesday, 6 March 2019

Session 2 (15.30 - 17.00)

Session Chair : Albert Hasudungan & Dr. Kosasih Setiawan

**Track Decision Science And  
Management Science**

Paper ID	Author	Media	Paper Title
<b>CIB19125</b>	Niken Susilowati	Oral Presentation	Should Telkom do IPO for Telkomsel ?
<b>CIB19131</b>	Dafne Etty Melinda Malau	Oral Presentation	Evaluation of Internal Control Design and Implementation of Revenue Cycle (Case Study on Hotel ABC)
<b>CIB19143</b>	Yulia Nur Hasanah	Oral Presentation	Decision-Making Process in Small Medium Enterprise: Application of Business Analytics Methodology and Linking Model
<b>CIB19126</b>	Eggi Ahmad Hidayat	Oral Presentation	Oil and Gas Companies and Their Fair Value: Evidence from Indonesia Stock Exchange
<b>CIB19246</b>	Intan Perwitasari	Oral Presentation	Partnership Valuation of Membership of Indonesia in Asia Pasific Space Cooperation Organization (APSCO) with STAPLEE
<b>CIB19247</b>	Intan Perwitasari	Oral Presentation	Need A New Space Institution : Evaluation Of The Role Of National Council For Aeronautic And Space of Republic Indonesia (depanri) From Institutional Economic Perspectives
<b>CIB19191</b>	Anis Rahmawati Amna	Oral Presentation	M-Commerce Service and Application to Enhance Repurchase Intention

**Day 01**

Wednesday, 6 March 2019

Session 1 (13.00 - 14.35)

**Track Business and Law**

Candi Kalasan II

Session Chair : Joshua Park, JD &amp; Dr. Kurnianing Isololitu

Paper ID	Author	Media	Paper Title
<b>CIB19101</b>	Sabrina Sihombing	Oral Presentation	Extending the Theory of Planned Behavior in Predicting Intention of International Entrepreneurship: an Empirical Study in Indonesia
<b>CIB19115</b>	Hadi Purnomo	Oral Presentation	Transportation Strategy in Optimization the Economic Value and Operational Reliability (Case Study of PT Adaro Metcoal (AMC), Subco From PT Adaro Energy Tbk)
<b>CIB19132</b>	Roberta Fifin Amandaningrum	Oral Presentation	Time-driven Activity Based Costing Method for Calculating Unused Capacity of Endoscopy Services: a Case Study Of Xyz Hospital
<b>CIB19153</b>	Hani Adhani	Oral Presentation	Constitutionality of Online Public Transportation in Indonesia
<b>CIB19207</b>	Keren Yuni Santoso	Oral Presentation	Integration of BUMD and BUMDES to Maximize Existing Potential in Indonesia
<b>CIB19258</b>	Cindy Indudewi Hutomo Njoo	Oral Presentation	Prevention of Criminal Prosecution Resulted from Breach of Contract
<b>CIB19210</b>	Tia Anna Widati	Oral Presentation	Comparing Three Models to Evaluate Financial Soundness of Life Insurance Companies in Indonesia
<b>CIB19219</b>	Marita Putri Nirbaya	Oral Presentation	Optimal Capital Structure for Indonesian State Owned Electricity Company

**Day 01**

Wednesday, 6 March 2019

Session 1 (14.35 - 15.00)

**Track Administrative and Justice**

Candi Kalasan II

Session Chair : Joshua Park, JD &amp; Dr. Kurnianing Isololitu

Paper ID	Author	Media	Paper Title
<b>CIB19157</b>	Abdul Rahman Maulana Siregar	Oral Presentation	The Existence of Alternative Dispute Outside of Court Through Indigenous Leaders
<b>CIB19222</b>	Arni Surwanti	Oral Presentation	Inclusive Education for Persons With Disabilities in Indonesia

## Day 01

Wednesday, 6 March 2019

Session 1 (15.30 - 15.45)

Candi Kalasan II

Session Chair : Joshua Parka, JD & Dr. Kurnianing Isololipu

Track Administrative  
Science

Paper ID	Author	Media	Paper Title
CIB19266	Rosdiana Sijabat	Oral Presentation	Digitalization of Local Government in the Decentralized Era: An Insight of the Stage of E-government Across Provinces in Indonesia

## Day 01

Wednesday, 6 March 2019

Session 2 (15.45 - 17.00)

Candi Kalasan II

Session Chair : Dr. V. Rachmadi Parmono & Dr. ARIS SETIYANI

Track Economics And  
Taxation

Paper ID	Author	Media	Paper Title
CIB19117	Marfani Hasan	Oral Presentation	Metal and Mineral Mining Firm's Equity Valuation in Indonesia Stock Exchange
CIB19147	Bobby Chandra	Oral Presentation	Factors Affecting Profitability of Retail Company in Indonesia with Dupont Model Approach
CIB19211	Agnes Kristiani Ong	Oral Presentation	Recommendation on Valuation and Budgeting in Start-up Company PT X
CIB19215	Almatius Setya Marsudi	Oral Presentation	Determinant of Quality Audit in Sustainable Development Goals
CIB19239	Cesar Zehan Camille	Oral Presentation	Implementation of Agile Methodologies in Developing Upstream Land and Properties Tax Reporting System to Mitigate Tax Sanction Risk (Case Study: KKKS XYZ)

Coffee Break 30 minutes

## Day 01

Candi Sari

Wednesday, 6 March 2019

Session 1 (13.00 - 13.50)

Session Chair : Dr. Hendrati Dwi M & Dr. Patrick Ziegenhain

Track Community Affairs

Paper ID	Author	Media	Paper Title
<b>CIB19216</b>	As Martadani Noor	Oral Presentation	The Institution of Corporate Social Responsibility (CSR) Based on Coal Mining Companies Stakeholder
<b>CIB19221</b>	Kinkin Yuliaty Subarsa Putri	Oral Presentation	The Effect of eWOM, Brand Image, Brand Trust Against Community Intelligence
<b>CIB19251</b>	Widjojo Suprpto	Oral Presentation	Social Interaction and Peer Pressure on Desired Healthy Lifestyle and Sport Motivation among the Generation Y in Surabaya
<b>CIB19261</b>	Benny Hutahayan	Oral Presentation	The Effect of Spiritual Leadership on the Spiritual Growth of Youth

## Day 01

Candi Sari

Wednesday, 6 March 2019

Session 1 (13.50 - 15.00)

Session Chair : Dr. Hendrati Dwi M & Dr. Patrick Ziegenhain

Track Innovation  
Management

Paper ID	Author	Media	Paper Title
<b>CIB19138</b>	Kosasih Setiawan	Oral Presentation	The Influence of Authentic Followership, Ambidextrous Leadership and Readiness to Changes on Firm's Innovative Performance
<b>CIB19177</b>	Julius Ray Enriquez Rentoy	Oral Presentation	The Acceptability of Cryptocurrencies as Mode of Payment Among Business Professionals Using an Extended UTAUT Model
<b>CIB19187</b>	Susilo	Oral Presentation	Testing the Mediating Role of Work Engagement in the Relationship between Resistance to Change and Affective Commitment to Change
<b>CIB19194</b>	Tito Tegar Irawan	Oral Presentation	Development of Implementation Guidelines for Maintenance and Treatment Work of Electrical Components in University of Indonesia Building and Area Based on Work Breakdown Structure (WBS)

Paper ID	Author	Media	Paper Title
<b>CIB19195</b>	Kallista Alsadila	Oral Presentation	Development of Implementation Guidelines for Maintenance and Treatment Work of Mechanical Components in Universitas Indonesia Building and Area Based on Work Breakdown Structure (WBS)
<b>CIB19240</b>	Joko Triraharjo	Oral Presentation	The Effect of Transformational Leadership and Breakthrough Leadership on Organization Performance with Employee Motivation as Intervening Variable at IDX-listed (Indonesia Stock Exchange) Coal Mining Companies in Indonesia
<b>CIB19241</b>	Darjat Sudrajat	Oral Presentation	The Importance of Innovative Logistics Service Capabilities for Assets-Based Logistics Service Providers

Coffee Break 30 minutes

## Day 01

Candi Sari

Wednesday, 6 March 2019

Session 2 (15.30 - 17.00)

Session Chair : Dr.rer.pol. A.Y. Agung Nugroho & Retno Setyorini

Track Innovation  
Technology

Paper ID	Author	Media	Paper Title
<b>CIB19111</b>	Dyah Sugandini	Oral Presentation	Managerial Support, Time Constrains and User Pressure on Digital Technology Adoption
<b>CIB19127</b>	Muhammad Iqbal	Oral Presentation	Economic Empowerment Model Through Sharia' Financing Scheme: a Case Study on the Beneficiary of 'Mesra Soft Loan' in Bandung City
<b>CIB19224</b>	Wilujeng Puja Sari	Oral Presentation	The Influence of Hospital Trust and Service Quality to Patient Satisfaction and Loyalty in Merpati Outpatient Department of RSUP Dr. Kariadi Semarang
<b>CIB19253</b>	Christina Tri Setyaningtyas	Oral Presentation	Artificial Intelligence: Obstacle or Opportunity?
<b>CIB19248</b>	Ratih Indriyani	Oral Presentation	Market Orientation and Innovation: The Impact of Entrepreneurial Orientation among Traditional Snack Entrepreneurs in Sanan, Malang
<b>CIB19231</b>	Rheza Andhika Pamungkas	Oral Presentation	The Effectiveness of The Indonesia Stock Exchange's Marketing Communication Program: Yuk Nabung Saham
<b>CIB19178</b>	Roza Marsaulina Sibarani	Oral Presentation	GRIT, Self-Regulated Learning, Self-Determination Theory and Academic Performance of Generation Z
<b>CIB19179</b>	Roza Marsaulina Sibarani	Oral Presentation	The Culture Styles of Management Consulting Industry in Indonesia

## List of Conference Attendees

ID	Attendee	Field of Study	Affiliation
<b>CIB19109</b>	Rakhdiny Sustaningrum	Digital business	Atma Jaya Indonesia Catholic University
<b>CIB19116</b>	Helisia Margahana	innovation technology	Management Departement, STIE Trisna Negara, Sumatera Selatan
<b>CIB19159</b>	Christine Winstinindah Sandroto	small business enterprise	Universitas Katolik Indonesia Atma Jaya
<b>CIB19162</b>	La Ode Muh Albasyir	innovation technology	Universitas Negeri Jakarta
<b>CIB19183</b>	Yohanes Temaluru	administrative science	Atma Jaya University
<b>CIB19227</b>	Ms. Maria Harliyono	government administration and management	Atma Jaya Catholic University Indonesia
<b>CIB19265</b>	Malvin	innovation technology	Atma Jaya Catholic University of Indonesia
<b>CIB19267</b>	Mrs. Dian Dharmayanti	Business & Law	airlangga university
<b>CIB19268</b>	Silvi	Business & Law	airlangga university
<b>CIB19269</b>	Yunirwan	small business enterprise	Atma Jaya Catholic University of Indonesia
<b>CIB19270</b>	Palti M.T Sitorus	Decision science and Management Science	Telkom University
<b>CIB19271</b>	Farida T. Kriatanti	Decision science and Management Science	Telkom University
<b>CIB19272</b>	Hiro Tugiman	Decision science and Management Science	Telkom University

<b>CIB19273</b>	Antonius Widi H	Atma Jaya Catholic University of Indonesia
<b>CIB19274</b>	Caroline Vania	Atma Jaya Catholic University of Indonesia
<b>CIB19275</b>	Pristiana W	Atma Jaya Catholic University of Indonesia
<b>CIB19276</b>	Kurnianing	Atma Jaya Catholic University of Indonesia
<b>CIB19277</b>	Catherine Cherishka	

Day 02

**Thursday (March 7, 2019)**  
**City Tour and Shopping Day**

All respective guests are free to conduct their own sightseeing and tour. The second day of the event is reserved for this memorable purpos



# Track: Innovation Technology Research

# Managerial Support, Time Constrains and User Pressure on Digital Technology Adoption

Dyah Sugandini<sup>1</sup>, Helisia Margahana<sup>2</sup>, Istiana Rahatmawati<sup>3</sup>

<sup>1,3</sup>Universitas Pembangunan Nasional Veteran Yogyakarta, <sup>2</sup>STIE Trisna Negara, Sumatera Selatan

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## Abstract

*This study aims to analyze the readiness of Indonesian SMEs in adopting digital technology. Research on the adoption of digital technology is very important to do in the era of industry 4.0. The challenge of industry 4.0 as a technological revolution has changed the way products are made and plays an important role in the success of business strategies. This study aims to explore and analyze internal factors that affect digital technology adoption which are mediated by the intention to adopt technology. Variables used as antecedents of digital adoption are managerial support, time constraint and pressure from user. This research setting is the adoption of digital technology-based social media. This study used a survey of respondents. The number of samples used is 150 SMEs in the Special Region of Yogyakarta and South Sumatra Indonesia. The data analysis tool used is Structural Equation Modeling. The results of this study indicate that the model of digital technology adoption that is influenced by managerial support, time constraints and pressure from users by mediating the intention to adopt is acceptable. To analyze the influence of internal factors from companies in adopting Industrial 4.0 technology. Primarily, this study analyzes the adoption of digital technology that is influenced by managerial support, time constraints and pressure from users. This research is a quantitative exploratory study using surveys. The setting of this research is the adoption of social media marketing. The study population consisted of all SMEs in the Special Region of Yogyakarta and South Sumatra. The number of samples used is 150 respondents, This study uses structural equation modeling (SEM). The results of this study indicate that the model of social media marketing adoption as a form of adoption of digital technology from SMEs is accepted. Furthermore, it was explained that the intention of adopting digital technology was signed affect managerial support, time constraint and pressure from user. The TOE used as the theoretical basis in this study is also supported. This research is limited to the adoption of digital marketing innovations based on social media. In future research, researchers should conduct research by analyzing the readiness of users (human resources) available in SMEs in accepting new technology, because in SMEs, the knowledge and skills of HR to adopt new technologies are still lacking. In addition, several other factors also need to be analyzed in predicting adoption of digital technology innovation, namely consumer pressure and training for HR*

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*on the adoption of digital marketing is important to do because the demands of the industrial revolution 4.0 cause companies to want to change. Digitalization has become a major issue facing many companies. 2. The development of the Internet and its related technologies such as social media platforms has rapidly changed the way people communicate with each other. Many companies and consumers prefer and switch to using online channels rather than traditional channel.s*

**Keywords:** Industry 4.0, digital technology adoption, managerial support, time constrain and pressure from user.

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# **Economic Empowerment Model through Sharia' Financing Scheme: a Case Study on the Beneficiary of 'Mesra Soft Loan' in Bandung City**

**Muhammad Iqbal<sup>1</sup>, Hendrati Dwi Mulyaningsih<sup>2</sup>**

<sup>1,2</sup>Telkom University

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## **Abstract**

*The paper aims to elaborate an Islamic finance instrument as an empowerment tool in empowering the micro-small economic sector. Particularly, this study seeks to analyse socio-economic empowerment effect on the beneficiaries through an Islamic finance instrument issued by the Bandung City Government, called 'Mesra Soft Loan' or 'Kredit Mesra'. This research was conducted in several places in Bandung City, West Java, Indonesia, which focused at PD. BPR Kota Bandung and Masjid Baitul Ma'mur, Bandung Kidul Districts. The community, through sharia' cooperative group, was collected to be empowered in a mosque. The contract of qardhul hasan instruments was applied from funds budgeted by the Government of Bandung City that channelled through the partnership of PD. BPR Kota Bandung and sharia' cooperatives in community mosques. This qardhul hasan instruments, through Kredit Mesra program, had given exceptional impact in developing and empowering the micro-small economic sector in the city. This program had succeed in impacting social, economic, and spiritual aspects of society as an empowerment program.*

**Keywords:** Economic Empowerment, Islamic Finance, Mosque, Economy, Social

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# **The Influence of Hospital Trust and Service Quality to Patient Satisfaction and Loyalty In Merpati Outpatient Department of RSUP dr. Kariadi Semarang**

**Wilujeng Puja Sari<sup>1</sup>, Naili Farida<sup>2</sup>**

<sup>1,2</sup>Diponegoro University

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## **Abstract**

*Patient satisfaction was an important concept in the health services. RSUP dr. Kariadi was the referral center hospital for Central Java Province. Internal evaluation showed most complains dominated on the service quality sector. This research aimed to determine and analyze the influence of hospital trust and service quality towards loyalty by analyzing patient satisfaction. This research was an observational study with a cross sectional design. The data was collected using questionnaire to patients in Merpati Outpatient Department of RSUP Dr. Kariadi. The data analyzed using SEM with smartPLS3.0 software. From total 100 respondents showed that hospital trust had no significant impact on patient satisfaction ( $t=1,483$ ); service quality had a positive influenced on patient satisfaction ( $t=4,329$ ); patient satisfaction had a positive influenced on loyalty ( $t=9,197$ ). This study could be an input towards management to revise service sectors, which were yet infallible.*

**Keywords:** trust, service quality, satisfaction, loyalty

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# **Market Orientation and Innovation: The Impact of Entrepreneurial Orientation among Traditional Snack Entrepreneurs in Sanan, Malang**

**Ratih Indriyani<sup>1</sup>, Widjojo Suprpto<sup>2</sup>, Jessica Calistar<sup>2</sup>**

<sup>1,2,3</sup> Petra Christian University

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## **Abstract**

*The food and beverage industry has become a mainstay sector in Indonesia and is projected to experience a better growth in the coming year. The development of small and medium enterprises (SME) has become the attention of the government. However, the growth of this industry also causes a tight competition among the similar businesses. In facing the competition, one key to succeed is innovation and entrepreneurial orientation. This research aims to determine the influence of market orientation on entrepreneurial orientation, the entrepreneurial orientation on innovation, and the market orientation on innovation in traditional snack SME entrepreneurs in Malang. This research is a quantitative research, which is using an explanatory method to explain the causal relationship between the studied variables. Data collection uses questionnaires that are distributed among 100 respondents of the SME entrepreneurs in Sanan, Malang. The sampling method is using a purposive sampling because it is a technique of determining the amount samples with certain considerations. One consideration is the length of operation for at least one year for the SME owners in Sanan, Malang. The data analysis method is using Partial Least Square (PLS). The results shows that the indicators of coordination between business functions plays the most important role in the market orientation of business owners. The highest mean for the entrepreneurial orientation variables belongs to the level of aggressiveness of business owners in carrying out their business operations. The entrepreneurs have the highest tendency to try new ideas in developing their businesses through innovation. This research shows that market orientation has a positive significant influence on entrepreneurial orientation, and entrepreneurial orientation also has a significant influence on innovation. Finally, market orientation has a significant and positive influence on innovation among traditional snack SME entrepreneurs in Sanan, Malang.*

**Keywords:** Market orientation, Entrepreneurial Orientation, Innovation, Small Medium Enterprises

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# Artificial Intelligence: Obstacle or Opportunity?-

Christina Tri Setyaningtyas<sup>1</sup>, Malvin Hizkia<sup>2</sup>

<sup>1,2</sup> Atmajaya Chatolic University

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## Abstract

*At the beginning of its civilization, humans always thought of creating tools that could help or facilitate their lives. Through their imagination they make equipment that their predecessors never thought of. Humans can go to other places that are far away by using airplanes, information can be disseminated quickly by telephone are example of a technological development that is used to make human life easier. Along with the development of technology, humans arrived at the digitalization era which greatly facilitated humans in living their lives. In this era humans can create technology that allows humans to do many things using only the touch of their fingers. Humans managed to create sophisticated computers, android, internet networks, intercontinental wireless connections, communication devices, applications for trading to medical devices. The latest technology that is currently emerging is artificial intelligence that is capable of doing things done by humans. Gradually, artificial intelligence replaces the role of humans in doing their jobs, even certain jobs are threatened with extinction. Technology that was created to facilitate human life turned to threat human existence itself. This research was conducted to determine the impact of the application of artificial intelligence to employee in banking industry.*

Keywords: Technology, Artificial Intelligence, Impact

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# **The Effectiveness of The Indonesia Stock Exchange's Marketing Communication Program: Yuk Nabung Saham**

**Rheza Andhika Pamungkas<sup>1</sup>, Martani Huseini<sup>2</sup>**

<sup>1,2</sup> Universitas Indonesia

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## **Abstract**

*To improve the Indonesian capital market literacy and increase the number of Indonesian capital market investors, on 12th November 2015 The Indonesia Stock Exchange (IDX) launched a campaign program called "Yuk Nabung Saham". This research aims to determine the effectiveness of the IDX's Yuk Nabung Saham Program.*

**Keywords:** Effectiveness, Integrated Marketing Communication, Brand Equity, Indonesia Stock Exchange, Capital Market.

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# **GRIT, Self-Regulated Learning, Self-Determination Theory and Academic Performance of Generation Z**

**Roza Marsaulina Sibarani<sup>1</sup>, Yohana F. Cahya Palupi Meilani <sup>2</sup>**

<sup>1,2</sup> Pelita Harapan University

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## **Abstract**

*The purpose of this research is to know the influence of GRIT, Self-Regulated Learning (SRL), and Self-Determination Theory (SDT) of motivation on academic performance of generation Z college students. The research was carried out on 425 college students of a Business School at ABC private university in Indonesia. Respondents were collected by using convenience sampling technique. The CB-SEM approach was used in data analysis of this research with PLS-SEM program to evaluate. Result shown that both GRIT and SRL process positively influence academic performance, while SDT motivational process does not influence the academic performance. More, SRL process positively influences GRIT and SDT motivational process positively influences SRL process. This study aims to provide input for educators and education managers to understand generation Z behaviour through GRIT and SDT motivation to achieve academic performance.*

**Keywords:** Generation Z, GRIT, Self-Regulated Learning, Self-Determination Theory, student's motivation

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# **The Culture Styles of Management Consulting Industry in Indonesia**

**Roza Marsaulina Sibarani<sup>1</sup>**

<sup>1</sup> Pelita Harapan University

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## **Abstract**

*There are some factors to create effective organization and one of them is organizational culture. This study aims to identify the styles of organizational culture based on the eight cultures styles theory, specifically in management consulting industry in Indonesia. This industry is predicted to be increased averagely 9% per year along with the growth of modern infrastructure in Indonesia. The data was taken from three management consulting firms in Jakarta with total respondents of 127 that were collected by using convenience sampling technique. Statistical descriptive approach using SPSS software was used in data analysis of this study and the result shown that the top three culture styles in management consulting firms in Indonesia are learning, results and purpose. By understanding the culture style, the leader can define the right programs to build the strong culture that fit to organization vision and goals.*

**Keywords:** Culture Styles, Organizational Culture, Consulting Firm Culture, Culture for Millennials Consultants

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**Track: Business and Law Research**

# **Extending the Theory of Planned Behavior in Predicting Intention of International Entrepreneurship: an Empirical Study in Indonesia**

**Sabrina Sihombing<sup>1</sup>, Liza Handoko<sup>2</sup>, The Fennie Saputra<sup>3</sup>**

<sup>1,2,3</sup>Universitas Pelita Harapan

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## **Abstract**

*The intention of entrepreneurship is one of the topics of research that has been carried out. However, not much research has focused on international entrepreneurial research. This study fills this gap and further examination by applying the extended of theory of planned behavior. Specifically, the theory adds personal values (i.e. religion, democracy, and harmony) as antecedents of attitude. Furthermore, the extended of theory also includes global mindset and cultural intelligence as predictors of intention, in addition to attitudes, subjective norms, and perceived behavioral control as three main predictors of intention in the model of the origins of planned behavioral theories. Data was collected from 250 private university students. Before the data is analyzed using structural equation modeling, reliability and validity tests are carried out first. The results show that four of the eight hypotheses are supported. Discussions, conclusions, limitations and recommendations for future research are presented in this paper. This research fills a gap in the need for research on the focus of international entrepreneurial intentions. Furthermore, this study uses the framework of the theory of planned behavior by adding variables of personal values, cultural intelligence, and global mindset. This research is a research with a quantitative paradigm. Data was collected through questionnaires distributed both personally and internet. The sampling design applied was purposive sampling with the main criteria, namely respondents were students with entrepreneurial concentration. A total of 250 questionnaires were obtained for further processing. Reliability and validity test were carried out before data processing. The analytical tool used in processing data is structural equation modeling. The results show that four of the eight hypotheses are supported. Of the 3 variables (namely religion, democracy, and harmony) as representations of the values of Indonesian society and their relationship with attitudes, only the relationship between democracy and attitudes is not significant (H2). Furthermore, three main predictors (i.e. attitudes, subjective norms, and behavioral controls perceived) in the original theory of planned behavior, there are two variables that do not have positive relationship with intention. The two variables are attitude (H6) and perceived behavioral control (H7). Two variables (i.e., global mindset and cultural intelligence) were added as predictors in the theory of planned behavior. The results show that the two additional variables*

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*have a significant relationship with the intention of international entrepreneurship. However, the connection between cultural intelligence and the intention of international entrepreneurship has a different direction than that hypothesized so that the hypothesis is not supported (H8). This research is inseparable from limitations. Specifically, this study cannot be generalized because of the use of non-probability sampling. The results of this study conclusions only apply to respondents in this study only. This research extends the theory of planned behavior to predict international entrepreneurial intentions.*

Keywords: international entrepreneurship, theory of planned behavior, personal values, global mindset, cultural intelligence

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# **Transportation Strategy in Optimization The Economic Value and Operational Reliability (Case Study of PT Adaro Metcoal (AMC), Subco from PT Adaro Energy Tbk)**

**Hadi Purnomo<sup>1</sup>**

<sup>1</sup>SBM ITB

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## **Abstract**

*PT Adaro MetCoal Companies (AMC) is one of the subsidiaries of PT Adaro Energy, Tbk, which in October 2016 was acquired 100% from BHP Billiton. AMC has assets consisting of seven Coal Contracts of Work (CCoW), namely Lahai, Maruwai, Pari, Central Kalimantan, Sumber Barito, Juloi, and Ratah. BHP Billiton initially explored the Maruwai Coal Basin, in which the seven CCOWs are located and made a significant capital investment over a number of years for studying and defining the potential and coal quality of the area. The basin is now considered to contain the largest relatively undeveloped metallurgical coal deposit in the world. The current declared metallurgical coal resource in the CCOWs is 1.27 billion tonnes, which is likely to increase as a result of the exploration program scheduled for 2019. AMC requires more than 73 km to transport coal from the Pit to Stockpile, which is located close to the river port, by hauling trucks in road and about 615 km from Stockpile to the Taboneo offshore port, transported by tug and barge through the river. to seek the best alternative on the port to port supply chain model to transport coal with production volume plan 3 MTPA for AMC in Central Kalimantan trough Barito River without sacrifice safety and coal security*

*Qualitative based on real case study the inefficiency in current operation, which faced on the logistics port to port coal supply chain from the Pit to the Taboneo Offshore anchorage. AMC spends total usd 16.66/tonne for logistics activities and paid to the third party. These costs are incurred with a production volume limit of 1 Mt per year with risk andamp; fall formula applied. Thus, the total cost spent by AMC is about usd 16.7 million per year The research is limited on the following analysis andamp; assumption: To evaluate the most cost effective for port to port coal supply chain solution for AMC amongst three options as the following: a. Optimizing existing operation with additional investment in current facilities and equipment b. Direct barging (upper and lower cycle) to load coal from Muara Tuhup to IBT Onshore Terminal in Pulau Laut c. Conducting river barge to Barge transfer (b2B) (upper to lower cycle) to transport coal from Muara Tuhup using small barge to be transferred to big barge then head to Taboneo Offshore anchorage for export shipment The results of the study show that the third option provides sufficient investment returns and efficiency to AMC in their*

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*logistics costs. Efficiency is obtained at 66 usd cent per ton, equivalent to a 3.2% decrease in the total initial logistics costs. So that with the production of 3 million tons of coal per year, AMC gets savings of 1.98 million usd per year.*

Keywords: logistics and coal supply chains, transfer barges in rivers, optimize coal shipping, logistical savings, logistics improvement

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# **Time-Driven Activity Based Costing Method for Calculating Unused Capacity of Endoscopy Services: A Case Study of XYZ Hospital**

**Roberta Fifin Amandaningrum<sup>1</sup>, Thomas H. Secokusomo<sup>2</sup>**

<sup>1,2</sup> University Of Indonesia

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## **Abstract**

*Competition in the healthcare industry and the growth of Endoscopy services prompted XYZ Hospital to evaluate the cost of its services. Management of quality and cost control are key to success in applying value-based healthcare strategy. The purpose of this case study is to demonstrate how Time-Driven Activity Based Costing (TDABC) method is applied in Endoscopy unit of XYZ Hospital by understanding the service processes and the indirect cost allocation using time as the main cost driver so that unused capacity can be identified, and capacity-based income statement can be prepared for better cost control. This is a descriptive case study with qualitative and quantitative approaches through cost analysis in the Endoscopy unit. Data collection based on XYZ Hospital database from January to December 2017 and the results of interviews and a direct observation conducted in October and November 2018. The result of this case study concludes that TDABC enables detail and accurate cost and profitability analysis of endoscopy services where indirect costs are allocated according to the actual usage of resources. Therefore, the efficiency indicator for cost control can be clearly defined and more measurable by showing the unused capacity of each resource group in the capacity-based income statement.*

**Keywords:** Hospital, Time-Driven Activity Based Costing, Cost Analysis, Unused Capacity, Endoscopy

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# Constitutionality of Online Public Transportation in Indonesia

Hani Adhani<sup>1</sup>

<sup>1</sup>Constitutional Court Of Republic Indonesia

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## Abstract

*In this research, the researcher will tell about the phenomenon of online transportation that is currently sweeping the world which in turn has led to the legal need to regulate this online transportation. Indonesia as a country with a population of nearly 280 million is a potential market to use the online transportation application. However, the Indonesian Government has not made maximum efforts to regulate this online transportation so that this has resulted in many online transport drivers filing claims to the Constitutional Court to submit applications for review traffic laws and road transport. In this study, researchers sought to find solutions related to the problem of online transportation in Indonesia so that the Indonesian people, especially drivers of online transportation or consumers of online transportation, are protected by law and constitution so that online transportation can be accepted as a viable and safe transportation for Indonesian people. The results of this study are expected to solve problems regarding online transportation in Indonesia to provide legal certainty for the people of Indonesia and also for investors who will come to Indonesia. This study uses the qualitative method to accumulate and analyse data. Primary and secondary legal materials are referred to assist the research. For primary sources, the study analyses relevant some constitutions, laws, conventions and judicial doctrines relating to the regulation of transportation in Indonesia. It also refers to secondary resources where analysis is made from academic journals, juristic interpretations, newspaper articles as well as legal textbooks. Moreover, to enrich to the current development of the notion the study refers to web pages and other online resources where relevant data have been analysed to find out problem encountered and challenges faced in implementing the rules as well as to propose any possible improvement of the concept of online transportation in Indonesia. This research was conducted on legal policies and rules made by the Government of Indonesia on online transportation arrangements. Decisions of the Constitutional Court and decisions of the Supreme Court related to the regulation of online transportation and the effect of the management of online transportation on legal certainty and the welfare of the Indonesian people. this study is not only limited to the policies made by the Indonesian government on the regulation of online transportation but also on the results of the decisions of the Constitutional Court and the Supreme Court relating to the rules of online transportation that were submitted to requests to the Constitutional Court and Supreme Court.*

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*That the paper presents original work not previously published in a similar form and not currently under consideration by another Journal.*

Keywords: online transportation, traffic law and road transport, constitutional court, government regulation.

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# **Integration of BUMD and BUMDes to Maximize Existing Potential in Indonesia**

**Salsa Wirabuana Dewi<sup>1</sup>, Karina Kurniawati Hariman<sup>2</sup>, Usman Fathoni<sup>3</sup>, Keren Yuni Santoso<sup>4</sup>, Putri Selfi Widya Ratna<sup>5</sup>**

<sup>1,2,3,4,5</sup> Airlangga University

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## **Abstract**

*In 2014, when Law of Republic Indonesia No.6 of 2014 concerning Village has been ratified, Indonesia has BUMDes as coordinating institution for the welfare of society especially in the village. One of the purposes of the government ratified Law of Republic Indonesia No.6 of 2014 is to advance the economy of village society and overcome the national development gap. In 2015, Indonesia Agreed to join the 2030 Agenda for Sustainable Development Goals proposed by United Nations, there are two points of Sustainable Development Goals which are in line with the Law of Republic Indonesia No.6 of 2014. The two points are; Decent Work and Economic Growth, and Reduced Inequalities. Unfortunately, after a couple of years in implementation, we have yet to see satisfactory results that many are expecting from the application of this newly ratified law, even after the government has given quite a significant amount of fund to each village since the ratification of this law in 2014. We found that the lack of clear objectives, mentorship from more experienced organizations, and systematic operational procedures that many of these newly found BUMDes are experiencing may have contributed to the slow process of these BUMDes growths.*

**Keywords:** BUMD, BUMDes, Indonesia

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# Comparing Three Models to Evaluate Financial Soundness of Life Insurance Companies in Indonesia

Tia Anna Widati<sup>1</sup>, Eka Pria Anas<sup>2</sup>

<sup>1,2</sup>Universitas Indonesia

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## Abstract

*This research aims to compare three models to evaluate financial soundness of life insurance companies in Indonesia. The three models are RBC (risk-based capital) as regulatory assessment from Indonesia Financial Services Authority (Otoritas Jasa Keuangan); CAMELS (capital adequacy, asset quality, reinsurance and actuarial issues, management soundness, earnings and profitability, liquidity, sensitivity to market risk) from The International Monetary Fund; and FSR (Financial Strength Rating) from Standard and Poor's. The theory used in this research is financial ratio theory as elaborated by Bertoneche andamp; Knight (2001); Steffan (2008); Needles, Frigo andamp; Powers (2004); Beaver (1966); and Outreville (1998). This case study research uses mixed methods and secondary data. The result concludes that life insurers have healthy financial condition using three models. Although an insurer has the best result on RBC, but it doesn't mean it has the best result on CAMELS and FSR model. Therefore, the synthesis of three models is needed to measure financial soundness comprehensively using both quantitative and qualitative indicators.*

**Keywords:** CAMELS, Financial Soundness, Financial Strength Rating, Life Insurance Companies, Risk-Based Capital.

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# Optimal Capital Structure for Indonesian State Owned Electricity Company

Marita Putri Nirbaya<sup>1</sup>, Ahmad Danu Prasetyo<sup>2</sup>

<sup>1,2</sup> Institut Teknologi Bandung

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## Abstract

*Electricity is the one of our basic needs these days and the demands of electricity are increasing along with the increasing population in Indonesia. However, included as capital-intensive business, business in electricity sector needs massive investments. The source of the funding may vary, it could be from outside or inside Indonesia. PT PLN Persero as the sole company appointed by the government to generate, transmit and distribute electricity in Indonesia needs to know their combination of the debt and equity whether it is from inside or outside the company in order to produce their maximum firm value. A theory from Gitman and Zutter (2015) stated that to maximize firm value we need to minimize the firm's weighted average cost of capital (WACC). The theory is used in this final project along with the Markowitz Portfolio Theory that quantifying each of the cost of capital's risks available. From the methods, it is obtained weight combination of 20% domestic cost of equity, 39.66% domestic cost of debt, and 40.34% global cost of debt. The structure means that majority of the funding source should be obtained from global debt or debt that comes from outside the country which is 40.34% and other than that 20% of the funding should be funded from domestic equity or equity that comes from the country and 39.6% should be funded from domestic debt or debt that acquired from inside the country.*

Keywords: Public Finance, Capital Structure, Maximizing Company Value, Weighted Average Cost of Capital

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# Prevention of Criminal Prosecution Resulted From Breach of Contract

Cindy Indudewi Hutomo Njoo<sup>1</sup>

<sup>1</sup>Airlangga University

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## Abstract

*The business world is closely associated to agreements. In fact, there is no business without agreement. Forms of agreement could vary; there are unwritten and written ones. Under the Indonesian Civil Code, agreement with special names are arranged in chapter five to chapter eighteen Burgerlijk Wetboek (abbreviated BW), while those which is not known under a special name, still subject to the general provisions which are stipulated in BW. The classification of agreements does not prevent parties from organizing and regulating matters that have become the will of parties as long as the intent and purpose do not conflict with the law nor those that are incongruent with what obligated by customary and courteousness. This reflects the principle of freedom of contract as contained in article 1338 BW jo. article 1339 BW, as well as being one of the legal requirements of the validity of an agreement according to article 1320 BW. Agreement is a like a vessel as well as a legal umbrella that gives the parties justice and certainty in carrying out their obligations to obtain their respective rights. However, in its development it is not uncommon for an agreement which started from a civil deed then later transform to criminal act. It is no longer uncommon practices, that from time to time, creditors, who are entitled to rights of debtors' obligations, may take shortcuts in an effort to suppress debtors to immediately pay off their obligations in ways that are not necessarily "as is" to create a criminal condition from an agreement that was originally civil. This paper reviews (1) what legal elements creates breach of contract; (2) which legal element of breach of contract that risk in creating conditions that could arise to a criminal prosecution; and (3) how to prevent it. This paper uses normative juridical method with conceptual approach and statute approach to answer research problems with aim to contribute to the general public, especially those who deals in businesses to increase their awareness in taking strategic steps to avoid criminal prosecution that could arise from a breach of contract.*

**Keywords:** Breach of Contract, Prosecution, Criminality, Fraud, Prevention.

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Track: Business Communication  
Research

# Exploring Public Trust, Affective Public, Public Complaint and Public Intention to Use Jakarta-Bandung High Speed Rail

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<sup>1,2</sup> Institut Teknologi Bandung

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## Abstract

*The existence of high speed rail created many perceptions. Public perceptions need to be considered because public is the society that will use this project when it operates. By knowing what is their perception, the company can get more information about public and considere it as one of the ways to do strategy. Result of this research is that public support, agree and believe towards this project. Most of respondent also don't mind with the congestion in the process of the project, they appretiate and respect the project because it can help the economy and reduce congestion problems, most of respondents will use it because they want to participate in it. They will buy the ticket at IDR 211.700 as long as it is safety, comfortable and ontime. Most of respondents didn't agree with the decision collaborated with China which affect their intention, they will not use transportation that is also made by China. Providing education by advertisement might be an alternative solution to change negative perception towards the company in collaborating with China. Education by advertisement should show advantages of high speed rail, the reason company cooperated with China and the positive side of China.*

Keywords: Public Perception, Affective, Intention, Cognitive

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# **Communication Strategy of the Implementations of an Employer Brand for Millenials on Stated-Owned Enterprises (Study at Bank Mandiri)**

**Wita Adelina Noer Putri<sup>1</sup>, Dr. Ir. Firman Kurniawan Sujono  
M.Si<sup>2</sup>**

<sup>1,2</sup> Universitas Indonesia

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## **Abstract**

*Millennials are currently become the spotlight. Based on the research conducted by the Badan Pusat Statistik (BPS) or Central Statistics Agency, the number of millennial generations will increase rapidly. In a short time this generation will dominate the number of employees in Indonesia. However, some results of the research show that the millennial generation has a character that is not loyal to a company. This makes the employer branding for millennials is important to be applied. In the middle of the millennial generation characters who are considered to be less loyal, one of the State-Owned Enterprises namely Mandiri Bank managed to receive an award as a company with the best brand employer. Companies that are members of State-Owned Enterprises have stigmas that are stiff and old, but Mandiri Bank has won this award with its employees who are more than 60% of millennials. This article will discuss the evaluation of the application of employer branding communication strategies implemented by Mandiri Bank, especially for the millennial generation.*

**Keywords:** Employer brand, corporate brand, social identity theories, communications, millennial

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# Using The Biometric System In The Implementation Of Digitalization In Pension Payment Services

Rizky Bachrudin<sup>1</sup>, Dorien Kartikawangi<sup>2</sup>

<sup>1,2</sup> Universitas Indonesia

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## Abstract

*PT TASPEN (Persero) as a state-owned enterprise which is regulated as a pension fund management institution for all government employees consisting of Civil Servant, Head of Government, up to Board Member with a total number of participants reaches 6.7 million participants consisting of 4, 2 million active participants and 2.5 million retired participants. As government agencies that have to serve the community and have an obligation to pay dividends to the SOE ministries, the effectiveness of services is the main key to make the management of the company profitable for the country. From the main key of the service, then TASPEN makes an innovation by using the biometric system which used on pattern recognition. To obtain the data, the authors make observations, interviews, and studies of supporting documents concerning TASPEN in realizing the digitalization of pension payments that the process has been initiated since 2014. Data processing techniques used to perform data reduction because the data obtained from interviews, observation, and supporting documents are quite complex. The findings in this study are that technology can be understood in all generations (baby boomers generations included), the level of customer satisfaction remains high, communication channels are diverse, and the process of Digitalization gets a psychological challenge.*

**Keywords:** Biometric System, Digitalization, Pension Fund Payment Service, State-Owned Enterprise

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# **Internal Communication in Building Organizational Culture and Organizational Branding of Government Institution**

**Shabriena Wardhani<sup>1</sup>, Dorien Kartikawangi<sup>2</sup>**

<sup>1,2</sup>University Of Indonesia

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## **Abstract**

*The nightmare of a government institutions is losing the trust of the public. At present, government institutions are still identical with the bureaucracy, rigid, and slow performance, so that the public still has a negative perception of the government. Building public trust and reputation should be done and can be started from the internal of institution. Internal communication and organizational culture are two things that can help branding government agencies into institutions known for their good performance. This journal aims to examine theoretically how internal communication can build organizational culture and ultimately build government institutions branding. The literature study method is used to answer research problems. The results of the study show that internal communication contributes to the formation of organizational culture and organizational culture can help manage the branding of government institutions. However, branding efforts alone are not enough if not helped by improving the quality of performance. Therefore, strengthening organizational culture will be very significant towards improving individual performance in government institutions. Organizational culture is the result of the internal communication process in the organization. Internal communication has a central role in building the character and corporate culture as well as the solidity of the work team. Positive organizational culture is the output of healthy internal communication within the organization. So that in the end it will have an impact on the branding of positive government institutions.*

**Keywords:** internal communication, organizational culture, organizational branding, government institution

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# **Business Model Innovation in Delivering Wi-Fi Service of Telecommunication Company**

**Beta Yunaswati<sup>1</sup>, Priyantono Rudito<sup>2</sup>**

<sup>1,2</sup> Institut Teknologi Bandung

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## **Abstract**

*Over the decades, the changes in technology has been very dramatic that drive the changes in daily life, replace the traditional way with the ranges of limitless alternatives. YouTube, WhatsApp, Gojek, Instagram, AirBnB, Traveloka and others well-known digital platform are now deeply integrated with daily life. This digital lifestyle become the opportunities as well as the challenges for telco company. The opportunities to deliver the internet connectivity as the channel to access the digital platform and contents. The challenge because those digital platforms are disrupting the legacy telco industry. Using a case study from one of telco company in Indonesia, this research is to examine the business model innovation should be delivered for a Wi-Fi service of telco company through new value proposition based on the company resources and customer profile analysis. Business model innovation as a strategic initiative to maintain competitive advantage in order to achieve revenue growth and improve profit margins. Constantly engage in value creation is important for business to be successful and innovation has been recognized as one of the potential lever for value creation.*

**Keywords:** Wi-Fi service, value proposition, business model

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# Organizational Culture, Online Journalism, and Media Independency: The Case of Tempo Convergence Newsroom

Riani Sanusi<sup>1</sup>, Semiarto A. Purwanto<sup>2</sup>

<sup>1,2</sup>University of Indonesia

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## Abstract

*In this article we would like to describe adoption process of digital technology and media in an Indonesian established media group. Started in 1971 as national weekly magazine, Tempo, is well known for its critical and independence standing in Indonesian press throughout the authoritarian New Order regime. At that times, state controlled the media and freedom of expression through mass media and only some media associated with state agencies could freely operated. It is believed that Tempo for three decades has succesful in planting the value of being independence for the journalists and for the companies. Tempo has been known for its neutral and aplication cover-both-stories principles in reporting, both from state and market perspective. When current media technology enable many parties to interact and response to each other in mass media, Tempo's independence is tested. Moreover, when Tempo began to launch Koran Tempo, a daily newspaper, in 2001. This was followed by publishing English news versions, and Tempo Interactive online a few years later. In addition, Tempo also began to expand its business to radio and TV. The growth of Tempo as a media enterprise is fasilitated by the establishment of Tempo News Room as a news agency to supply news for Tempo media groups. Internet and media technology is of course the most important factor to speed up Tempo's performance. We conducted qualitative research by participating in several activities in the newsroom and conducting in-depth interviews with several informants in 2017-2018 and found that changes in organizational culture had occurred in Tempo media groups. It is found that while independency is still planted in the minds of new reporters, the interactivity and interconnectedness between the press, journalists, and reporters in the newsroom and the readers, audince, and other consumers have shaped a new configuration of organizational culture. We examine that the concept of independence as an established value in Tempo becomes more dynamic. The existence of facilities that allow public interactivity, the speed at which news is broadcast, and the hope that a news post will be viral, make editorials increasingly difficult to limit themselves to external influences.*

**Keywords:** organisational culture, independence, media, online journalism, interactivity

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**Track: Operation Research**

# Forecasting Airline Passenger Demand for The Long-Haul Route: The Case of Garuda Indonesia

Adha Mahmeru BalaPutra<sup>1</sup>, Ratih Dyah Kusumastuti<sup>2</sup>

<sup>1,2</sup> University Of Indonesia

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## Abstract

*This paper discusses the forecasting of passenger demand for the long-haul route at Garuda Indonesia, which is the legacy air carrier of Indonesia. We focus on routes with the largest share, namely China and Saudi Arabia. We use two forecasting models for this purpose. First is a regression model with the population in each country as the independent variable, and second is the Winter's model that is suitable for data with trend and seasonality characteristics, such as airline passenger. The performance of both methods is analysed using forecast errors, which are mean squared error (MSE), mean absolute deviation (MAD), mean absolute percentage error (MAPE) and Tracking Signal. The results show that Winter's model is more suitable for China route, while the regression model is more suitable for Saudi Arabia route*

Keywords: Forecasting, Airline Passenger, Aviation Industry, Long-haul Route

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# Implementation Analysis of the Procurement Business Transformation 2.0 on Procurement Operations at PT Telekomunikasi Selular

Ade Christian Sirait<sup>1</sup>

<sup>1</sup>Telkom University

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## Abstract

*This research is to analysis and evaluate the implementation of the procurement business transformation 2.0 which has been going on from 2014 until 2017. Improvement on operational is process efficiency on procure, decrease manual process, self-service tools and reduce changes of order. Aspects consist of three categories are process, technology and people. The phenomenon in this research is explored by case study method. This research using a descriptive qualitative methodology where data collection are by in-depth interviews, observation, and secondary data collection with some expertise in the procurement Telkomsel as primary data. The results of this research are process, technology and people are important elements in procurement business transformation. This research is expected to be used as an evaluation of the implementation of business transformation in procurement and Telkomsel in the future. Accurate implementation of business transformation will help the company run the business to facing digital industry nowadays to survive and growth for the long term.*

**Keywords:** business transformation, procurement operations, case study, Procurement 2.0, in-depth interview

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# Developing Autonomous Maintenance Through FMEA-RCM Models to Reduce % Machine Breakdown in Food and Beverages Industry

David Rahmad Iswidibyo<sup>1</sup>, Galih Nugroho<sup>2</sup>, Karen Puspasari<sup>3</sup>,  
Hari Junianto<sup>4</sup>, Terha Hadi<sup>5</sup>, Arif Al Imam<sup>6</sup>, Resti Isma  
Astutik<sup>7</sup>

<sup>1,2,3,4,5,6,7</sup>PT Nutrifood Indonesia

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## Abstract

*Nutrifood implements Autonomous Maintenance (AM) to reduce % of machine breakdown. Operator involves in the maintenance process of the production machine. AM also supports and emphasizes in the proactive-preventive maintenance in the Engineering department. Autonomous maintenance task is developed using Failure Mode Effect Analysis (FMEA) and Reliability Centered Maintenance (RCM) of each part of the machine to determine every failure possibility and the root causes. Scope of the task are limited to 4 tasks: Cleaning, Lubrication, Inspection, and Tightening (CILT). Each task is conducted by operator in certain periods of time based on the history of machine breakdown and the possibility of causes which interfere the parts. Implementation of autonomous maintenance has reduced 40-60% breakdown level in filling machine type A. This maintenance activity provides initial detection of failure in machine which trigger the maintenance team to fix the problem before getting worse. Autonomous Maintenance also standardizes and increases operator skills in doing maintenance of their machine.*

**Keywords:** Autonomous Maintenance, % Breakdown, FMEA, RCM, CILT

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## Track: Small Business Enterprises Research

# Entrepreneurial Intention: A Case of Entrepreneurs in Creative Economy

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<sup>1</sup>UNIKA ATMA JAYA, <sup>2</sup>Unika Atma Jaya

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## Abstract

*Abstract The creative industry is the utilization of creativity, skills, talents, interests and individual competencies. The purpose of this study is to find out entrepreneurial intention in the creative economy, in line with the Indonesian government's program to advance the creative economy. The population of this research included all creative entrepreneurs, in Jakarta and Balikpapan. Five measurement instruments are used in this study: (1) entrepreneurial expertise, (2) perceived desirability, (3) perceived feasibility, (4) propensity to act, and (5) entrepreneurial intention. This study distributed questionnaires to 305 respondents consisting of 162 respondents in the Jakarta area and 143 in Balikpapan, with technical convenience sampling. It was found that entrepreneurial expertise has a positive and significant effect on (i) perceived desirability, (ii) perceived feasibility, and (iii) propensity to act. Perceived Desirability has a positive and significant effect on entrepreneurial intention. Perceived feasibility has a positive and significant effect on entrepreneurial intention, and propensity to act has a positive and significant effect on entrepreneurial intention.*

**Keywords:** entrepreneurial expertise, entrepreneurial intention, perceived desirability, perceived feasibility, propensity to act.

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# **Proposed Marketing Strategy To Improve Performance Of Cupumanik Sundanese Puppets And Souvenir Store**

**Afina Faza Khoirunnisa<sup>1</sup>**

<sup>1</sup>School Of Business And Management - Institute Technology Bandung

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## **Abstract**

*Creative industry in Indonesia is currently increasing, in the 2015-2019 are 7.38%. With growth of creative industry, especially the arts and tourism in Indonesia, especially West Java, it becomes a good opportunity for craft artists, such as Cupumanik. Cupumanik is a West Java golek puppets and souvenir business located in the city of Bandung which has been famous at domestically and internationally since 1980. With good opportunities from the development of creative industries and tourism, it should be able to reach consumers in the market easily. But in reality, Cupumanik still need to be supported by other things for increased sales. This research use internal and external analysis to create marketing strategy. Internal analysis of resources, capabilities and value chain analysis. External analysis is carried out by the General Environment, Industrial Environment, Competency analysis, and Customer Analysis. The root cause of business issues are internal resources, marketing, environment, and competitors. According of that, the big problem of Cupumanik is low marketing activities. The strategies that proposed to Cupumanik to solve the business issues are expand the business activities and scope, create more marketing activities, collaborate with government, travel agent, and influencer, and also create a special treatment to potential customers.*

**Keywords:** Marketing Strategy, Creative Industry, Puppets Golek, and Souvenirs Business.

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# Strategy Development of MSMEs In Order to Face of Industrial Revolution 4.0

Egabetha Amirah Yudhaputri<sup>1</sup>, Dadan Umar Daihani<sup>2</sup>

<sup>1,2</sup> Trisakti University

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## Abstract

*Today we are facing the industrial revolution 4.0. We are coming to the stage where the problems can not be solve without internet. Internet of things (IoT) and Artificial Intelligence are coloring the way of conducting a company. Therefore, entering this era, every company including Micro, Small and Medium Enterprises (MSMEs) is required to have the ability to change and adapt to technological developments. Considering to this situation, some interesting question are, is the MSMEs in Indonesia are ready to adapt and take advantage of this technological change ? What is the appropriate strategy for enhancement the MSMEs in order to survive and developed in this circumstances ? The MSMEs have a significant role in the national economy. This can be seen by the amount of business unit that reached more than 55.6 million units in 2011-2012, which involves more than 107 million workers. Meanwhile, the Big company has only 5 thousand business units and involves about 3 million workers. The SMMEs produces various kinds of products. They can penetrate to the wider market, can provide income sources for broaden communities, and has more resilience to the economic crisis, as proven in year 1998. The MSMEs more flexible than the Big Companies. Considering these characteristics, the government must pay attention to such issues. By fostering the MSMEs, Indonesia can create small, strong and advanced entrepreneurs who have technological capabilities. This paper temps to analyze and discuss the various strategies needed to build MSMEs in order to have adaptability in the era of industrial revolution 4.0.*

**Keywords:** IoT, AI, MSMEs, Industrial Revolution 4.0, Strategy

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# Long Term Financial Plannning Using Financial Performance Analysis and Prospective Analysis in XYZ Workshop

Hani Novanti<sup>1</sup>, Hasnul Suhaimi<sup>2</sup>

<sup>1,2</sup> University Of Indonesia

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## Abstract

*This research is in form of business coaching conducted at SME XYZ Workshop, located in Margonda Raya, Depok. This study aim to address the chalenge in constructing financial projection for small business based on the experience of XYZ Workshop. A series of structured coaching and interviews with the owner and staff with additional secondary data from historical finansial transaction of XYZ Workshop in Depok. Subsequently, the results were analyzed with gap analysis and finansial analysis. Based on the mapping of the condition of the workshop, there is some gap between the actual conditions that occur with the expected ideal condition. One of that is, the owner of XYZ Workshop didn't use financial analysis and projection for investing and capital budgeting desicion. The need for financial analysis and was a proposal submitted to XYZ Workshop. This business coaching process is expected to help XYZ Workshop and other SMEs to improve their performance.*

**Keywords:** Business Coaching, Financial Analysis, Financial Projection, Small and Medium Business Enterprises (SMEs), Workshop

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# **Business Valuation for Small Medium Enterprise in The Shoe Industry**

**Alexius Reinaldo Hartadi Budiman<sup>1</sup>, Raden Aswin Rahadi<sup>2</sup>, Dwi Rahmawati<sup>3</sup>**

<sup>1,2,3</sup>Institut Teknologi Bandung

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## **Abstract**

*This research aims to conduct a company valuation of the NAH Project and to identify the factors that influence customer preferences in buying sneakers, both in general and from place variables. Sneakers are one type of shoes belonging to the footwear, leather and apparel industry. In this research, interviews were conducted aimed at finding out the state of the shoe market in Indonesia, as well as their opinions on consignment and official stores and questionnaires to find out customer preferences in buying sneakers. In addition, this research uses DCF and APV methods in calculating company valuations using five scenarios. Based on the scenario, the results of the company valuation with the most optimal value are the first scenario that focuses on the official store. The scenario shows the valuation of companies using the DCF and APV method to get Rp. 6,381,291,885.41. By using the optimal value of the company's valuation, NAH Project can determine the proportion of ownership that is right for future investors, so that the company value given from investors is not too small. In addition, NAH Project can determine strategies that they can use to develop their income.*

**Keywords:** Adjusted Present Value, Business Valuation, Discounted Cash Flow, Shoes Industry, Small Medium Enterprise

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# Recent Development of Small Medium Enterprises' Businesses Profitability: Evidence from Indonesia

Alexander Michael Tjahjadi<sup>1</sup>, Cornelia Ayu Purwandari<sup>2</sup>,  
Natanael W.G. Massie<sup>3</sup>

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## Abstract

*Small Medium Enterprises (SMEs) has an important role for Indonesian Economy based on the fact that more than 90 percent of domestic employment is in this sector. At the same time, the Government of Indonesia enacted law 20/2008, which is focused to strengthen SMEs' participation in economic growth, job creation, and poverty reduction. Using Small Medium Enterprises Dataset of Indonesia from 2010 to 2015 which consisted of 50,000 businesses observations, the research investigated research problem: the business conditions and business profitability in Indonesia. We used quantile regression and descriptive methods involving the owner's characteristics, such as: gender, age, years of education; and production factor, such as: material cost, and amount of production. We found that: 1) the owner characteristics and production factor had significant changes in the medium business sector over the 5 year period; 2) in the recent year, the owner characteristics played important role in the small business sector, compared to the 5 years earlier. From the policy perspective, the government could increase the profitability factor in SMEs by ensuring the coordination between stakeholders.*

Keywords: Profitability, SME, Quantile Regression

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# **The Influence of Attitude, Product, Price, Place, and Promotion on Indonesian Consumers' Purchase Intention towards Healthy Dessert**

**Carissa Tibia Walidayni<sup>1</sup>, Evy Rachmawati Chaldun<sup>2</sup>**

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## **Abstract**

*In Indonesia, healthy food demand is on the rise along with the increased prevalence of overweight and obesity. It also affects dessert industry in specific as nowadays healthy dessert business is getting popular in urban area. Understanding factors that influence consumer purchase intention is crucial to create a suitable marketing strategy. Therefore, this research analyses the influence of consumer attitude, product attributes, price, place, and promotion on Indonesian consumers' purchase intention towards healthy dessert product. Research is done within Bandung City through online questionnaire with 410 respondents and analyzed using multiple regression and crosstab descriptive analysis in SPSS version 20. The result is then validated through direct interview. This study finds that attitude, price, and promotion are the most influential factors, followed by factor of place, then factor of product as the least influential one. Further, it's revealed that the potential customer segment for healthy dessert product is female andamp; male aged 18-55 years old who work as medical/private/government employee, entrepreneur, and college student with monthly income IDR 2.500.000 up to more than IDR 10.000.000. Their most preferred places to buy healthy dessert are supermarket, official outlet, health store, canteen, and social media. Results provided in this study can be taken into consideration by healthy dessert businesses in formulating suitable marketing strategy that can support the growth of their business.*

**Keywords:** Consumer decision factors, Healthy dessert, Indonesian consumers, Marketing strategy, Purchase intention

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# **Factors Influencing Women Entrepreneurship in Rural Area, an Exploratory Study in Nusa Tenggara Timur Province of Indonesia**

**Yunirwan Gah<sup>1</sup>, A Y Agung Nugroho<sup>2</sup>**

<sup>1</sup>Atma Jaya Catholic University of Indonesia, <sup>2</sup> International Labour Organisations

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## **Abstract**

*Women Entrepreneurs in Indonesia has been a significant contributor to the growth micro and small enterprises across Indonesia including in rural areas in Nusa Tenggara Timur (NTT) province. Women entrepreneurs in the rural area in NTT province exist in micro and small businesses in the subsistence agrarian economic activities as well as other trade and service sector. Little have been known about the women entrepreneurship in rural area. The purpose of this study is to explore the enabling factors of women entrepreneurship in rural area in starting and improving their business. This study employs a qualitative approach and uses entrepreneurship ecosystem as tool for analysing the empirical phenomena. The data collected through depth interview of thirty two women entrepreneurs in three districts. The results showed three main elements in the entrepreneurship ecosystem as the enabling factors for women entrepreneurs in rural area in starting and improving their businesses. First, the business environment which cover access to market, access to capital, provision of business assistance, infrastructure and facilities, and effective regulation including the role of non-formal institutions such as religious institution. The second, interacting actors around women entrepreneurs covering financial institutions, formal and non-formal business service providers and media. Third, the entrepreneurial culture and attitude which cover education background, and personal behaviour. The interaction of these factors is crucial in creating a favourable condition for women to step out in pursuing their entrepreneurial activities.*

**Keywords:** Entrepreneurship, Women entrepreneurship, rural entrepreneurship ecosystem.

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# Warung Tegal: Business Unit Based on Ethnicity

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<sup>1</sup> Atma Jaya Catholic University of Indonesia

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## Abstract

*This paper describes the Warteg business, which is seen not only as a place to eat for city dwellers from the bottom to the top, but also discusses the history of the warteg, the warteg business itself, labor and village-city relations. This study uses a qualitative approach, with the method of data collection is in-depth interviews with 6 warteg owners. The conclusion of this paper is that the warteg is a network of social relations and a strategy to adapt to the culture of the city. As a small business, the warteg business needs to get attention from the government.*

Keywords: small business enterprise, inclusive business, ethnicity

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## Track: Innovation Management Research

# **The Influence of Authentic Followership, Ambidextrous Leadership and Readiness to Changes on Firm's Innovative Performance**

**Kosasih Setiawan<sup>1</sup>, Zulfa Fitri Ikatrinasari<sup>2</sup>**

<sup>1,2</sup>Universitas Mercu Buana

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## **Abstract**

*The innovation program in a company will impact on company performance and has a positive influence to an employee. However, the implementation of organizational innovation programs in some cases facing a various complex problems. The causes of problem that often arise during the innovation process are leadership, employee resistance and organizational readiness. The purpose of this study is to examine the influence of authentic followership, ambidextrous leadership and changes readiness on firm's innovative performance. This research was conducted by collecting a survey from 35 Indonesian employees with various positions level, mostly from manager level and upper. The respondents are working for 17 foreign investment companies from 7 countries. The survey was carried out within the Bekasi industrial estate, which is an industrial area directly adjacent with the Indonesia's capital city of Jakarta. The results of study provide evidence as follows: 1) there is a significance influence of authentic followership to readiness to innovative changes with a significance coefficient of 3,213. 2) there is no significance influence of authentic followership on innovative performance with a significance coefficient of 0.966. 3) there is a significance influence of ambidextrous leadership on readiness to changes with a significance coefficient of 2.881. 4) there is the a significance influence of ambidextrous leadership on the innovative performance with a significance coefficient of 3.449. 5) there is a significance influence of readiness to changes on innovative performance with a significance coefficient of 2.108. Four hypotheses are accepted and one hypothesis is rejected. Although the authentic followership has a positive influence on innovative performance, but the effect is not too significant. Based on this study, we suggest that in managing the process of innovation changes, companies can prepare the readiness of organization and the ability of their leaders I terms of handling ambidexterity conditions. By the readiness to changes and ambidexterity capabilities, changes innovation that occurs quickly can be managed properly. This study also enrich the literature on followership and leadership role in minimize the resistance of corporate change innovation program.*

**Keywords:** Authentic Followership, Ambidextrous Leadership, Readiness to Changes, Innovative Performance

# **The Acceptability of Cryptocurrencies as Mode of Payment Among Business Professionals Using an Extended UTAUT Model**

**Julius Ray Enriquez Rentoy<sup>1</sup>**

<sup>1</sup>San Beda University

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## **Abstract**

*A flourishing number of literatures have investigated on the acceptability of diverse technologies around the globe. Yet, limited studies have explored on a growing technological phenomenon - the Cryptocurrencies. The central motivation of cryptocurrencies is to work as a medium of exchange and “to take the power out of the hands of the government and central bankers” (Rose, 2015). While evidence suggests that cryptocurrencies have been widely accepted in several developed countries, the same level of acceptance in developing economies like the Philippines has not yet been found. This research intends to understand the behavioural intention (BI) to accept cryptocurrencies as mode of payment among business professionals by investigating the factors that are considered essential to its adoption in the Philippines. The research was correlational in nature and used quantitative details and analysis. The online survey was administered to 386 Millennial Certified Public Accountants in the Philippines, yielding an 89.4% response rate. To draw correlation between variables, The Pearson product moment correlation and Multiple Linear Regression were utilised. Overall, the results of this study were in agreement with the previous studies reviewed. In fact, Performance Expectancy still remained to have the strongest relationship with BI. Effort Expectancy, Social Influence, Facilitating Conditions, Price Value, and Trust were all found to have significant positive relationship with BI. Cultural Belief was found to also significantly affect BI, but posed an inverse relationship. Existence of Accounting Model, a new independent variable investigated on this study, was also found to positively influence BI. Interestingly, Government Regulation was found to have no significant relationship with BI. Using multiple linear regression, only Performance Expectancy, Social Influence, and Cultural Belief were found to be significant predictors of BI to accept cryptocurrencies. The study deals with the intentional behaviour to accept cryptocurrencies as mode of payment - a phenomenon that has not yet proliferated in the Philippines. Therefore, this study does not investigate on the actual use of cryptocurrencies but only of the factors that could affect its acceptance as mode of payment in a business exchange. Responding to the request of previous researchers, this study extends the UTAUT model to fit into the context of cryptocurrencies. This is the first study on this field to have incorporated*

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*the existence of Accounting Model as a mechanism of BI. Also, this study was administered on a larger sample size to achieve results that are more representative of the population.*

Keywords: Cryptocurrencies, UTAUT, Technology Acceptance, Business Professionals, Philippines

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# Testing the mediating role of work engagement in the relationship between resistance to change and affective commitment to change

Susilo<sup>1</sup>, Wustari L Mangundjaya<sup>2</sup>

<sup>1</sup>University Of Indonesia, <sup>2</sup>University Of Indonesia

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## Abstract

*The pace of technological development has rapidly changed. Consequently, it forces organizations to adopt the changes. One of the critical variables for the success of an organization's change is to get employee committed to change and reduce employee resistance to change. The purpose of this paper is to study the relationship between resistance to change and affective commitment to change mediated by employee engagement in one of the large companies in Indonesia. The data was collected using affective commitment to change inventory, work engagement scale, and resistance to change inventory. The scales were modified and translated into Bahasa Indonesia and was checked its reliability and validity. Participants consist of employees (N = 334), who works in manufacturing company which conducted some organizational changes. The results showed that the mediating role of employee engagement between resistance to change affective commitment to change was significant. However, not all of the dimensions of work engagement have a meaningful relationship. It showed that absorption dimension did not have a significant relationship with an affective commitment to change. Thus, it showed that working with great concentration and sinking into work did not sufficiently influence the affective commitment to change.*

**Keywords:** Resistance to change, work engagement, affective commitment to change

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# **Development of Implementation Guidelines for Maintenance and Treatment Work of Electrical Components in University of Indonesia Building and Area based on Work Breakdown Structure (WBS)**

**Tito Tegar Irawan<sup>1</sup>, Yusuf Latief<sup>2</sup>**

<sup>1,2</sup>University Of Indonesia

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## **Abstract**

*Maintenance and treatment work of buildings is important in maintaining the reliability of buildings. But the absence of standards for the implementation of electrical maintenance and treatment work in buildings at the University of Indonesia is also one of the causes of building fires, electrical short circuit, and damage to building transformers in the last 4 years. The purpose of this study is to develop standards for the implementation of maintenance and treatment work of electrical components in buildings at the University of Indonesia based on Work Breakdown Structure (WBS) using literature studies and the Delphi method. The independent variable in this study is Work Breakdown Structure (WBS) includes the work type, work package, alternative design, implementation requirements, activities, resources, and material specifications, while the dependent variable in this study is the implementation standard. The results of this study are in the form of developing an implementation standard based on Work Breakdown Structure (WBS) which can be used as a reference for the maintenance and treatment of electrical components in buildings at the University of Indonesia, which is expected to increase building user safety and convenience as well as effectiveness and efficiency in building management.*

**Keywords:** Guidelines, maintenance and treatment work, electrical, University of Indonesia buildings and area, Work Breakdown Structure.

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# **Development of Implementation Guidelines for Maintenance and Treatment Work of Mechanical Components in Universitas Indonesia Building and Area Based on Work Breakdown Structure (WBS)**

**Kallista Alsadila<sup>1</sup>, Prof. Yusuf Latief<sup>2</sup>**

<sup>1,2</sup>Universitas Indonesia

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## **Abstract**

*In maintaining the quality and reliability of buildings in accordance with standards that apply during their useful life, regular maintenance and treatment work are required. With these activities, various aspects can be fulfilled during building utilization, such as safety, health, comfort, convenience, and efficiency. At the University of Indonesia, several phenomena have resulted in building damage and other losses such as costs and time. The poor maintenance activities due to the absence of complete guidelines, causing damage to mechanical components. In fact, the mechanical component is the most influential component in determining building performance. The purpose of this study is to make a standard implementation guideline based on a proven decomposition techniques, the Work Breakdown Structure (WBS). The independent variables used are WBS level form work types, until technical specifications. The research method used is the study of literature, Delphi's techniques, and validation with various experts. The results of this study are the establishment of standard guidelines for the implementation of maintenance and treatment work of mechanical components for Universitas Indonesia that cover several type buildings and environment, that can be used as references and applied in other buildings.*

**Keywords:** Guidelines, Maintenance, Treatment, Mechanical, Work Breakdown Structure

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# **The Effect of Transformational Leadership and Breakthrough Leadership On Organization Performance With Employee Motivation As Intervening Variable at IDX-listed (Indonesia Stock Exchange) Coal Mining Companies in Indonesia**

**Joko Triraharjo<sup>1</sup>, Achmad Sutawijaya<sup>2</sup>, Ahmad Badawy Saluy<sup>3</sup>, Sundring Pantja Djati<sup>4</sup>**

<sup>1,2,3,4</sup>Universitas Mercu Buana

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## **Abstract**

*Indonesian coal production in 2018 was 528 million tons in total. Of those, 320 million tons were mined by IDX-listed (Indonesia Stock Exchange) coal mining companies. Among those aforementioned coal mining companies, there is a large variation in performance between one company to another, both in terms in financial performance and production achievement. The performance of organizations in IDX-listed coal mining companies in Indonesia was hypothesized to be influenced by leadership style. This study aims to analyze the influence of transformational leadership and breakthrough leadership on organization performance with employee motivation as intervening variable at IDX-listed coal mining companies in Indonesia. The respondents of this study are 10 IDX-listed coal mining companies in Indonesia. The type of research used is quantitative with survey method. Research respondents were 102 people at the position of supervisor up to director. The data were analyzed using Structural Equation Model - Analysis of Moment Structures. The research results show that transformational leadership and breakthrough leadership have a positive impact to employee motivation, then transformational leadership has a positive impact on organizational performance but breakthrough leadership has not a positive impact on organizational performance. Employee motivation did not mediate organizational performance. The novelty of this study is about breakthrough leadership.*

**Keywords:** Transformational Leadership, Breakthrough Leadership, Employee Motivation, Organizational Performance.

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# **The Importance of Innovative Logistics Service Capabilities for Assets-Based Logistics Service Providers**

**Darjat Sudrajat<sup>1</sup>, Sevenpri Candra<sup>2</sup>, Agustinus Dedy Handrimurtjahjo<sup>3</sup>**

<sup>1,2,3</sup> Binus University

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## **Abstract**

*The purpose of this study is to provide a model to improve the performance of asset-based logistics service providers (AB-LSP) in Indonesia so that they can survive in increasingly fierce competition, especially from foreign logistics service companies. The study used quantitative approach with causal, verification, or cross-sectional survey method by using SEM-PLS program in processing data. The sample size consisted of 83 asset-based logistics service providers (AB-LSP) in Jakarta area (Jabodetabek) and using probability sampling technique. This study found that the innovative logistics services capabilities mediated in full (indirect-only mediation) the effect of physical assets ownership on AB-LSP's performance. Theoretically, the research implication confirmed that the dynamic capabilities theory in explaining the research's model, so that it more effective than the resources-based view (RBV) theory. Whereas practically, the research implication showed that asset-based logistics service providers (AB-LSP) in Indonesia should develop the innovative logistics services capabilities so that they were able to reconfigure or transform their physical assets in order to in line with changes of business environment both external and internal.*

**Keywords:** Physical Assets Ownership; Innovative Logistics Service Capabilities; Assets-Based Logistics Service Providers' Performance (AB-LSP's Performance); Assets-Based Logistics Service Providers (AB-LSPs)

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**Track: Economics and Taxation  
Research**

# Metal and Mineral Mining Firm's Equity Valuation in Indonesia Stock Exchange

Marfani Hasan<sup>1</sup>

<sup>1</sup>Telkom University

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## Abstract

*The purpose of this research is to estimate the intrinsic values of the shares on the metal and mineral mining companies listed in IDX 2018 using Discounted Cash Flow - Free Cash Flow to Firm method and verifies the results with the relative valuation - PER and PBV methods. The sample of this research is the dominant industry players ANTM, INCO, and TINS. The valuation baseline was the analysis of the financial statements of those companies in the period 2013-2017 which was considered as the reference for the projection years 2018-2022. This research involved three scenarios namely pessimistic, moderate and optimistic, and the reference market price was on January 2, 2018. The analysis concluded that using DCF-FCFF the stock's price of ANTM was undervalued in all scenarios, while INCO and TINS were overvalued in all scenarios. The PER and PBV analysis found that all evaluated stocks within the industry range that mean the valuation result is correct. Hence, the conclusion of this research is to buy ANTM stocks and to sell INCO and TINS stocks*

Keywords: Valuation, Discounted Cash Flow, Relative Valuation, Intrinsic Value, Metal and Mineral

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# **Factors Affecting Profitability Of Retail Company In Indonesia With DUPONT Model Approach**

**Bobby Chandra<sup>1</sup>, Dadan Rahadian<sup>2</sup>**

<sup>1,2</sup>Telkom University

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## **Abstract**

*This study aimed to determine how significant the influence of NPM, TATO and EM factors had on profitability (ROE). The study used the DuPont model approach, where profitability (ROE) could be divided into three ratios, namely Net Profit Margin, Total Asset Turn Over, and Equity Multiplier. The method used in this study was qualitative. The number of samples used was 21 companies with a population of all retail companies listed on the Stock Exchange for the period of 2010-2017. The results of this study indicated that in part the independent variables significantly influence the variable profitability (ROE).*

**Keywords:** DuPont, Return on Equity, Net Profit Margin, Total Asset Turn Over, Equity Multiplier

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# **Recommendation on Valuation and Budgeting in Start-Up Company PT X**

**Agnes Kristiani Ong<sup>1</sup>, Budi Frensidy<sup>2</sup>**

<sup>1,2</sup>University Of Indonesia

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## **Abstract**

*This research aims to get and give a recommendation on valuation calculation at PT X, a start-up company that mainly does management consultation with technology-based, also to suggest on financial planning and control to achieve projected financial result with the desired valuation. With valuation on hand, PT X can explore the possibility get fund from the investor or even to go public. Financial planning is very crucial for PT X that is currently only having sales target without having profit and loss budgeting or cash flow projection. Financial control is also urgently required by PT X that is presently facing an extremely high burn rate. After assessed use multiple valuation methods, it resulted mostly on positive valuation, which means PT X has the potential to take funding option, either from a loan or additional capital from the investor. However, PT X need to do proper financial planning and control to achieve that valuation result. Financial planning through participative budgeting is the alternatives that PT X can use to build their financial budget. Meanwhile, monthly financial control through variance analysis both on cash flow and profit and loss statement is required to do.*

**Keywords:** business valuation, start-up company, participative budgeting, variance analysis.

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# Determinant of Quality Audit in Sustainable Development Goals

Almatius Setya Marsudi<sup>1</sup>

<sup>1</sup>Atma Jaya Catholic University

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## Abstract

*The inclusive role of the auditor towards Sustainable Development Goals, encouraging public accounting offices to improve their audit performance by improving the quality of audits. This paper is aimed at explaining the determinant of audit quality in the Indonesian context. We hypothesize that the influence of the work experience, auditor ethics, audit tenure, and time budget pressure impact to the audit quality produced by auditors that work in the Public Accountant Firms. The research used questionnaires to collect data with a total sample of 102 respondents. This study uses a quantitative approach and using a multiple linear regression analysis. The result of testing the hypothesis stated that work experience, auditor ethics, and audit tenure variables partially influence the quality of audit*

Keywords: work experience, audit tenure, auditor ethics, time budget pressure, audit quality

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# **Implementation of Agile Methodologies in Developing Upstream Land and Properties Tax Reporting System to Mitigate Tax Sanction Risk (Case Study: KKKS XYZ)**

**Cesar Zehan Camille<sup>1</sup>, Christine<sup>2</sup>**

<sup>1,2</sup> Universitas Indonesia

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## **Abstract**

*This thesis aims to develop upstream land and properties tax reporting system to mitigate tax sanction using case study of KKKS XYZ, an upstream company which sign oil and gas production sharing contract under pre-PP No. 79 Tahun 2010 regime. Under this regime, the company has obligation to report its land and properties tax every year and to pay the tax due using overbooking procedure. In recent year, KKKS XYZ receives several Notice of Tax Underpayment Assessment after the tax examination by the fiscus found incorrect land and properties reported data in KKKS XYZ's tax report. The company should bear the tax fine by its own liability since it cannot be charged as an operating cost that can be recovered by the government. A complete and accurate land and properties reporting system is needed to mitigate the risk of future tax sanctions. In this study, we will develop a tax reporting system using six steps of system development developed by Satzinger et al. (2012) through agile methodologies and model-driven approach. Specifically, we use process modelling technique and system tools such as interview and Flowchart. The system development process will be implemented iteratively.*

**Keywords:** upstream land and properties tax, system development, agile methodologies, tax reporting system, model-driven approach

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Track: government administration  
and management Research

# **The Evolution of School Inspection Towards the Attainment of International Comparative Evaluation in Education**

**Azlin Azlan Philip Kinjawan<sup>1</sup>, Chan Yuen Fook<sup>2</sup>, Leele Susana Jamian<sup>3</sup>**

<sup>1,2,3</sup>University Teknologi Mara (UiTM)

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## **Abstract**

*School Inspection is regarded as the prime mechanism of quality improvement of education in many countries. In recent years, the demand for greater quality assurance and accountability has emerged as the prominent force in educational quality which greatly influence economic competitiveness in a government policy. International comparative evaluations of education systems such as TIMSS (Trends in International Mathematics and Science Study), PISA (Programme for International for International Student Assessment) and PIRLS (Progress in International Reading Literacy Study) have prompted a continuous flow of reforms and refinement in the effort to meet the requirement of higher student performance outcomes. These determinants have significant impact on the changing face of inspection. The purpose of this study is to come up with an analysis of the factors which have created the change and growth of school inspection as a monitoring system in education. A mixed-methods approach with convergence parallel research design was employed for the analysis and comparison of data from the Malaysian High Performing Schools and the Malaysian School Inspectorate. The participants involved in this study included 120 school leaders and senior teachers and 3 high-ranked school inspectors from the Malaysian School Inspectorate and Quality Assurance. Findings of this study revealed on the various contributing factors affecting school leadership performance which can be capitalized in school inspection in order to achieve desired outcomes by utilizing a recently revised toolkit of inspection known as the Standard Quality of Education in Malaysia (SKPMg2, hereafter). The use of Standard 1 in SKPMg2 as a mechanism in school inspection as studied in this research has its own scope and limitations. The scope studied in this research is only focused on limited variables in the mechanism of school inspection such as contributing factors towards leadership performance, relationships between the contributing factors and high performance leadership and the current practices of school inspections. Although the researcher intended to study mechanism of the instrument, the researcher has limited its scope only to identify factors and variables on the mentioned aspects and not on the overall impact. The value of this study is parallel with the obligation and aspiration of the organization to promote improvement through school inspection which specifically*

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*targets the quality of teaching and learning, leadership and management as well as the overall educational standards across the Malaysian education system.*

Keywords: School Inspection, Leadership Performance, Standard Quality of Education in Malaysia

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# **The Socio-Economic Impact of Demographic Change in Indonesia, Malaysia and the Philippines**

**Patrick Ziegenhain<sup>1</sup>**

<sup>1</sup> Universitas Katolik Indonesia Atma Jaya

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## **Abstract**

*This paper will present the enormous demographic transformations that are currently taking place in Indonesia, Malaysia and the Philippines. It will discuss in a comparative perspective in how far the respective governments of Indonesia, Malaysia and the Philippines reacted to the demographic changes and what kind of socio-economic policies are planned or were already applied in order to deal with the inherent challenges that will inevitably occur in the near future.*

Keywords: Demographic Change, Economic Transformation, Policies, Southeast Asia

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# **The Process of Mental Revolution Control with "DEWI SARTIKA" Model Development Program for Accelerating Village Performance in Indonesia's 122 Underdeveloped Regions (Case Study in Wersawe Village, West Manggarai Regency, Flores)**

**Lelo Yosep Laurentius<sup>1</sup>, Hendry Hartono<sup>2</sup>, Lim Sanny<sup>3</sup>, Adi Prasajo<sup>4</sup>**

<sup>1,2,3,4</sup>Universitas Bina Nusantara

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## **Abstract**

*This study aims to implement President Jokowi's mental revolution movement easily but comprehensively at the village level through the "DEWI SARTIKA" model development program, which has an efficient and effective framework to accelerate village performance in 122 underdeveloped regions. The program has a transparency design of village performance assessment and stakeholder participation. "DEWI" is an acronym for Desa Wisata (Tourism Village), while "SARTIKA" is an acronym of Sehat (healthy), Adab, Ramah Lingkungan (friendly environment), Teknologi tepat guna (appropriate technology), Infrastruktur (infrastructure), Kearifan lokal (local wisdom), and Asri. The performance of "DEWI SARTIKA" will be a regional innovation incubator, namely all forms of renewal in the implementation of regional government. The main actors of the program are the government, researchers and local governments. The main stakeholders are village officials, NGOs, Civil Society Organizations (CSOs), community groups, and business organizations. This research is an innovation from the results of the CIPP model evaluation on the Wersawe Village-based ecotourism development program in West Manggarai Regency, Flores in 2016-2018. Data was collected through FGDs, analysis of news content, document studies, field surveys, observations, recordings, and in-depth interviews of three key sources, namely the Head of the West Manggarai Regional Tourism Office, Head of the Regional Development Planning Agency, and Wersawe Village Chief. Analysis and interpretation of data shows that the acceleration of the development of 122 disadvantaged areas requires a "DEWI SARTIKA" development program as a role model that needs to be implemented in each sub-district so that it becomes a benchmarking for other villages. This finding leads to the need for regulatory innovations in the region through regent regulations regarding the implementation of the "DEWI SARTIKA" Model Development Program at the village level.*

**Keywords:** Control, Mental Revolution, Performance, Development

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# **The Development of Quality Management System in Compliance Audit of Construction Contract Agreement**

**Dhita Susriana<sup>1</sup>, Yusuf Latief<sup>2</sup>**

<sup>1,2</sup>Universitas Indonesia

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## **Abstract**

*Construction projects funded by the government are usually audited by an independent auditor. Audit functions to increase transparency, accountability and to know the actual conditions of an entity as a basis for making decisions and reducing the risk of errors in policy making for the entity being audited. One type of audit is compliance audit. The purpose of the compliance audit is to assess whether the principal matters audited are compliant with the regulations. Compliance audit in construction industry is to assess the implementation of contract agreement between users and the providers, but the auditor is faced with the risk of the possibility that the Auditor's findings, conclusions or recommendations are incorrect or incomplete, as a result of factors such as insufficient or inappropriate evidence, or misleading information which will cause a lawsuit. Therefore the aim of this study is to develop quality management system of compliance audit procedures in order to achieve the expected quality objectives. The method used is the Delphi method.*

**Keywords:** Audit, construction, compliance audit, quality management system

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## Track: Marketing Research

# GO-JEK and Platform-based Economy: How Customer Shifting Their Behavior?

Daniel Hermawan<sup>1</sup>

<sup>1</sup>Parahyangan Catholic University

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## Abstract

*Technological advancements provide convenience, as well as challenges in the business world. The presence of GO-JEK as a platform-based economy change the business competition map in Indonesia. The presence of GO-JEK is often referred to as a disruptive innovation and changing the business map of various industries in Indonesia. Not just stopping as a platform to connect providers and service users in the field of transportation with online applications, GO-JEK has now become a business that can connect users with restaurants, logistics, shopping, credit, beauty services, massage services, workshop services, and financial services. The innovation carried out by GO-JEK in expanding its business lines has also influenced the business map in every industry entered, from restaurants to financial services. This phenomenon can be seen from the many GO-JEK partners seen in restaurants to deliver consumers who make orders from home or office. In an application, consumers can now fulfill various daily needs with GO-JEK. No wonder the GO-JEK slogan "An Ojek for Every Need" greatly illustrates how GO-JEK tries to enter various lines of business that involve various interests of the people in their daily lives. The presence of GO-JEK indirectly changes consumer behavior that is close to technology. Through this paper, the authors are interested to see (1) how does GO-JEK change the lifestyle of people from conventional to digital? (2) does GO-JEK make people dependent on the services they offer? (3) what GO-JEK services are considered to change the way people meet their daily needs? This study will be conducted with quantitative methods, namely using surveys and supplemented by literature studies.*

**Keywords:** GO-JEK, platform-based economy, customer behavior, innovation, disruption

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# Perceived Justice on Sustainable Consumption

Vincentius Rachmadi Parmono<sup>1</sup>

<sup>1</sup>Atma Jaya Catholic University Of Indonesia

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## Abstract

*This study is to analyze the effect of the individuals' perceived justice on sustainable consumption which is moderated by the scarcity of resources and examine the influence of resource scarcity on the effects of perceived justice on sustainable consumption. The experimental method was employed. The result of this study is that the perceived justice determines sustainable consumption.*

Keywords: sustainable consumption, equality, equity, resource scarcity, moderator

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# **Developing New Wave Marketing Initiatives to Optimize Bancassurance Distribution Channel (Case Study: PT ABL)**

**Ahmad Saputra<sup>1</sup>, Agung Wicaksono<sup>2</sup>**

<sup>1,2</sup>School Of Business And Management, Institut Teknologi Bandung

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## **Abstract**

*Bancassurance is a business model that enables life insurance companies to sell their insurance products through their partnered banks. As part of its strategy, PT ABL has been focusing on the development of its bancassurance channel to help boost the company's market share in the domestic life insurance market. The objective of this research is to develop marketing initiatives that can help PT ABL optimize its bancassurance channel in the current digital era. Prior to developing the proposed solution, both external and internal environment of the business are analysed using Kotler's anatomy of change, Porter's five forces, STP, and marketing mix 4P's frameworks. Purposive sampling method was used in this research. The primary data is obtained from interviews with internal respondents and a survey to external respondents. The survey shows that the three major factors that can positively drive the purchase decision are customer service quality, brand image, and premium price. Using both new wave marketing and marketing 4.0 concepts, the proposed marketing initiatives focus on improving customer experiences across the new customer path. To optimize its bancassurance channel, PT ABL need to increase its brand awareness and improve its customer service quality through digitalization across its customer value chain.*

**Keywords:** Bancassurance, Digitalization, Life Insurance, Marketing Initiatives, New Wave Marketing

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# **The Effect of Destination Image, Memorable Tourism Experience with Second Order Construct, Towards Revisit Intention (Study in Karimunjawa National Park)**

**Ratih Nur Setyaningsih<sup>1</sup>, Prof. Dr. Naili Farida, M,Si<sup>2</sup>**

<sup>1,2</sup> Diponegoro University

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## **Abstract**

*The tourism sector is one of the sectors that experienced significant development. Indonesia is one of the countries that are developing the tourism industry because of the economic needs. The main objective of this research is to prove the influence of destination image, memorable tourism experience that is measured using the second order method, toward revisit intention in Karimunjawa National Park. Method of collecting data is using a questionnaire. Respondent samples obtained were 145 respondents with purposive sampling technique. Data analysis is using PLS. This study shows that the image of a destination has a positive influence on revisit intention via the mediating effect of memorable tourism experiences.*

**Keywords:** destination image, memorable tourism experience, revisit intention, ecotourism, Karimunjawa

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# **Analysis of Hedonic Shopping Motives in H and M Bandung**

**Arianis CHan<sup>1</sup>, Pratami Wulan Tresna<sup>2</sup>, Firna Firliana<sup>3</sup>**

<sup>1,2,3</sup>Universitas Padjadjaran

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## **Abstract**

*This study aims to study and find out the hedonic shopping motives for consumers of Handamp;M Paris Van Java. The object examined in this study was hedonic shopping motives. The research method used is comparative descriptive research with survey design. The sampling technique is non-probability sampling using incidental sampling with 63 people who were made as respondents. Primary data collection is by questionnaires, observations and interviews to obtain an overview of hedonic shopping motives and secondary data obtained by library studies. The data analysis technique used is Explanatory Factor Analysis using SPSS. The conclusion of this study shows that there are hedonic shopping motives that are dominant in consumers of Handamp;M Paris Van Java, namely gratification shopping as a dominant. Suggestions that the authors propose are hedonic shopping motives for consumers of Handamp;M Paris Van Java can be used as a benchmark for Handamp;M in terms of market opportunities to increase sales by additional attractive offers besides the comfort-shopping.*

**Keywords:** Consumer Behavior, Buying Motive, Hedonic Shopping Motive,

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# **Why Automotive Brands are Not Ready to Sell Electric Cars in Indonesia**

**Muhammad Bilal Syahrir<sup>1</sup>, Dorien Kartikawangi<sup>2</sup>**

<sup>1</sup>University Of Indonesia, <sup>2</sup>Atma Jaya University

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## **Abstract**

*In the 1870s, the first electric car was developed. It is now 2019 and the world is still using gas as their primary energy for cars. The same goes for Indonesia. The 4th most populated country in the world is trying to reduce its pollution. But why aren't automotive brands selling electric cars? This paper attempts to explore what is happening with automotive brand and why they are not aggressively selling electric cars in Indonesia. This phenomenology research focuses uses the Integrated Marketing Communication Theory to gain information and knowledge as of why this brands are not ready to sell electric cars in Indonesia.*

**Keywords:** Electric Car, Marketing Communication, Brand, Government,

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# **Integrated Marketing Museum at Museum MACAN (Modern and Contemporary Art in Indonesia)**

**Febrika Widharini Widyaka<sup>1</sup>, Dr. Dorien Kartikawangi, M.Si.<sup>2</sup>**

<sup>1</sup>University Of Indonesia, <sup>2</sup>Atma Jaya University

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## **Abstract**

*Museum MACAN (Modern and Contemporary Art in Nusantara) is the first private museum in Indonesia to exhibit a collection of modern and contemporary art from home and abroad. The museum, which was opened to the public on Saturday, November 4, 2017, has held three different exhibitions since its inaugural opening. All three exhibitions are always crowded and become a topic of conversation among the people, not only in Indonesia, but also internationally. Qualitative descriptive research using integrated marketing communication at Museum Museum MACAN expected to supports the marketing division for the subsequent exhibitions. Integrated marketing communication consists of six types, namely: 1) advertising, 2) public relations, 3) personal sales, 4) sales promotion, 5) direct marketing, 6) interactive marketing (internet marketing) will helped to remark Museum MACAN's marketing strategies that has been implemented in those three exhibitions. The application of marketing must be applied and improved to build brand awareness in the community and achieve Museum MACAN's vision and mission. This journal will look at the most effective aspects of integrated marketing communication used by Museum MACAN to market collections and programs that are right on target, and information about modern and contemporary Indonesia can be conveyed more broadly.*

**Keywords:** Communication, Digital Marketing, Integrated Marketing Communication, Museum Marketing, Visitors

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# **Hotel Attributes, Satisfaction, and Travelers' Intention to Revisit Bali Cultured Hotels**

**Tanti Handriana<sup>1</sup>**

<sup>1</sup>Faculty of Economics And Business, Universitas Airlangga

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## **Abstract**

*This study aims to analyze the intention of traveler to revisit Bali cultured hotels. Several previous studies have shown that the intention of traveler behavior to stay at hotels is influenced by room rate, service quality, friend/family influence, and promotion, this research applied a survey method. the research sample consisted of 161 travelers who had stayed at Bali cultured hotel. Structural Equation Modeling (SEM), with Smart Partial Least Square (PLS) software was selected as the technique analysis. This study confirmed that three proposed hypotheses were supported. The affective attribute and sensory attribute variables significantly influence traveler satisfaction, and the satisfaction variable significantly influences the intention of traveler to revisit Bali cultured hotels. meanwhile, the cognitive attribute variable not affect on traveler's satisfaction.*

**Keywords:** cognitive attributes, affective attributes, satisfaction, intention, SEM

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# **The Influence of Customer Relationship Management Influencing Factors on Student Loyalty Using Student Satisfaction as Mediation Variable**

**Dewi Murtiningsih<sup>1</sup>**

<sup>1</sup>Universitas Budi Luhur

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## **Abstract**

*The purpose of this research is to find out the influence of commitment, communication and service quality on student loyalty; to find out the influence of commitment, communication, and service quality on student satisfaction; to find out the influence of student satisfaction on student loyalty; to find out the influence of satisfaction in mediating the influence of commitment, communication and service quality on student loyalty. This research is an explanatory research. The number of sample used in this research is 76 students of Special Diploma 3. Questionnaire is used as a tool to collect data from respondent, which validity and reliability will be tested. Data is analyzed using smart PLS. Research result shows that commitment does not influence student loyalty, communication does not influence student loyalty, service quality influences student loyalty, commitment influences student satisfaction, communication influences student satisfaction, service quality influences student satisfaction, student satisfaction influences loyalty, student satisfaction fully mediates the influence of commitment on loyalty, student satisfaction fully mediates the influence of communication on loyalty, student satisfaction partly mediates the influence of service quality on loyalty.*

**Keywords:** Commitment, Communication, Service Quality, Satisfaction, Loyalty

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# **Factors Affecting Workers in Choosing a Boarding Services at Batam City - Indonesia**

**Shinta Wahyu Hati<sup>1</sup>**

<sup>1</sup>Politeknik Negeri Batam

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## **Abstract**

*This study aims to determine what factors are influencing the worker preference in choosing a boarding service in the area of RW 08 Bengkong Harapan 1, Batam City. The sample in this study is the worker who uses the services of boarding in the area Bengkong Harapan 1 RW 08 by using purposive sampling method. The samples used as many as 100 respondents. Data were analyzed using SEM-PLS techniques through software SmartPLS 2.0 M3. The results showed that the reference factor, facilities and prices directly affect the worker preference in choosing a boarding service. While the location factors, environmental, security and service do not affect the worker preference in choosing a boarding services. The results of the study also showed that the most dominant factor affecting the workers preference in choosing a boarding services is a factor of the facility with the highest estimate of original sample is 0.26729. .*

**Keywords:** Boarding Service, Partial Least Square (PLS), Preferences

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**Track: Digital Business Research**

# Optimization Strategy of Mobile Cellular Network Based on Customer Smartphone Penetration

Wawan Budi Setiawan<sup>1</sup>, Dodie Tricahyono<sup>2</sup>

<sup>1,2</sup>Telkom University

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## Abstract

*This research is to determine a relationship between 4G device penetration and network development in Telkomsel. The framework is a combination of IDT (Innovation Diffusion Theory) and TAM (Technology Acceptance Model). As a qualitative research, data is collected based on interviews with some experts inside Telkomsel and also with the customers. While secondary data were using data sampling in the Jakarta and surrounding areas. This research found that some of the reason behind the low penetration of 4G networks are: no subsidy in 4G devices and partnerships, not evenly device distribution, customer's perception that 4G devices are wasteful both the quota and the battery, also customers already felt enough with 3G network speed. This research suggested to the development of 4G networks is more selective in accordance with market needs for regions that really need 4G network, because it will result in reducing voice and SMS revenue.*

Keywords: 4G Network, IDT, TAM, Telkomsel, Indonesia

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# **The Effects of Outward Remittance KlikBCA Bisnis' E-Core Service Quality and E-Recovery Service Quality to The Loyalty of BCA's Corporate Debtor**

**Levina Widyanata<sup>1</sup>**

<sup>1</sup>Atma Jaya Catholic University of Indonesia

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## **Abstract**

*As a service industry that is developing, the banking industry seeks to provide optimal services for customers. BCA as the largest private bank in Indonesia developed KlikBCA Bisnis as customers' transaction channel in the current digitalization era, especially corporate debtors who have business internationally who need a foreign exchange transfer feature. The research sample was 225 respondents of corporate debtors who use the Outward Remittance feature of KlikBCA Bisnis. The research method used is descriptive study and multiple regression analysis. The results show that service quality consisting of e-core service quality and e-recovery service quality affected the loyalty of corporate debtors, which e-core service quality are more influential than e-recovery service quality. In terms of e-core service quality, privacy is the most influential dimension, while system availability is the lowest influence on loyalty. In terms of e-recovery service quality, contact is the most influential dimension, while compensation is the lowest influence on loyalty. Seeing the importance of service quality, banks need to improve the quality of their services in order to survive in the market and become the main choice for their customers.*

**Keywords:** E-Core Service Quality, E-Recovery Service Quality, Customer Loyalty, International Business, Foreign Currency Transaction

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**Track: Decision Science and  
Management Science Research**

# **The Effects of Fatigue, Role Overload and Stress on Farmer's Work Safety**

**Garaika<sup>1</sup>**

<sup>1</sup>Management Departement, STIE Trisna Negara, Sumatera Selatan

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## **Abstract**

*This study aims to examine the effect of fatigue, role overload and stress on the work safety of farmers on the plantation. The number of respondents is 200 people. The data analysis tool used is Structural Equation Modeling (SEM). This research is different from previous studies that analyzed occupational safety in manufacturing companies, in this study the research settings were farmers who worked on plantations. The results of the study indicate that the work safety model is acceptable. Fatigue and role overload have a positive effects on stress, and stress has a positive effect on farmer's work safety. This study aims to analyze the stress experienced by farmers with antecedents of fatigue and role overload. The consequences of stress of farmers on work safety were also analyzed in this study. This research is a survey research. Respondents in this study were cassava farmers who worked on cassava plantations in Way Kanan Lampung, Indonesia. This study uses a questionnaire in collecting data. The number of respondents is 200. This study uses Structural Equation Modeling (SEM) to analyze data. The results of this study explain that the structural model of work safety is acceptable. Work safety can be explained by fatigue, role overload, and stress. This study only explores work safety models seen from the internal aspects of farmers only. It is recommended that the perception of safety be observed from plantation leaders who employ farmers on their plantations. The variables observed in this study also have not discussed the plantation manager's side and the influence of the farmer's family factors. According to Kreitner andamp; Kinicki, (2007) and Bennett, (2016), in addition to the variable fatigue, stress and role overload, which were examined in this study, there are several variables that can be used to predict work safety, namely managerial behavior, management style, lack of cohesiveness, workplace violence and family. This research has originality / value as follows: (1) This study examines how the psychological variables impact on farmer work safety are different from previous studies. previous research has looked at work safety in the manufacturing industry (Vanishree, 2014 and Bakker, 2017). In fact, many researchers have tested the effect of fatigue, role overload and safety stress analyzed from the medical side (Mohanavelu et al., 2017). (2) This research is based on the theory of organizational behavior and psychological factors. The psychological factors analyzed in this study are fatigue, role overload and stress. Many researchers observe the influence of these psychological factors*



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*individually on safety farms, but this study analyzes these three factors together in a model. This research can show that stress is the biggest factor affecting farm safety. This study could also show that fatigue can have an impact on stress, although in other studies it shows the opposite, that stress has an impact on fatigue (Bennett, 2016).*

Keywords: Fatigue, role overload, stress and work safety

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# **Process Capability Assessment of Information Technology Governance on Information and Communication Technology Provider Company (Case Study on PT XYZ)**

**Mulyana Chandra Hadiati<sup>1</sup>, Yusuf Khudri, Tb. M.<sup>2</sup>**

<sup>1,2</sup>Universitas Indonesia

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## **Abstract**

*Recently information technology (IT) is becoming more important for organization in controlling and improving their business performance. Considered as important role in organization, IT frequently represents significance amount of investment. High spending on IT investment raise the necessity of good IT Governance implementation to ensure value realization, risk mitigation and practice of expected behavior. Accordingly, ISACA defined Process Assessment Model (PAM) Using COBIT 5 for being a basis in conducting process capability assessment to measure the IT Governance practice in organization. In this research, the assessment takes place in one of information and communication provider company in Indonesia, PT XYZ. In order to meet the research objective, this research collects data by literature review, observation and interview. Process capability level is determined by judging the process attributes for each of 27 processes selected in domain of EDM, APO, BAI, DSS and MEA. Assessment result shows that process capability of PT XYZ has achieved level of 3 (established process). Recommendations for process improvement to level 4 are arranged with focus in defining and implementing analysis technique and control limits. To assess process capability level of PT XYZ and arrange process improvement plan Process Assessment Model (ISACA, 2013) with approach of Self Assessment Process (ISACA, 2013) That process capability of PT XYZ has achieved level of 3 out of 5 or established process. Recommendation of improvement plan arranged to raise to level 4. Subjectivity in judging the rating level of process attributes on every process assessed. Contribute to IT Governance practice in PT XYZ, the higher process capability level means better alignment between IT and Business in achieving enterprise goal.*

**Keywords:** IT Governance, Process Assessment Model Using COBIT 5, process capability level, information and communication technology provider

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# Mindfulness and Organizational Change: Where is the bridge?

Diin Fitri Ande<sup>1</sup>

<sup>1</sup>Tanri Abeng University

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## Abstract

*The environment changes in fast pace that might lead to increasing number of uncertainties and risks. Studies of mindfulness is making inroad into management field, including its impact into organizational change. However, the relation of mindfulness and organizational change is ambiguous. It does not provide an easy understanding how those two concepts are related. How being present mindset and attitude will impact on organizational change. This is literature review papers that aimed to understand the logic or the rationale that previous studies have developed on relating mindfulness and organizational change and to learn the impact of mindfulness on organizational change as done by those scholars. This is a literature review paper, the data collected by searching in computerized database in JSTOR, ProQuest, Emerald, Springer, Science direct, and Google scholar using various combination of "Organizational change and mindfulness", "Mindfulness and organizational change", "Organization change and mindfulness", and "Mindfulness and organization change". The search focus only on the publication in the form of articles and book section from 2013 to 2018. As a results, it is shows that mindfulness related with organizational change through various path. . First, through the mindfulness characteristic. Second, through the cognitive aspect that will influence the behavior then influence the success of organization change. Third, through the learning process. Fourth, through member of organizations' individual transformation. Fifth, through the change itself. In addition, the results of how mindfulness impacting organizational change show several outcomes. First, it shows that relation between mindfulness and resistance to change is indirect through general self-efficacy that impacting to optimism that lead to resistance to change. Second, Mindfulness leads to some behavior that smooth organization change such as; optimism, better retention of information, creativity, better communication, self-awareness of the leaders. Third, When organizations changed viewed as a process, then process of changes can be done naturally without any forced. This research has several limitation. First, it only searched in the several computerized database. Second, the concept of mindfulness in this paper still considered blur, thus, it might be hard for people who have not exposed to the concept or practice mindfulness. In my understanding, there have not studied that try to*

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*understand the relation of mindfulness with organizational change that based on literature review*

Keywords: Organizational Change, Mindfulness, Cognitive abilities

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# Coal Mining Listed Companies And Their Value : Evidence From Indonesia Stock Exchange

Anang Dwi Cahyono<sup>1</sup>, Riko Hendrawan<sup>2</sup>

<sup>1,2</sup>Telkom University

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## Abstract

### *Abstract*

*This research purposed is to look for fair value of Coal Mining Companies' stock price at listed in IDX 2018. Using Discounted Cash Flow with Free Cash Flow to the Firm approach and to approve the result PER and PBV approach are used. Three big coal mining company namely ADRO, BYAN and PTBA are used as sample. The research projection years 2018-2022 refer from data historical on years 2013-2017 with three scenarios that are pessimistic, moderate and optimistic. The market price on January 2, 2018 will be used as a reference to compare result of the research. The result of this research indicate that using the fair value of DCF-FCFF from ADRO, BYAN and PTBA has undervalued value in all scenarios. The result of relative valuation method using PER and PBV approach indicate the PER and PBV of all samples of this research are within the industry range that means the result of calculation is feasible. The research conclusion is to recommend buying ADRO, BYAN and PTBA shares*

Keywords: Coal Mining Companies, IDX, Valuation

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# Stock Valuations in Cement Companies : Evidence from Indonesia Stock Exchange

Rijikan Muhidin Iman<sup>1</sup>, Riko Hendrawan<sup>2</sup>

<sup>1,2</sup>Telkom University

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## Abstract

*This research aimed to assess the fair value of stock price at Cement Companies listed in IDX 2018. Using Discounted Cash Flow with Free Cash Flow to the Firm approach and to validate the result using relative valuation methods with PER and PBV approach. Sample of this research are INTP, SMCB and SMBR which are the big three cement company. The research data were derived from historical data 2013 - 2017 which considered as the reference for the projection years 2018-2022 involving three scenarios namely pessimistic, moderate and optimistic scenario and the value of the research compared within market price on January 2, 2018. Findings from this research showed that using DCF-FCFF fair value of INTP has overvalue in all scenarios, for SMCB and SMBR have overvalue in pessimistic scenario but undervalue in moderate and optimist scenarios. Furthermore, in relative valuation method within PER and PBV approach showed PER and PBV of all sample this research is within the industry range that means the result of calculation is proper. The conclusion of this research is to recommend selling INTP shares, buying SMCB and SMBR shares.*

**Keywords:** Cement Companies, Discounted Cash Flow, Relative Valuation

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# Indonesian Listed Bank Efficiency in 2008 2017 Using Data Envelopment Analysis (DEA)

Barkah Kristianto<sup>1</sup>, Riko Hendrawan<sup>2</sup>

<sup>1,2</sup>Telkom University

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## Abstract

*These study objectives are to examine and compare the level of efficiency conventional bank listed in IDX using Data Envelopment Analysis with Intermediation approach, Input, and Output orientation method. Input Variables are Fixed Asset, Personal Cost, Deposit and output variables are Net Interest Income, Investment, Loan. Observes 34 conventional banks and uses 10 years period Bank's Financial Report from 2008 until 2017. Findings from this research shows that Bank Rakyat Indonesia is the most efficient bank and furthermore state-owned banks is the most efficient with 0.966 efficiency score, followed by local government banks, mix national and foreign private banks, and national private banks with efficiency score of 0.956, 0.903 and 0.837 respectively and the area improvement of each group consecutively are 0.025, 0.019, 0.087 and 0.148. The result also shows from correlation analysis show that there is a weak relationship between bank efficiency result and performance ratio (ROA, ROE, NIM, BOPO, LDR) in the bank's financial report.*

Keywords: Bank Efficiency, Data Envelopment Analysis (DEA), IDX

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# Oil and Gas Companies And Their Fair Value: Evidence From Indonesia Stock Exchange

Nur Hakim Fibrianto<sup>1</sup>, Riko Hendrawan<sup>2</sup>

<sup>1,2</sup>Telkom University

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## Abstract

*State revenues in the crude petroleum and natural gas production sub-sector are still high, so the public still wants to invest its shares. There needs to be a valuation analysis in estimating the fair price of shares based on fundamental data. The purpose of this study was to analyze the valuation of shares in oil and gas companies MEDC, ENRG, and ELSA, using the DCF-FCFF method and control it using the RV PER-PBV method. In this study there are three scenarios: pessimistic, moderate and optimistic using historical data from 2013-2017 as the basis for projections for 2018-2022. Comparing the results of the market share fair value on January 2, 2019, the DCF-FCFF method concluded that the condition was pessimistic: MEDC-ENRG (overvalued), ELSA (undervalued); moderate: MEDC-ENRG-ELSA (undervalued); optimistic: MEDC-ENRG-ELSA (undervalued). The RV PER-PBV method shows that the value of MEDC-ENRG-ELSA is still within the IDX market range Q1-2018. Recommendations to investors for the DCF-FCFF method should choose a moderate scenario, which means buying shares of the three companies (MEDC, ENRG, ELSA) while the RV PER-PBV method, choosing ENRG-ELSA shares is cheaper because the PER-PBV is low.*

Keywords: Fair Value, Oil and Gas companies, Valuation

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# Equity Valuation on Property and Real Estate Listed Companies in 2018 : Evidence From Indonesia

Ernest LP Siagian<sup>1</sup>, Riko Hendrawan<sup>2</sup>

<sup>1,2</sup>Telkom University

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## Abstract

*Estimation of the intrinsic value of stock price at Property and Real Estate Companies listed in IDX in 2018 is the goal of this study. Discounted Cash Flow with Free Cash Flow to the Firm methodology is used in the study and followed by verifying the outcome using relative valuation methods with PER and PBV approach. The big three Property and Real estate companies which are LPKR, BSDE, and CTRA were used as the samples. This study uses three scenarios, namely pessimistic, moderate, and optimistic scenario. The calculation using historical data from 2013 to 2017, which will be used as the base of 2018 -2022 projection and the outcome of the research will be compared with market price on January 1, 2018. Result from this research showed that using DCF-FCFF fair value of LPKR and BSDE has overvalued in all scenarios, for CTRA has undervalued in all scenarios. Moreover, in Relative Valuation method within PER and PBV approach showed PER and PBV of all sample in this research is within the industry range, that means the result of the calculation is proper. The conclusion of this research is to recommend selling LPKR and BSDE shares, buying CTRA shares.*

Keywords: Equity Valuation, Property and Real Estate Companies, Relative Valuation

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# **Do Free Cash Flow to Firm and Relative Valuation Method Work in Valuing Building and Constuction Companies ? : Test in IDX in 2018**

**Florent Ardhi Permadi<sup>1</sup>, Riko Hendrawan<sup>2</sup>**

<sup>1,2</sup>Telkom University

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## **Abstract**

*This research aimed to take an equitable valuation in estimating the stock price at the building construction companies listed in IDX 2018 using DCF method within the FCFE approach and relative valuation methods including PER and PBV. Three scenarios involved; pessimistic scenario (average industry condition), moderate scenario (the most potential condition) and optimistic scenario (the condition above industry growth). The research data were derived from historical data 2013 - 2017 which considered as the reference for the projection years; 2018-2022. Results of this research presented that using DCF method, in optimistic, moderate, and pessimistic scenario, the intrinsic value of ADHI is overvalued; WSKT is overvalued; WIKA is undervalued; and PTPP is undervalued. Furthermore, in Relative Valuation method within PER approach, the PER value of ADHI in optimistic, moderate and pessimistic scenario is 4.19, 3.73, and 3.32; WSKT 3.51, 3.13, and 2.38; WIKA 33.8, 33.4, and 26; PTPP 13.7, 13.7, and 13.6. In PBV approach, the PBV value of ADHI in optimistic, moderate and pessimistic scenario is 0.76, 0.64, and 0.54; WSKT 0.64, 0.56, and 0.42; WIKA 4.03, 3.95, and 3.04; PTPP 2.49, 2.49, and 2.47. The conclusion of this research is recommend buying ADHI, WSKT, WIKA and PTPP shares.*

**Keywords:** DCF, Relative Valuation , Building Construction Companies

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# **Assessing Free Cash Flow to Firm and Relative Valuation Method in Agriculture Plantation Companies Listed in Indonesia Stock Exchange in 2018**

**Ernis Himawan<sup>1</sup>, Riko Hendrawan<sup>2</sup>**

<sup>1,2</sup>Telkom University

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## **Abstract**

*This research intend to verify value of stock price at Agriculture plantation companies listed Indonesia Stock Exchange 2018. Method in research DCF within CFF approach for determine fair value and relative valuation methods for validate result within PER and PBV approach. Three scenarios for the research are pessimistic, moderate and optimistic. Sample of this research is companies listed in ISSI consist of AALI, SIMP and LSIP. The historical financial statement period 2013-2017 be the basic for determine projection period 2018-2022 and the result will be compared with stock price on January 2, 2018. The results of this research presented with DCF-FCFF in all scenario the intrinsic value of AALI, LSIP is overvalued, and for SIMP is undervalued. While with the relative valuation method within PER and PBV approach the result of research PER and PBV value AALI, SIMP and LSIP located in range of industry based on IDX 1st quartal 2018, this signifies the result of calculation of the research is proper. Referring to the result of the research calculation recommended selling for AALI and LSIP, buying for SIMP.*

**Keywords:** Agriculture plantation. Companies, FCFF, Relative Valuation

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# Share Valuation of Regional Development Bank Listed in Indonesia Stock Exchange in 2018

Niken Susilowati<sup>1</sup>, Riko Hendrawan<sup>2</sup>

<sup>1,2</sup>Telkom University

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## Abstract

*The purpose of this researches to determine the fair value of Listed Regional Development Banks in IDX in 2018. Using Discounted Cash Flow with FCFE approach and validate the result using relative valuation methods with PER and PBV approach. Sample of this research are BJBR, BJTM and BEKS, cover all the Regional Development Banks that were listed. This research using financial historical data from the last five years, since 2013 to 2017 as basic reference for the projection from 2018 to 2022, involving pessimistic, moderate and optimistic scenario and the value is compared with market price on January 2, 2018. Results of this research indicate that using FCFE valuation, BJBR and BJTM has overvalue in all scenarios, while for BEKS has undervalue in all scenarios. In relative valuation method within PER and PBV approach showed PER and PBV of all sample this research is within the industry rangemeans the result of calculation is proper, except PBV for BEKS in moderate and optimistic scenario but not significant. The conclusion of this research is to recommend selling shares BJBR and BJTM, and buying BEKS shares.*

Keywords: FCFE, Relative Valuation, Regional Development Bank

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# **Evaluation of Internal Control Design and Implementation of Revenue Cycle (Case Study on Hotel ABC)**

**Dafne Etty Melinda Malau<sup>1</sup>, M. Malik<sup>2</sup>**

<sup>1,2</sup> Universitas Indonesia

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## **Abstract**

*The hospitality industry in Indonesia continues to grow along with the increase popularity of tourism sector in Indonesia. This caused the hospitality industry to become competitive. Therefore the hotel must be able to manage the overall source of income to be able to create a stable profit stream. For this reason, supervision of internal control is needed. With a good internal control, the hotel can avoid threats in carrying out its operational activities. This study aims to evaluate the design and implementation of internal control system in revenue cycle. This research was conducted with a descriptive qualitative approach. The data obtained through observation, interview and analysis on the company internal documents. The results shows that there were weaknesses in Hotel ABC's internal control design, where giving discounts, room pricing, complimentary rooms are not monitored properly, and there are some sales recording procedures that are done manually that had an impact on company's profits. Therefore this study provides recommendations for improvements of internal control activities that will address that issues.*

**Keywords:** internal control, revenue cycle, hotel

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# **Decision-Making Process in Small Medium Enterprise: Application of Business Analytics Methodology and Linking Model**

**Yulia Nur Hasanah<sup>1</sup>, Pri Hermawan<sup>2</sup>**

<sup>1,2</sup> Institut Teknologi Bandung

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## **Abstract**

*The popularity of business analysis has increased rapidly in the last decade and presents a challenge for organizations to understand how to use it achieve business goals and create a competitive advantage. The object of this research is the NAH Project, which is a small-medium enterprise (SME). They overwhelmed to complete the targets and also had difficulty in making strategies for the future to maintain their revenue. They must find out what's popular or trends, optimizing prices for competitive advantage, finding what will be sold next, etc. through business analytics. In developing a business analytics capabilities, they must know what kind of the data that helpful and meaningful for them to know the customer expectation. In this research the approach of Business Analytics Methodology (BAM) combined with Linking Model. BAM has four stages: problem situation, business model mapping, analytic leverage, and analytics implementation. Linking model also has four layers' hierarchy: process map, decision, analysis, and data items. Both of approach used to explore the problem that occur and help the company to making decision using data items. The research findings are the 34 types of data needed by the NAH Project in developing business analytical skills to enhance their competitive advantage.*

**Keywords:** BAM, Linking Model, Problem Situation Structuring, SME

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# Should Telkom do IPO for Telkomsel ?

Eggi Ahmad Hidayat<sup>1</sup>, Riko Hendrawan<sup>2</sup>

<sup>1,2</sup>Telkom University

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## Abstract

*The objective of this research is to estimate the fair value of Telkomsel share price in the initial public offering plan using FCFF and DDM approach with the verification of the result by using Relative Valuation method with the PBV approach and Price to Earnings Ratio. This research used three scenarios, namely the pessimistic, the moderate, and the optimistic, with historical financial data from 2012-2017 were used as the baseline for projections for 2018 – 2022 conditions. Outcomes from this research show that by using the DCF-FCFF method in the every one of three scenarios, Telkomsel's value is in the range of 80% to 93% of Telkom's (TLKM.ID) Market Price. Comparison with DDM valuation shows the FCFF valuation range extends in an acceptable range, on the other side, relative valuation method used is the PER and PBV approach, the calculation for Telkomsel PBV is above Telco Industry market range, whilst the Telkomsel PER value is still within market range.*

Keywords: DDM, FCFF, IPO, Relative Valuation

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# Partnership Valuation of Membership of Indonesia in Asia Pasific Space Cooperation Organization (APSCO) with STAPLEE

Intan Perwitasari<sup>1</sup>

<sup>1</sup>LAPAN

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## Abstract

*Indonesian membership in Asia Pasific Space Cooperation Organization (APSCO) refers to the provisions of Presidential Decree of the Republic of Indonesia Number 64 year 1999 on Indonesian Membership and Contributions Government of The Republic of Indonesia at the international organizations, in article 3 that first need to be assessed the benefits to be gained and the contribution to be paid. Indonesia's status as a state signatory to the convention be urgency in this study. Indonesia signed the APSCO convention in 2005 and actively involved in various activities of the organization forum. The purpose of this research is identified costs and benefits of Indonesia membership in APSCO. The method used is descriptive qualitative and quantitative approach to the data sources both primary and secondary reviews from the perspective of the benefit cost from multicriteria analysis: sosial, technical, political, legal, economic and environmental (STAPLEE)*

Keywords: Indonesia, APSCO, Benefit Cost Reviews, multicriteria analysis

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# **Need a New Space Institution : Evaluation of the Role of National Council for Aeronautic and Space of Republic Indonesia (Depanri) from Institutional Economic Perspectives**

**Intan Perwitasari<sup>1</sup>**

<sup>1</sup>LAPAN

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## **Abstract**

*The purpose of this study is to see the role or contribution of the National Aviation and Aeronautics Council(DEPANRI) as long as it stands from an institutional economic perspective. Descriptive approach with unit of social capital analysis and transaction cost become analysis tool in this research. The results obtained are (i) the low participation of members and commitment in the members of DEPANRI is a description of social capital which is the role factor of DEPANRI organization is not optimal and its performance is inefficient, and (ii) low cost of political economy transactions and low organizational managerial implementation becomes one of the factors urgency of the existence of DEPANRI*

**Keywords:** DEPANRI, institutional economy, social capital, transaction costs

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# M-Commerce Service and Application to Enhance Repurchase Intention

Anis Rahmawati Amna<sup>2</sup>

<sup>1</sup>University of 17 Agustus 1945 Surabaya

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## Abstract

*Rapid development of M-Commerce application (M-Commerce apps) and highly competitive market encourage business to create innovative applications. The application is not only to attract new customers, but also to retain the existing one. In order to ensure repurchasing intention from customers, M-Commerce apps should be able to satisfy particular needs. This study aims to evaluate the M-Commerce application to enhance repurchasing intention using the apps. The data will be collected from 100 users and analysed using Structural Equation Modeling (SEM)-Partial Least Square (PLS). The result shows that perceived ease of use (PEoU) and information security are important factors to motivate users to use the mobile apps for repurchasing products.*

Keywords: Retail M-Commerce Service and Application, Consumer's Purchase Intention, Stimulus Theoretical Framework

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**Track: Community Affairs Research**

# **The Institution of Corporate Social Responsibility (CSR) Based on Coal Mining Companies Stakeholder**

**As Martadani Noor<sup>1</sup>, Ravik Karsidi<sup>2</sup>, Drajat Tri Kartono<sup>3</sup>,  
Suwarto<sup>4</sup>**

<sup>1,2,3,4</sup>Sebelas Maret University

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## **Abstract**

*In Indonesia, stakeholders have not been significantly used as the basis for CSR institutional development, especially in coal mining companies which mostly related to environmental problems and felt by the surrounding communities. This study aims to formulate the form of CSR institutions based on stakeholders of coal mining companies. Formulation refers to the results of the analysis: stakeholder views on CSR, and concerning normative, cultural-cognitive, regulations, and CSR organizations. This research was in Tapin regency with a qualitative approach. Data collection in 2016 and 2018 through interviews and observations with triangulation validation tests. Data sources from key CSR forum members and 6 stakeholder groups. The results of the analysis show that the views of stakeholders experience a disparity in CSR orientation, namely: CSR as a source of development funds and CSR as a corporate obligation for community welfare. The analysis of CSR institutions is below, within the normative pillar, there are CSR partnerships, state compliance, and CSR as community rights. Cultural cognitive pillars, as the reputation and glory of CSR. On the regulative pillar, there are Regional Regulations concerning CSR. The formulation of CSR institutions includes CSR partnerships, as normative pillars; The reputation and glory of CSR as a cultural cognitive pillar; and regulators, supervision, awards and sanctions for CSR as a regulative pillar. The pillars are the basic principles of CSR, the vision of CSR, CSR organizations in the form of CSR Research and Development Organizations.*

**Keywords:** CSR, Institutional, Companies, Mining, Stakeholders

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# **The Effect of eWOM, Brand Image, Brand Trust Against Community Intelligence**

**Kinkin Yuliaty Subarsa Putri<sup>1</sup>, Saparuddin Mukhtar<sup>2</sup>, S. Bekt  
Istiyanto<sup>3</sup>**

<sup>1,2</sup>Universitas Negeri Jakarta, <sup>3</sup>Universitas Jendral Soedirman

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## **Abstract**

*Construction projects funded by the government are usually audited by an independent auditor. Audit functions to increase transparency, accountability and to know the actual conditions of an entity as a basis for making decisions and reducing the risk of errors in policy making for the entity being audited. One type of audit is compliance audit. The purpose of the compliance audit is to assess whether the principal matters audited are compliant with the regulations. Compliance audit in construction industry is to assess the implementation of contract agreement between users and the providers, but the auditor is faced with the risk of the possibility that the Auditor's findings, conclusions or recommendations are incorrect or incomplete, as a result of factors such as insufficient or inappropriate evidence, or misleading information which will cause a lawsuit. Therefore the aim of this study is to develop quality management system of compliance audit procedures in order to achieve the expected quality objectives. The method used is the Delphi method.*

**Keywords:** Audit, construction, compliance audit, quality management system

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# **Social Interaction and Peer Pressure on Desired Healthy Lifestyle and Sport Motivation among the Generation Y in Surabaya**

**Widjojo Suprpto<sup>1</sup>, Dhyah Harjanti<sup>2</sup>, Bayu Dharma Setiawan<sup>3</sup>**

<sup>1,2,3</sup> Petra Christian University

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## **Abstract**

*The Generation Y is considered as the most “health conscious generation” due to their extraordinary exposures to health information now readily available online via the internet. This health conscious mindset creates plenty business opportunities, from sport apparels to sport equipment and healthy food. Meanwhile, the Generation Y is seeking to balance lifestyle and work, with more emphasis on lifestyle. This generation is also craving for relationship with families and friends. Yet, this generation has the lifestyle habits that are damaging their health as they become more addicted to social media platforms and less physically active. Therefore, this research aims to investigate the influence of sport community social interaction and peer pressure on healthy lifestyle and sport motivation among the Generation Y. This research is using a quantitative method. The data are collected from 120 respondents who are selected using the purposive sampling. The data are analyzed with a smartPLS software. The results show that sport community social interaction and peer pressure have a positive significant influence on healthy lifestyle, and healthy lifestyle has a positive significant influence on sport motivation among the Generation Y.*

**Keywords:** Sport motivation, healthy lifestyle, sport community social interaction, peer pressure, generation Y.

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# **The Effect of Spiritual Leadership on the Spiritual Growth of Youth**

**Benny Hutahayan<sup>1</sup>**

<sup>1</sup>Brawijaya University

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## **Abstract**

*The development of the increasingly rapid digital era today has affected the spiritual life of humans, especially youth. The life of Christian youth should be a life characterized by growth or development. When young people go into the process of maturity, especially their spiritual growth, they need a leader with a spiritual soul that will become a role model and a guide to his life. So that over time and the times, the existence of leaders is always needed in human life, and has always been an interesting topic to discuss. This spiritual leadership is highly expected in a church leader. This is because church leaders have a big role as a driver and driver of the spiritual growth of Christian youth in the church. This study aims to determine the effect of spiritual leadership on the spiritual growth of youth. The sample in this study was GBKP Cililitan youth, East Jakarta, which numbered 130 people. The analytical method used is regression analysis. Spiritual leadership has a positive influence on the spiritual growth of young GBKP Cililitan. The spiritual growth of youth will increase if accompanied by good spiritual leadership.*

**Keywords:** Leadership, Spiritual, Growth, Youth

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Track: sustainable energy and  
environment in business perspective  
Research



# The Impact of ESG Disclosure on Firm Value in ASEAN-5: The Role of CEO Narcissism

Laila Jahidatul Falah<sup>1</sup>, Aria Farah Mita<sup>2</sup>

<sup>1,2</sup>Universitas Indonesia

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## Abstract

*The background of this research is the increasing market interest in information transparency and the increasing level of ESG disclosure, raises question about whether there's any potential value for ESG information disclosure conducted by the company? Some previous studies have tried to provide answers to these questions, however, showing mixed results. Mixed results can also be caused by differences in country contexts as research objects (Malik, 2015). So, this study re-examines the effect of ESG disclosure on firm value in ASEAN Five countries as a home to many of the countries business decision-makers find financially attractive. Furthermore, narcissism is a psychological attribute that is significantly related to the character of CEO decision and company outcomes (Kim et al. 2018). Emmons (1984) states that narcissism is indeed observed in almost all CEOs of large companies. Thus, narcissism has attracted the attention of the public and researchers, so it's often used as a key characteristic in explaining CEO nature (Campbell et al. 2011). This study aims to empirically examine the effect of Environmental, Social, and Governance (ESG) disclosure and the nature of CEO narcissism on firm value. In addition, this study also aims to empirically examine the role of CEO narcissism in influencing the relationship between ESG disclosure and firm value. ESG disclosure was measured by the ESG score of the Thomson Reuters database, CEO narcissism was measured using unobtrusive indicators by Chatterjee and Hambrick (2007), and firm value was measured by Tobin's Q ratio. The study covers a sample selection of companies listed on ASEAN-5 countries (Indonesia, Malaysia, Singapore, Thailand, and Philippines) for the business years 2014-2017 (308 firm-year observations). Based on the results of the Hausman test, This study uses a fixed effect model for panel data regression analysis. The results of the study show that ESG disclosure conducted by the company and the nature of CEO narcissism can increase the firm value. In addition, this study found that the nature of CEO narcissism can strengthen the positive influence of ESG disclosure on firm value. The number of samples in this study is a little because companies that have an ESG score are still few, plus not all companies publish press releases consistently during the study period. In addition, proxy for CEO narcissism using unobtrusive indicators by Chatterjee and Hambrick (2007) has been used extensively by several literatures that examine the same topic. Chatterjee and Hambrick (2007) through the Upper Echelon Theory have justified this proxy as a valid proxy because it has been*

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*preceded by a survey method and interviews with several company executives. However, for ASEAN countries, there have been no studies that prove this indicator as a reliable proxy for narcissism. To the best of the authors' knowledge and throughout the literature study, there is no literature that explores and examines the direct effects of CEO narcissism on firm value and its moderating effect in the relationship between ESG disclosure and firm value.*

Keywords: ESG disclosure, firm value, tobin's q, CEO narcissism.

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# **To What Extend Is Inclusive Business Model Adopted by Tourism-related Industries in Toba Samosir Regency?**

**Samuel Tampubolon<sup>1</sup>, Yosef Manik<sup>2</sup>**

<sup>1,2</sup>Engineering Management Study Program, Faculty Of Industrial Technology, Institut Teknologi Del, Laguboti 22381

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## **Abstract**

*This study identifies to what extend do tourism-supporting industries in Toba Samosir Regency adopt the principles of inclusive business model (IBM) as a foundation to analyze the opportunities and challenges for full implementation of IBM in such sector in the light of Indonesian government's policy to establish Lake Toba area as one of national strategic tourism area. Eight business entities representing three tourism-supporting industrial sectors were surveyed. The sectors are Batak traditional textile, food, and traditional crafting. The practices of business activities in each of these industries are compared with the criteria of the IBM obtained from the broad body of literature. The conformity is rated in the range of 0 to 1, where 0 indicates no conformity and 1 indicates perfect conformity. The results shows that the adoption rating of IBM by tourism-supporting industries in Toba Samosir Regency among the three sectors vary between 0.43 and 0.71. This fact implies that even though IBM's principles have been applied in the business processes of tourism-supporting industries in Toba Samosir Regency, there are still huge opportunities to improve the implementation of IBM. One of the typical challenges found in this study is that most of the companies surveyed adopt the family-business system, and thus limiting the inclusion of low income people into their business process.*

**Keywords:** Inclusive Business Model, Toba Samosir, Lake Toba Area, tourism, industry

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# **Evaluating Relationships of Associative CSR Actions, Brand Attitudes, Consumer Satisfaction , and Local Welfare: Mixed Method Approach for the Case Study of Sinar Mas Indonesia**

**Yulita F Susanti<sup>1</sup>, Albert Hasudungan<sup>2</sup>**

<sup>1,2</sup>IPMI International Business School

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## **Abstract**

*Because massive land conversion of some forests to monoculture palm oil, consumers put more pressure to palm oil corporation to endorse more environmental and social sustainable responsibilities in their operation. Corporate Social Responsibility (CSR) is one of the sustainability activities that are tailored to meet their consumer expectation. The purpose of this study is to evaluate the impacts of CSR implementations on consumer satisfaction and local welfare (local employment opportunities, cash-income diversification, adequate access to health and education services). The research questions are: (a) what are the relationships between CSR associative actions, brand attitudes and, customer satisfaction? (b) to what extent will CSR program be effective to increase local welfare? With such quantitative and qualitative questions, this study utilizes mixed methods. Firstly, 90 responds of the Jakarta's Millennial respondents, consuming Sinarmas product, and ranging from 15 to 29 years (between 2018 and 2019) were statistically examined. Furthermore, due to complex dimensions to quantify local economic welfare, local expertise interviews are held as a complementary data collection (academic ) of palm oil related to local welfare. This paper finds the weak quantitative relationship of CSR associative program to consumer satisfaction, mostly brand attitude that driving more customer satisfaction. Through the expertise interview, their concerns of CSR program is about more balancing aspects of corporate reporting and CSR actions that focus more on benefiting the surrounding community.*

**Keywords:** Corporate social responsibility, brand attitudes, customer satisfaction

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# **Customer Participation in Implementation of Development CSR Hotel for Environmental Conservation**

**Johny Subarkah<sup>1</sup>, Ravik Karsidi<sup>2</sup>, Kuncoro Diharjo<sup>3</sup>, Drajat Tri Kartono<sup>4</sup>**

<sup>1,2,3,4</sup>Sebelas Maret University Surakarta

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## **Abstract**

*The hospitality industry sector has now implemented many CSR activities. But the development of CSR in the tourism sector, especially hotels, does not run as fast as other business sectors. Corporate social responsibility is an important thing that needs to be considered for the progress of a country. This study aims to determine the effect of hotel customer participation in developing CSR. The data used is sourced from the distribution of questionnaires and interviews to customers of the Lorin Solo Hotel and Sahid Jaya Solo Hotels. The results of the study indicate that hotel customer participation has a positive influence on hotel CSR development. This means that through the activities of Hotel CSR Development carried out it will have a good effect and make the image of the hotel become increasingly increasing and Micro Farmers as environmental conservation-based businesses become more empowered as partners of Hotels.*

**Keywords:** Customer Participation, CSR Hotel Development, Environmental Conservation.

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# Fostering the Shopping Malls Accessibility to Encourage the Sustainable Tourism

Nurul Sukma Lestari<sup>1</sup>, Rachel Dyah Wiastuti<sup>2</sup>

<sup>1,2</sup>Bina Nusantara University

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## Abstract

*Shopping has emerged as one of the biggest expenditures in tourism industry. Shopping malls represents as the main shopping site for urban destination such as Jakarta. Moreover, destination should continuously provide not only a diverse place to shop, but also a convenience and accessible place for all to sustain the tourism value. The aim of this study is to determine the shopping malls accessibility based on UNWTO Accessible Tourism concept as a part of sustainable tourism. Data were gathered from direct field observation and interview on January to June 2018. Jakarta Tourism Board official website was employed as references to aside eight Jakarta shopping malls as research objects. The findings refine the shopping malls accessibility based on six categories; parking area, signage, elevators, public telephones, public toilets and pricing. The results reveal good compliance for pricing in term of no rising fee for visitor with special requirements. However, public telephone is hardly found and limited number of public toilets for children and disable are available. Therefore, this study contributes to provide added value information for tourism destination to advance the shopping experience for tourist and visitor by constructing the shopping malls for everyone.*

**Keywords:** Accessibility, Accessible, Accessible Tourism, Sustainable Tourism, Shopping Mall

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# **Disruption of Financial Performance and Sustainability in Property and Real Estate Companies in Indonesia for the 2009-2018 Period**

**Reinandus Aditya Gunawan<sup>1</sup>, Adler Haymans Manurung<sup>2</sup>**

<sup>1</sup>Fakultas Ekonomi Dan Bisnis Universitas Katolik Indonesia Atma Jaya, <sup>2</sup>Doctor Of Research In Management, Bina Nusantara University

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## **Abstract**

*Sustainability means that companies must minimize environmental damage and ponder their long-term sustainability. Sustainability generally includes the environment, social aspects and governance. These three variables are measurement variables used to measure the sustainability of a given company. At present the Property and Real Estate industry sector is disrupted because there has been a shift in the pattern of home purchases by the millennial generation that threatens the sustainability of these property and real estate companies. This research attempts to find out about the way financial performance has influenced the sustainability of these companies, especially property companies for the 2009-2018 period. The measurement of the latter's financial performance employs the financial ratio consisting of the profitability ratio, efficiency ratio, liquidity ratio, leverage ratio and market ratio derived from the financial performance and annual reports from 34 companies. Company sustainability is measured using a scorecard by looking at the website and annual report from each company. The approach used is the quantitative approach, so this study is predominantly using financial data, specifically the financial statements of publicly traded companies in the property and real estate industry sector as secondary data. The statistical method for this study makes use of panel data regression. This study can be classified as a conceptual paper. This research attempts to find out about the way financial performance has influenced the sustainability of these companies, especially property companies for the 2009-2018 period. The approach used is the quantitative approach, so this study is predominantly using financial data, specifically the financial statements of publicly traded companies in the property and real estate industry sector as secondary data. The way financial performance has influenced the sustainability of these companies, especially property companies for the 2009-2018 period. Conceptual Paper How financial performance has influenced the sustainability of these companies, especially property companies for the 2009-2018 period.*

**Keywords:** Sustainability, Financial Performance, Environment, Social, Governance

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# **The Importance of Circular Economy for Indonesia from Business Perspective**

**Priskila<sup>1</sup>**

<sup>1</sup>Atma Jaya University

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## **Abstract**

*Indonesia's economic and population growth has been accompanied by depletion of natural resources and major environmental pollution. This study is conducted to highlight the importance of circular economy in Indonesia due to the high number of waste produced annually without a proper management. Indonesia is the second waste producer (TheJakartaPost, 2015) and four of Indonesia's rivers are within the 20 most polluted rivers in the world (The Conversation, 2016). Projected by the Indonesian Misnistry of Environment and Forestry waste projection will increase by 5 million tons by 2025 and without action taken, global waste is projected to grow 70% by 2050 (World Bank, 2018). By implementing circular economy, waste can be transform into resources which aside from reducing human ecological footprint it would be beneficial for business who knows how to utilize this concept. In the other hand, Indonesian government should do the targets in implementing of good waste management as written in act No. 18/2008. The program that will be put into action the Circular Economy are 10 yearly extended producer responsibility (EPR) roadmap, single use plastic bag reduction, and Presidential regulation number 97/2017 on national policy and strategy on management of household waste and household like waste.*

**Keywords:** Circular Economy (,) Waste Reduction (,) Plastic Waste in Indonesia (,) Business Role in making Indonesia more Circular (,) Sustainable

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# The Integration of the National Ecolabel in Southeast Asia to Support ASEAN Tuna Ecolabelling (ATEL)

Andre Notohamijoyo<sup>1</sup>, Martani Huseini<sup>2</sup>, Raldi Hendro Koestoer<sup>3</sup>, Syafril Fauzi<sup>4</sup>

<sup>1,4</sup> Ministry of Marine Affairs and Fisheries, <sup>2</sup> University of Indonesia, <sup>3</sup> Coordinating Ministry Of Economic Affairs

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## Abstract

*The development of information technology has led to the growth of people's consumption patterns towards fish not only in terms of health but also sustainability. The lifestyle create business opportunities in fisheries ecolabel schemes. The trend was well utilized by various multinational companies which collaborated with international NGO to form the scheme. Its face immense challenges in developing countries because of some issues such as high costs and high requirement. Notohamijoyo (2016) shows that the scheme could not be implemented in Indonesia from the stakeholder's perspective. The ecolabel scheme need special approach for tuna species (*Thunnus* sp), the highest economic value of fish in the world and highly migratory species across the sea region. The effective management requires cross-country cooperation. The Association of South East Asian Nations (ASEAN) has begun consolidation to start the regional system of ecolabel which named ASEAN Tuna Ecolabelling (ATEL). This is the first regional seafood ecolabel scheme in the world. The main difficulty to implement the scheme is the integration of national ecolabel schemes of ASEAN countries. The integration must be resolved by all ASEAN countries. If success, ATEL not only develop as an effective scheme but also as new regional brand of tuna.*

Keywords: asean tuna ecolabelling (ATEL), sustainable tuna, national ecolabel, integration, brand

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Track: administrative and justice  
Research

# **The Existence of Alternative Dispute Outside of Court Through Indigenous Leaders**

**Abdul Rahman Maulana Siregar<sup>1</sup>, Runtung Sitepu<sup>2</sup>, Edy Ikhsan<sup>3</sup>**

<sup>1,2,3</sup>Universitas Sumatera Utara

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## **Abstract**

*This research is to determine a relationship between 4G device penetration and network development in Telkomsel. The framework is a combination of IDT (Innovation Diffusion Theory) and TAM (Technology Acceptance Model). As a qualitative research, data is collected based on interviews with some experts inside Telkomsel and also with the customers. While secondary data were using data sampling in the Jakarta and surrounding areas. This research found that some of the reason behind the low penetration of 4G networks are: no subsidy in 4G devices and partnerships, not evenly device distribution, customer's perception that 4G devices are wasteful both the quota and the battery, also customers already felt enough with 3G network speed. This research suggested to the development of 4G networks is more selective in accordance with market needs for regions that really need 4G network, because it will result in reducing voice and SMS revenue.*

**Keywords:** 4G Network, IDT, TAM, Telkomsel, Indonesia

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# Inclusive Education for Persons With Disabilities in Indonesia

Arni Surwanti<sup>1</sup>, Edy Supriyono<sup>2</sup>

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## Abstract

*This fact shows that the number of persons with disabilities who did not receive formal education showed a very large number. There are various reasons that make persons with disabilities unable to get formal education. Some of these reasons are the difficulty of parents to pay for school, because most families of people with disabilities on average show in poor economic conditions, attitudes of families and communities think that people with disabilities do not have the ability to pursue education, difficulties in mobility that makes people with disabilities have difficulty to reach schools, architecture of school buildings is not accessible, teacher do not have capability to educate persons with disabilities, unavailability of learning support facilities, incompatibility of systems and learning methods with characteristics of persons with disabilities. This research is needed to see how the current condition of the education system for persons with disabilities. What are the opportunities and challenges of the educational models that have been implemented for persons with disabilities in Indonesia. This study also wants to identify how the implementation of the inclusive education. The study will also look at the extent to which obstacles and challenges in the implementation of inclusive education in Indonesia, identify the supporting factors for the successful implementation of inclusive education and identify the format expected of inclusive education in Indonesia. Therefore, based on the research can be used as a basis for determining recommendations to ensure that the inclusive education model can run according to what is needed by persons with disabilities in Indonesia.*

**Keywords:** Disabled persons, inclusive education, integration education, right,

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**Track: administrative Science**

# Digitalization of Local Government in the Decentralized Era: An Insight of the Stage of E-government Across Provinces in Indonesia

Rosdiana Sijabat<sup>1</sup>

<sup>1</sup>Atma Jaya Catholic University Of Indonesia

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## Abstract

*In recent digital era, the development of Information, Communication and Technology (ICT) have been influencing and transforming the corporate governance of organizations in both private sector and public sector. In public sector or government organizations, the use of ICT is seen to improve performance and efficiency, particularly in the public service delivery. Indonesia introduced two decentralization laws in 1999. The first was Law No. 25/1999 on fiscal balance between the central government and the local governments. The second was Law No. 22/1999 regarding local governments, which devolves central government authority and responsibilities to local governments in all fields except foreign policy, defence and security, justice, monetary, debt, fiscal matters, and religious affairs. Following the decentralization policy, local governments have authority to determine public policy and public service provision which match with their needs and jurisdictional conditions. Hence, the implementation of decentralization is seen to encourage local governments to be more innovative in running the government, among other innovations in the form of innovation using ICT, in the narrow definition is defined as e-Government. An exploratory approach is undertaken to examine the implementation of e-government by the provincial governments across Indonesia. As this study is an exploratory in nature, a literature review using a desktop and library research approach is conducted to analyse a set of a secondary literature on e-government. A four stages of e-government maturity models have also been used to examine the e-government portals of 34 provincial governments in Indonesia. This study found that most of the provincial government have offered some form of e-government services. The vast majority of these government websites are categorized are in initial transactional stage with only a few provinces have reached a fully transactional stage.*

**Keywords:** E-Government; Stage Model; Information Technology and Communication; Local Government.

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Track: knowledge management  
Research

# **Assessment of Green Supply Chain Management Implementation Using Green SCOR Approach Study on Batik SMEs in Tourism Village Jarum, Klaten**

**Retno Setyorini<sup>1</sup>, Erlin Sabastian<sup>2</sup>**

<sup>1,2</sup> Telkom University

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## **Abstract**

*Background - Batik SMEs in Tourism Village Jarum is the well-known tourism village in Klaten with their specialty of Batik Natural product who have run environmentally friendly business activities. Therefore, the Green Supply Chain Management assessment is carried out using the Green SCOR approach to determine the extent of the existing GSCM implementation Purpose – The aim of this research is to assist the implementation of Green Supply Chain Management on Batik Desa Wisata Jarum, Klaten SMEs. Design/methodology/approach – Type of this research is applied research and quantitative and using saturated sampling method. The data analysis technique using the IPA (Important Performance Analysis). Findings – The aim for this research is to assist the implementation of Green Supply Chain Management on Batik Desa Wisata Jarum, Klaten SMEs gets a percentage of 69% which means it falls into the good category. As for analysis result with Important Performance Analysis method shows that there are 5 statements that became company's top priorities in making improvement such as (P4) SMEs apply an environmental management system; (P7) SMEs are planning waste color treatment; (P9) SMEs choose suppliers that produce environmentally friendly waste; (P10) SMEs choose suppliers who implement environmental management systems in their production processes; and (P25) SMEs do scheduling indirect delivery to consumers to reduce overall transportation. Research limitations – This study only assesses the implementation of Green Supply Chain Management without evaluating Green Supply Chain Management performance.*

**Keywords:** Green Supply Chain Management, Green SCOR, Importance-Performance Analysis, SMEs

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# **Does Knowledge Management And Organizational Culture Still Out Of Consideration In Achieving Crm Success? A Survey On Some Indonesian Academicians And Practitioners**

**Edhi Juwono<sup>1</sup>, Yohanes Temaluru, Dr.<sup>2</sup>**

<sup>1</sup>IKPIA Perbanas (Perbanas Institute),<sup>2</sup>Atma Jaya Catholic University

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## **Abstract**

*Nowadays, we are entering the era of knowledge-based economy. The era is characterized by factors such as technological innovation, increased competitiveness, and the global nature of markets. The second and third characteristics relate to customer: competition is a situation where companies in an industry scramble customer; market is an entity consist of customers. One of the concerns regarding customers is establishing a relationship with the customer it is known as customer relationship management (CRM). Therefore, this study is intending to investigate the impact of knowledge management on CRM success with the moderation of corporate culture. The data were obtained through an electronic questionnaire, by random sampling, fulfilled by some academician, consultant, and practitioners in information systems, and it involved 31 respondents. The result shows that for some Indonesian academicians and practitioners, CRM success does not deal with knowledge management and organizational culture.*

**Keywords:** CRM success, knowledge management, and corporate culture

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# **Generations Perspective to Individual Motivation Factors in Creating Knowledge Content for Knowledge Sharing Digital Platform Development (Case Study: West Java Province, Indonesia)**

**Samuel Zefanya<sup>1</sup>, Achmad Fajar Hendarman<sup>2</sup>**

<sup>1,2</sup>Institut Teknologi Bandung

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## **Abstract**

*In the current era of knowledge, Indonesia's condition is still lagging behind in terms of human resources. Human quality is largely determined by the learning method. The traditional method that relies on face-to-face meetings through class media and discussion very limited to support the rapid changes in information and knowledge. Besides, modern learning method such as E-learning and/or online lectures are very rigid in the curriculum. A new concept was conceived as the development of modern learning methods, namely knowledge-sharing based learning method. This learning method uses a digital platform for knowledge sharing activity. This research hopefully provides an overview of people behavior in West Java Province seen from the different generations perspective in sharing knowledge through a digital platform. The study was conducted by reviewing individual factors that influence a person's motivation as a content provider on a digital platform. This model was tested by statistical methods on 300 respondents in West Java Province. Qualitative data is taken to explain the results of quantitative data. This study found that content providers are influenced by the ability of content providers, the pleasure of helping others, fears, the rewards gained, and interpersonal trust.*

**Keywords:** Knowledge Sharing, New Product Development

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# **Relationship Between Total Quality Management, Knowledge Management, and Innovation in the Construction Sector in Indonesia**

**Maureen Theodora<sup>1</sup>, Yusuf Latief<sup>2</sup>**

<sup>1,2</sup>Universitas Indonesia

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## **Abstract**

*The construction sector in Indonesia plays a very important role in global competitiveness. One of the main factors that promotes national economic growth is innovation. Unfortunately, innovation performance in Indonesia, including construction sector, is regarded as low. It is believed that the two main causes of low innovation are lack of knowledge and poor quality management. In light of that issue, this study will examine the relationship of Total Quality Management (TQM), Knowledge Management (KM), and innovation in the construction sector in Indonesia. PLS-SEM approach was used to analyze the data obtained from 75 respondents, ranging from staff to managerial positions from 6 property developers in Indonesia. Property developers, who are the clients, are believed to be the most influential actors in increasing innovation in the construction sector. The result show that TQM practices give significant influence on KM processes through customer focus, people management, and process management. KM processes then give significant influence on innovation through knowledge sharing and knowledge application.*

**Keywords:** Construction, Innovation, Knowledge Management, Partial Least Square, Total Quality Management.

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# Evaluating Knowledge Management for Performance: Case Study in Jurnal.id

Aditya Pramudita<sup>1</sup>, Achmad Ghazali ST, MBA, Ph.D<sup>2</sup>

<sup>1,2</sup>Institut Teknologi Bandung

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## Abstract

*PT. Jurnal Consulting Indonesia, also known as Jurnal.id is a cloud-based accounting software provider. The company is known for growing alongside with the boom of tech startup in Indonesia. Unlike similar software and service provider, Jurnal revenue is driven by monthly subscription of its users. To ensure continuous subscription, Jurnal has made customer success division which is responsible to deliver product knowledge, and user training. However the problem arise as the division does not have proper knowledge management strategy and implementation in the division. This causes unequal knowledge distribution among its member and inefficiency of business process in customer success division itself which strongly related on how product knowledge delivered to the customer. This final project objective is to study how the current knowledge maturity level in Jurnal customer success division, what are knowledge gaps need to be filled to support the business objective of Jurnal customer success division, and to develop knowledge management implementation plan based on knowledge management scorecard. The approach of this research is to analyze secondary data, which is the objective key result which set by the company for the division, and to compare with the achievement of latest quarter. Researcher also do observation based on daily activity in Jurnal customer success on daily basis. To gather primary data and to assess knowledge maturity, both qualitative (interview) and quantitative (survey) are being used. Then, root cause analysis is used to analyzed the primary data. The analysis is made based on KM framework with several aspect to consider such as; people, process, technology, and governance. Those aspects will determine the knowledge management strategy being developed based on KM strategy maps. The study shows that members of the business unit already acknowledge the importance of KM, and KM activities are already running in the business unit. However, the continuity of KM and knowledge sharing process is clogged by accesibility to accountable knowledge. To tackle the issue, the research recommend to improve KM governance andamp; management support, define role andamp; responsibility for KM, engage employee in KM and KPI development, and create systematic knowledge documentation for better accessibility.*

**Keywords:** Knowledge, Knowledge Management, Performance, Sales, Startup

# **Effect of Job Satisfaction and Work Motivation on Affective Commitments of School Principal in State High School in DKI of Jakarta**

**Iceu Rufiana<sup>1</sup>, Prof Sutjipto<sup>2</sup>, Prof. Dr. Suparno Eko Widodo, M.Pd<sup>3</sup>**

<sup>1,2,3</sup>Universitas Negeri Jakarta

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## **Abstract**

*The purpose of this study is to determine Effect of Job Satisfaction and Work Motivation on Affective Commitments of School Principal in State High School in DKI of Jakarta. This study uses a survey method with the path analysis approach. Data collection is by distributing questionnaires as much as 90 respondents with simple random sampling technique with Slovin formula. Based on the results of testing the hypothesis in this study it was concluded that: (1) job satisfaction has a positive direct effect on affective commitment, it means that good job satisfaction will increase the normative commitment of the principal, and vice versa the worse the job satisfaction will be followed by low affective commitment; (2) work motivation has a positive direct effect on affective commitment, which means a high level of work motivation will increase the principal's affective commitment, and vice versa the lower the level of work motivation will be followed by the low affective commitment of the principal; and (3) job satisfaction has a positive direct effect on work motivation, which means that the better job satisfaction, the work motivation of the principal will increase, and vice versa.*

**Keywords:** Job Satisfaction, Motivation, Affective Commitment

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# **The Effect of Compensations and Work Life Balance On Employee Engagement With Employee Motivation As Intervening Variable For Y Millenials Generations In Jave, Indonesia**

**Aris Setiyani<sup>1</sup>, Lenny Ch Nawangsari<sup>2</sup>, Djumarno<sup>3</sup>, Setyo  
Riyanto<sup>4</sup>**

<sup>1</sup>Universitas Mercu Buana Jakarta,<sup>2,3,4</sup>Universitas Mercu Buana

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## **Abstract**

*This study aims to analyze the influence of compensations and work life balance on Employee Engagement with Employee Motivation as an intervening variable. The respondents of this study is Y millenials generation in Indonesia. The type of research used is quantitative with survey method. Research respondents were 285 people of millenials generation from Java, Indonesia. The data were analyzed using Structural Equation Model - Analisis of Moment Structures (SEM AMOS). The results show that there is an influence of compensations on Employee Engagement, but Work life balance have not influence on employee engagement. Employee Motivation has the effect of mediating of compensations but not for work life balance. The new things of this study is the respondents of this study from millenial generations in Java Island, Indonesia*

**Keywords:**      Compensations, Work      Life      Balance, Employee  
Engagement, Millenials Generations, SEM,

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# **The Impact of CGPI Award towards Financial Performance of LQ45 Firms**

**Mochammad Fahlevi, Nendi Juhandi<sup>2</sup>**

<sup>1,2</sup> School of Business Kusuma Negara

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## **Abstract**

*The research analyzes the impact of the corporate governance based on corporate governance award towards the corporate performance of LQ45 firms. The samples were collected from companies that are listed in LQ45 of Indonesian Stock Exchange in 2017 with observation period of 2015-2017. The researcher was conducting 3 test statistics such as descriptive, correlation and multiple regression analysis. The analysis was also conducted by adding a control variable which is the company size. From prior studies, it can be indicated that corporate governance implementation has a positive and significant influence on the corporate performance. However, from this analysis, the result shows that Corporate Governance Perception Index (CGPI) Award has no effect on ROA, this is in contrast with other variables such as percentage of independent commissioner and size of board of directors that have a positive effect on ROA of companies listed on LQ45 firms.*

**Keywords:** CGPI, GCG, ROA, LQ45

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## **FUTURE EVENTS**

March 11 – 12, 2019

International Conference on Psychology and Education Research (ICPER)

<http://www.icperconference.com/>

March 21 – 22, 2019

3<sup>rd</sup> Hong Kong International Conference on Business, Social Science and Management Studies for Sustainable Innovation (HIBSSI)

<http://www.hibssi.com/>

March 25 – 26, 2019

3<sup>rd</sup> Japan International Business and Management Research Conference (JIBM)

<http://www.jibmconference.com/>

April 18 – 19, 2019

International Conference on Business and Economic Research (ICBER)

<http://icberconference.com>

April 22 – 23, 2019

International conference on Law and Social Science Research (ILAS)

<http://ilasconference.com>

April 29 – 30, 2019

International conference on Language, Education and Teaching Research (ICLET)

<http://icletconference.com>

May 6 – 7, 2019

3<sup>rd</sup> International Conference on Interdisciplinary in Business, Economy, Management, and Social Studies (IBEMS)

<http://ibemsconference.com>





# 2<sup>nd</sup> ICIB

**Jakarta**, March 6 - 7, 2019