
Advances in
**Social Science,
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Proceedings of the First International Conference on Administration Science (ICAS 2019)

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Welcome to the 1st International Conference on Administration Science (ICAS 2019), held on April 30, 2019 in Bandung, Indonesia. The Sustainable Development Goals (SDGs) consist of three main dimensions of development, namely: 1) Environmental Dimension; 2) Social Dimension; and 3) Economical Dimension. Therefore, the implementation of a holistic policy and synergistic program is important because the three aspects above are closely interrelated. However, in achieving the above targets, innovative efforts and partnership building between the government and civil society are needed, including for academics from various disciplinary backgrounds. This is due to the complexity of the problems faced in achieving the above targets.

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An innovation and partnership with various stakeholders is needed to make science and technology as one of the main solutions to overcome the problem of sustainable development in the government. First International Conference held on 30th April 2019 in STIA LAN Bandung, with the title: International Conference on Administration Science (ICAS 2019), and theme: Opportunities and Challenges of Government for Innovation and Partnership Based on Sustainable Development Goals, has become a forum to discuss issues related to sustainable development. The International Conference is expected to contribute to developing opportunities and challenges related to innovation and partnerships in government both the central and local governments.

With in-depth speeches from five main speakers, consisting of Professor. Julia Connell (Universitas Newcastle Australia), Assoc. Prof. Marina J Kaneti (Universitas Nasional Singapura), Assoc. Prof. Avinash Pawar (India), Dr. Abdelrahman Ali (Communication and Media expert from Sudan), Dr. Alharis (Head of Merangin Regency, Jambi Province), Dr. Hendro Wicaksono, M.Sc., Eng (Sub-directorate Head of Human Resources Competency, Carrier and Human Resources Competency Directorate, Directorate General of Human Resources, Science and Technology of Higher Education), This International conference discusses various problems regarding sustainable development and brings together researchers, students, entrepreneurs, professionals, educators, practitioners, and other groups interested in the topic: Business Administration, Business Model Innovation, Communication, Creative Industries, Creative Economics, Decentralization, Development Technology, Development Economics, E- Business, Education, E-Governance, Entrepreneurship, Globalization, Government Policy, Human Resources Management, Innovation (in administration, government, public services, education, and policy), Law and Regulation, Local Government, Public Policy, Public Sector, Political dynamics, Social Cultural, Social Welfare, Sustainable Development Goals (SDGs).

On behalf of the conference executive committee, we would like to thank you for the participation. We also want to express our apologies for any inconveniences that you may experience during the conference.

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[Analysis of Administration Process of Academic Degree Equivalence \(PGA\) for Employees at Research Center for Biotechnology, Indonesian Institute of Sciences \(LIPI\) during the period of 2017-2018](#)

Ayurisya Dominata, Firman Adityo, Novi Savarianti

This research aim to analyze the administration process of Academic Degree Equivalence (PGA) for Employees at the Research Center (RC) for Biotechnology, LIPI, 2017&2018. This research was carried out because there were complaints on the process of Civil Servant PGA Degrees at RC for Biotechnology-LIPI....

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[The Effort of KPID West Java in Supporting Environment Sustainability through Tote Bag](#)

Lucy Pujasari Supratman, Nofha Rina, Freddy Yusanto, Rah Utami Nugarahani

Plastic has become worldwide issues due to the discarded debris and several environmental problems. Anti-plastic campaigns have been carried out in various countries. Such campaign has also been promoted in several cities in Indonesia. Among Indonesia cities, Bandung has been implementing the Regional...

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[eKTP Services Policy in Bandung](#)

Ika Widiastuti

EKTP is an important element in the population administration, whose creation is the government of basic services to the people. In accordance with Presidential Decree No. 52 of 1997 that every resident aged 17 years or never marry must have identity cards. The purpose of this study are: (1) to assess...

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[Implementation of a Special Criminal Guidance Program for Corruption Crimes at the Sukamiskin Bandung Class I Correctional Institution](#)

Ashariana Ashariana, Mansyur Achmad KM, M. Afdhal Abdianysah M.A

This research is entitled "Implementation of a Special Criminal Guidance Program for Corruption Crimes at the Sukamiskin Bandung Class I Correctional Institution". The low level of governance ethics in public officials can be proven through the tabulation data of the Komisi Pemberantasan Korupsi (KPK)...

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[Land Conflict in Tourism Destination Development at West Halmahera Regency: A study at Tuada and Bobanehena Villages, Jailolo District](#)

Saiful Deni, Thamrin Husain, Muhlis Madani

Hindrances are also tackled by the villages in the implementation of their development program, mainly the communities located in West Halmahera Regency, namely: first, there are conflicts or land disputes related to the development in tourism objects and destinations between the Village Government and...

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[Education for Sustainable Development in Internationalization Era: Improving qualities of lecturers through exchange programme](#)

Nurgita Hapsari Dwi Jayaningtyas, Ismi Dwi Astuti Nurhaeni, Rina Herlina Haryanti

The concept of ESD was born from the need for education to address the growing environmental challenges facing the world. In order to do this, education must change to provide the knowledge, skills, values and attitudes that empower learners to contribute to sustainable development. At the same time,...

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[Sustainable City Landscape Asset Management: Case Study in Magelang City](#)

Yetty Setiyaningsih, Retno Widodo Dwi Pramono

The city is a composition between natural landscape elements of origin and manmade landscape elements as a consequence of the way humans adapt the environment to meet their life needs. The town of Magelang is an attractive landscaping city with Mount Tidar as the landmark and slogan of the Million Flower...

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[Impact Evaluation of Program Keluarga Harapan \(PKH\): Indonesia conditional cash transfer program on iron supplements consumption on pregnant women in Indonesia](#)

Nur Afyah Maizunati, Eny Sulistyaningrum

Evaluation of the implementation of Millennium Development Goals (MDGs) in Indonesia still leaves some problems particularly related to the stagnation of maternal mortality rate. The Ministry of Health noted that the main cause of maternal mortality in Indonesia is anemia. In some populations, 80% of...

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[The Action of Public Law by Agency or Officer State Administration that Violates the Law: State administrative law perspective](#)

Enny Agustina

Agency or Officer in the state administration has broad authority in conducting the affairs of government (executive). With this broad authority tend to abuse that caused harm and injustice in the society, therefore there must be other institutions that control it. Based on the theory of triad politics...

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[Solvability, Liquidity on Financial Distress \(Case study on cable sub sector on IDX 2016-2017\)](#)

Darwin Simanjuntak, Francis M. Hutabarat

The purpose of this study is to study the effect of solvency and liquidity on financial distress in the Cable Sub Sector in the Indonesia Stock Exchange. The population of this study is the pharmaceutical sub-sector company that is listed on the Indonesia Stock Exchange which is supported by 6 companies...

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[Implementation of Public Service Performance Appraisal Model](#)

Hayat Hayat, Rike Anggun Artisa

Civil servants as policy implementers and public servants are required to be able to carry out their roles. Therefore, innovations related to performance appraisal of civil servants need to be continuously developed. This study wants to know the model of public service performance appraisal as part of...

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[Trend of Islamic Dwelling in Indonesia and Its Differences with Conventional Dwelling](#)

Muhammad Rifqi Hidayat, Parman Komarudin

Dewan Syariah Nasional - Majelis Ulama Indonesia (The National Sharia Council of the Indonesian Ulema Council) has set regulations regarding the provisions that must be fulfilled by Islamic hotels in Fatwa Number 108 of 2016 about Islamic Tourism, but the fatwa has not regulated the phenomenon of Islamic...

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[The Use of Metacognitive Strategies in EFL Reading Comprehension](#)

Muhammad Nafi Annury, Januarius Mujiyanto, Mursid Saleh, Djoko Sutopo

The following study aims to find out which is the highest use of metacognitive reading strategies among the academic learners majoring ELT students, Faculty Education, and Teacher Training UIN Walisongo Semarang. There is only one class which administered to this study. It consists of forty-three students;...

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[The Use and Functions of English Discourse Markers \(EDMs\) in EFL Students Writing at University in Indonesia](#)

Dias Andris Susanto, Januarius Mujiyanto, Dwi Anggani Linggar Bharati, Djoko Sutopo

This study investigated the use of English discourse markers in students writing at Universitas PGRI Semarang, Indonesia. Fraser identifies three functional classes of EDMs; contrastive, elaborative and inferential. The problems of this study are; what are the English discourse markers used in students...

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[Framing Analysis: Release of Siti Aisyah by Malaysian courts in online media](#)

Rina Sovianti

The researcher used Robert Entman's framing analysis to analyze media texts. Framing analysis to put more emphasis on the text displayed. In addition, there is also a text section that is considered more important by news text makers. Siti Aisyah was released from detention constructed by three online...

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[The Shifting of Lecturers Beliefs in Written Corrective Feedback](#)

Iis Sujarwati, Mursid Saleh, Dwi Rukmini, Sri Wuli Fitriati

Writing is often claimed as the most difficult and complex skill to be mastered by students. Moreover, compared to the other skills, writing is more thoughtful. In order to produce a good writing, the students-writer needs a sufficient guidance from the teacher (lecturer). Providing feedback to students'...

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[The Impact of Public Service Quality on Holidays towards Visitors's Satisfaction](#)

Erna Ruatiana, Ikeu Kania, Abdullah Ramdhani, Hedi Cupiadi

Public service is a responsibility and the existence of bureaucratic transformation by the government must be public satisfaction oriented. The public perception shows that the public services quality by the government has not yet been optimized. This research aims to identify the effect of public holiday...

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[Innovation in the Education of Orphanage Children: Case Study at the Family Love Orphanage and Entrepreneurship Based School Prima Unggul Foundation](#)

Esmi Tsalsa Sofiawati, Fransiskus Sawan, Muhamad Thoif, Nurhattati Fuad, Suryadi Suryadi

Innovation is the way organizations respond to each change appropriately so that the organization still exists and continues to develop to realize its vision. This study aims to describe educational innovations carried out at the Prima Unggul Foundation. The method used is a qualitative method with a...

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[Sustainability of Internationalization of Higher Education in Industrial Revolution 4.0 Era: A systematic literature review](#)

Desti Permitasari, Ismi Dwi Astuti Nurhaeni, Rina Herlina Haryati

Throughout the last decade, Internationalization becomes highlight of Higher Education implementation all over the world. Internationalization is strategy of Higher Education to increasing its quality, using international factors as implementation institution standard. Internationalization of Higher...

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[Quality Accounting Information Systems with 3 Important Factors in BUMN Bandung Indonesia](#)

Nur Zeina Maya Sari, Nunuy Nur Afifah, Azhar Susanto, Memed Sueb

Accounting Information Quality is characteristic with quality that is accurate, relevant, timeline and complete which need by user for valuable decision making in organization. Business Strategy competitive, Role of Map Business process and Departemenlisasi Organizational Structure company vital importance...

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[The Agenda Formation of the Fantasy of Identity Politics in the Digital Media and its Effect towards Cohesiveness of 212 Alumni Brotherhood](#)

Ari Sulistyanto, Rina Sovianti, Syaifuddin Syaifuddin

The research aims to reveal the agenda formation of the fantasy of identity politics compounded in the narration of radical Islamic media digital agenda and its effect toward cohesiveness of 212 Alumni brotherhood (PA 212). The research uses mixed methods. The first step is conducting content analysis,...

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[The Effectiveness Analysis of State Expenditure Policy Implementation in Indonesia](#)

Gugun Geusan Akbar, Aceng Ulumudin, Ikeu Kania, Mulyanto Mulyanto

The deficient absorption of government budget has become a problem that continuously occurred every year. It impacted on the delayed implementation and realization of activity programs that have been planned by the government in institution of ministry. The government has made several rules in state...

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[Drama of Social Media Political Actors in Democracy Facebook Public Space and Democratic Practices in the 2019 Presidential Debate in Indonesia](#)

Dwinarko Dwinarko

This study uses qualitative methods, paradigms of critical and postmodern approaches. The purpose of this research was to dismantle the text interpersonal on Facebook in the April 17, 2019. The text is a public space in the footsteps of creative in innovative as a form campaign the political actors in...

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[The Survival of Media Economy at Local Broadcasting Industry in West Java](#)

Aep Wahyudin

Decentralization of broadcasting is the basis for the establishment and development of local television, as stipulated in Broadcasting Law No. 32 of 2002, in quantity local TV in the regions continues to grow. The growth of local television in Bandung, West Java is very high, thus inviting capital owners...

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[Technology Integration in Economic Learning: Is it effective?](#)

Agie Hanggara, Iskandar Iskandar

The fast development of technology and information has a significant impact on all activities of human life. The industrial era 4.0 that is now happening, has fundamentally changed the way of thinking and activities and has a great influence on the world of education. The development of this era is characterized...

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[The Influence of Financial Performance, Corporate Governance, and Stock Prices to the Sustainability Reporting \(Study of companies that listed on Indonesia Stock Exchange in 2014 – 2017\)](#)

Muhammad Zaki Hasanuddin, Elly Suryani

A sustainability reporting is a report that is announced to the public that contains the economic, social, and environmental performance, of a financial service institutions and public companies in running a sustainable business. This study aims to determine the effect of financial performance, audit...

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[“SI BAPAK ON” Innovation \(Increasing local tax revenue in Surakarta\)](#)

Putri Wulandari Atur Rejeki, Yuyu Yuningsih

Local tax as one of the Own-Source Revenue (PAD) is an indicator that shows the fiscal potential. However, not all regions have it sufficiently. In order to increase local tax revenues, the city of Surakarta created the Online Tax pay Information System named “Si Bapak On”. This paper aims to discover...

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[Lifelong Learning in Realizing the Learning Society \(The analysis of non-formal educational services of sant'egidio community toward the scavengers' children in Pemulung Village, Jogjakarta\)](#)

Rufina Nenitryana Bere

Nowadays, the number of scavengers is increasing. The lack of awareness of lifelong learning becomes one of the reasons why many people decide to be scavengers. They think that education can be only got in formal institutions. Whereas referring to the concept of lifelong learning, everyone can get an...

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[The Effect of the Dimensions of Corporate Communication on Customer Satisfaction of Sharia Mandiri Bank in Medan](#)

Adelina Lubis, Ritha Dalimunthe, Yeni Absah, Beby Karina Fawzee

The aim of this research is to determine the effect of the dimensions of corporate communication on customer satisfaction of Sharia Mandiri Bank in Medan. This research is an associative whether the sample of this research is 92 customers which take using simple random sampling technique. The methods...

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[Between Political Identity and Violence at the 2017's Jakarta Governor Election](#)

Shindyawati Shindyawati, Riaty Raffiudin

DKI Jakarta gubernatorial election 2017 was characterized by the dimensions of direct violence which included clashes and beatings as well as dimensions of indirect violence which included hate speech, intolerance, manipulative and discrimination. This is different from the conditions in the 2007 and...

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[Applying Literature Circle to teaching Critical Reading in the EFL University Student](#)

Djoko Sutrisno, Dwi Anggani Linggar Bharati, Dwi Rukmini, Sri Wuli Fitriati

This study explores and designed in accordance the effect of Literature Circle on EFL students critical reading skill. Thirty students out of a private university in Semarang, Indonesia, were involved in the study and it having been decided on based on their English talents of at least advanced level....

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[Village Funds and Disaster Risk Reduction: Challenges to deal with the poverty cause by cultural belief systems](#)

Yelladys Nuring Alifagusta, Didik Gunawan Suharto, Rutiana Dwi Wahyuningsih

Disasters affect the increasing vulnerability of the community and positively correlated with the risk of poverty. The risk of poverty will increase if traditional societies perpetuate a cultural belief system in which people depend on the help of others. To break the dependency culture, the government...

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[Public Health Communication Campaign 'Germas' by Ministry of Health in Maluku 2018: An overview](#)

Ananda Dwitha Yuniar, Alan Sigit Fibrianto

Public communication campaign held by the Indonesian Government generally aims to achieve the main of integrating functions of several Government programs. The implementation of public communication is intended to send public information and to accommodate public opinion. This necessary for decentralization...

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[The Influence of Exchange Rate, Interest Rate and Inflation on Stock Price of LQ45 Index in Indonesia](#)

Mochammad Fahlevi

There are many factors that affect Indonesian public listed companies stock prices. Macroeconomic factors are crucial for any change in national capital markets. The aim of this research study is to focus on examining the impact of foreign exchange rates, inflation rates, and interest rates on stock...

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[The Role of Public Private Partnerships in Sustainable Infrastructure Development in Bandung City](#)

Lia Muliawaty

Most major cities in Indonesia face relatively similar problems, namely the existence of limited infrastructure and limited government budget. Whereas the existence of infrastructure is absolutely essential for various activities such as business, administrative, social, tourism and others. The same...

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[Practice of Convergence in the Makarena Segment on Radio Delta FM Jakarta](#)

Laksmi Rachmaria

This study aims to see how the convergence practices that occur in the Makarena segment on Delta 99.1 FM Jakarta radio. Media convergence is one of the developments in mass media that involves many technological factors in it. The Makarena segment is the only cooking program on Radio in Indonesia. The...

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[Implementation "Peace Is Possible" Campaign by Junior Chamber International as a Supporting Part of Sustainable Development Goals](#)

Magdalena Lestari Ginting, Reigitha Lawrence Anzela

Sustainable Development Goals (SDGs) carry five fundamental principles that balance economic, social and environmental dimensions. The five principles include people, planet, prosperity, peace, and partnership. In Indonesia the application of the SDG is regulated in Presidential Regulation no. 59 of...

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[The Effect of Return on Equity and Investment Opportunity Set to Price Earnings Ratio with Current Ratio as a Moderating Variable in Metal Companies Listed in Indonesia Stock Exchange \(Bursa Efek Indonesia\)](#)

Sri Fitri Wahyuni, Muhammad Shareza Hafiz

This study aims to empirically examine the effect of return on equity and investment opportunity set on price earnings ratio with the current ratio as a moderating variable. The dependent variable in this study is the price earnings ratio. While the independent variable is return on equity and investment...

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[The Effect of Cash Position, Firm Size, Growth Opportunity, Ownership, and Return On Assets on Dividend Payout Ratio \(DPR\) in Automotive Companies Listed on the Indonesia Stock Exchange](#)

Radiman Radiman, Sri Fitri Wahyuni

This study aims to determine and analyze the effect of Cash Position on Dividend Payout Ratio, the effect of Firm Size on Dividend Payout Ratio, the effect of Growth Opportunity on Dividend Payout Ratio, the effect of Ownership on Dividend Payout Ratio, the effect of Return On Asset on Dividend Payout...

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[Communication Strategy in Food Security Sector in Indonesia](#)

Indah Suryawati, Geri Suratno

The success of development in the agricultural sector of a country is reflected in the countries' ability on self-sufficiency in food or at least food security. In Indonesia, food security is an important topic, not only seen from economic and social values, but it is also consisting an enormous political...

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[Module Achievement of 1st Piano Minor Learning Standard Competence Based on Multimedia at the Jakarta Institute of Art](#)

Endang Kusumaningsih, Nadiroh Nadiroh, Nurdin Ibrahim

The aim of this study was to produce a learning module with video for equality the student competence. A module is an effective tool for individual learning. Completing the module with video is the multimedia way that performs the text, picture, sound, and animation that make the learning more interesting,...

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[Independent Animation: Meaning and identity construction](#)

Arief Ruslan

Independent animation has an influence on local identity that present on social networks sites (SNS). Through visual, communication is formed, compiled and negotiated in reflecting Animator creativity. Recognizing that cultural identity in animation has the potential to develop values for national ideology...

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[How Self-Directed Learning \(SDL\) Are the Millennial Generation of Indonesian Public Service?](#)

Enni Iriani

In the roadmap of Indonesian Bureaucratic Reformation Agendas, one of the goals to be realized in 2025 is the professionalism of the Public Service Apparatus (PSA). The millennium generation of PSA (Gen Y) is expected to play bigger and better role in the realization of the goal than its parents, the...

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[A Study of the Influence of Transformational Leadership, Organizational Learning on Employees Innovative Behavior and Work Engagement at Sekolah Bahasa Polri](#)

Gagan Setia Margana, Suparno Eko Widodo, Mukhneri Mukhtar

The main aims of this study were to determine the effect of transformational leadership, organizational learning, and work attachment to the innovative behavior of educators in Sekolah Bahasa (Sebasa) Polri. The approach used in this study was a quantitative approach with the path analysis method to...

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[Modernization Era Challenge: Community Cohesiveness Fishermen Group \(KKN\) in the village Nadran Ritual Activities Bungko – Cirebon](#)

Pipit Fitriyah, Lenie Okviana, Wahyuni Choiriyati

Process ritual held once a year Nadran culture refers to the belief that inherent ancestors and hereditary. Performing rituals aimed Nadran symbolize an influence in civic life and to address concerns related to the number of catches Fishermen, sea water conditions, weather and storms by implementing...

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[The Role of Private Vocational School of Kalimantan Province Tourism in Camping the Visit South Kalimantan Program](#)

Rahajeng Puspitosari, Muhammad Ariandi

This study aims to know The Role of Public Relations Department Tourism the Province of South Kalimantan in Campaigning the Program visit South Borneo. The question of researchers proposed is how The Role of Public Relation Department Tourism the Province of South Kalimantan in Campaigning the Program...

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[The Influence of Character and Creativity Initiative \(CCI\) Learning Approach and Lecturers Qualification towards the Learning Results of Program Design Method after Controlling the Mathematics Logic Ability](#)

Hardjito S. Darmojo, Gaguk Margono, Yuliatr Sastrawijaya

The research was aimed at implementing the Character and Creativity Initiative (CCI) in education and finding out the description about the professionalism of lecturers' performances in order to increase the students' learning achievements, as well as finding out the students' learning results on program...

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[Millennial and Social Entrepreneurship](#)

Siti Widharetno Mursalim

In recent years, the concept of social entrepreneurship has begun to develop in Indonesia. Many social organizations have emerged and were initiated by young people born in the 1990s to 1997s or what are called millennial generations currently reaches 34.45%. The millennials behavior is considered as...

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[The Impact of New Regulations in the Implementation of Regional Medium-term Development Plan \(RPJMD\) in West Java Province](#)

Muhamad Nur Afandi, Bambang Heru Purwanto

This study is to outline and analyse the impact of the release of new laws and regulations in the implementation of Regional Medium-term Development Plan in West Java Province. The study is also to overcome the impact of implementation of The Regional Medium-term Development Plan in certain model area....

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[Policy Strategy Development Tourism South Cianjur in Cianjur Regency, West Java](#)

Yaya Mulyana, Abu Huraerah, Rudi Martiawan

Tourism has grown spectacularly as a mainstay sector of various countries in gaining foreign exchange and economic growth, including Indonesia. Likewise for one of the regions in Indonesia, namely Cianjur Regency which has many attractive tourist destinations and become tourist attractions such as Cipanas....

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[Political Semiotics Analysis of Joko Widodo through Social Media in Forming Image Building](#)

Jeanie Annissa, Ricky Widyananda Putra, Benny Muhdaliha

The use of social media today is a necessity for millennial actors. Social media is used as a communication medium that provides transmission of value and extensive information flows. This is a necessity in the era of globalization which emphasizes the implementation of information, communication, and...

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[Rhetoric Narrative in Prabowo National Speech 2019](#)

Cholid Cholid, Wahyuni Choiriyati, Iqbal Al Khazim

The researcher determined the theme of Prabowo Subianto's speech research as we are currently entering the political year of 2019. Political figures often shout out powerful words in their rhetoric's. Prabowo's rhetoric became trending topic in social media and conventional media such as The Body Politic...

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[Analysis of Utilization of Ubiklan Technology as Hybrid Advertising Innovation with Sharing Economy Concept](#)

Oktavia Nur'afifah, Dinda Rakhma Fitriani

A touch of new innovations in the world of advertising is hybrid advertising implemented by Ubiklan. This research aims to know how hybrid advertising innovation with the concept of sharing economy is accepted by companies and partners analyzed using Technology Acceptance Model (TAM) and Innovation Diffusion...

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[Family Planning Program in the National Population and Family Planning Board](#)

Muh. Kadarisman

Family Planning Program in the National Population and Family Planning Board has been in decline and the Government has failed to control population growth. The problem statement is how the family planning program In the National Population and Family Planning Board? The objective of this research is...

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[Digital Innovation Based on E-Learning in Broadcasting Learning in AKMRTV Jakarta](#)

Edy Prihantoro

This study aims to develop digital innovation by using an e-learning model at AKMRTV Jakarta, a broadcasting-based academy. This research uses descriptive qualitative approach. Data is taken from several lecturers who teach broadcasting / broadcasting subjects. The results of this study indicate that...

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[Public Perception of Zoning School Policy in Surakarta Public Senior High Schools](#)

Esti Rokhima Mahyani, Rutiana Dwi Wahyunengseh, Rina Herlina Haryanti

By the year in 2017 the implementation of new learner's acceptance policy (PPDB) in Surakarta Public senior high schools had been changed. In 2017 the policy emphasized with its social accessible one by receiving quota till 20%. however, in 2018 when the policy still being implemented there were changes...

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[The Vague of Public Policy Advantages for Regional Border Conflict Settlement in Magelang Case](#)

Harsi Nastiti, Sudarmo Sudarmo, Rina Herlina Haryanti

It is been years that Magelang City and Magelang Regency have been in border conflict since 1987. Through continuum mediations by the help of Provincial Government and Central Government (Ministry of Home Affairs) finally it resulted policy called Permendagri Number 64 Year 2017 as law to settle the...

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[Achieving Sustainable Public Transportation in the Era of Online Transportation](#)

Fadhilla Artiwi Putri, Kristina Setyowati, Rino A. Nugroho

The emergence of online transportation provides new choices for the community. However, its existence is a threat to public vehicles as public transportation. People prefer online transportation because it is considered to be easily accessible, more reachable, cheap and free of traffic jams. Therefore,...

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[Public Service Innovation Based on Local Wisdom in Belu Regency](#)

Harditya Bayu Kusuma

Belu Regency is a district that is on the edge of the border with the State of Timor Leste, which has a myriad of local wisdoms that are different from other regions. Geographical conditions, panorama, customs and local cultures are the beauty of Belu Regency. These local wisdoms drive the Government...

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[Synergy of the Urban Infrastructure Development Policy at Jakabaring Area](#)

Syaifudin Zakir, Irfan Ridwan Maksum, Teguh Kurniawan

Space is a resource that is fully limited and has characteristics that are not uniform so that it does not have all kinds of functions that can be developed in the available space. Space limitation is needed for spatial planning activities that those designed according to the designation are adjusted,...

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[Exploring and Measuring City Brand Personality in Small Cities](#)

Andriani Kusumawati

City branding strategy has received considerable interest since it play an important part in promoting city competitiveness and uniqueness. The purpose of this research is to analyse in more depth the dimensions of the City Brand Personality of three small cities in East Java Indonesia, as identified...

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[Determinants of Students Financial Literacy: Student survey of faculty of economics Sangga Buana University, Bandung](#)

Iskandar Ahmaddien, Muhammad Nur Abdi, Eva Trisnawati, R. Aryanti Ratnawati

Students must have good knowledge, attitudes, and behaviour in managing personal finance so that there is no failure in managing finances. The purpose of this study was to look at the determinants of the financial behaviour of bachelor students in the Faculty of Economics. The research sample was 100...

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[Efforts in Improving the Degree of Maternal and Child Health in Indonesia-Timor Leste Border Area](#)

Aplonia Pala

The rate of maternal and child mortality is an indicator to measure the degree of maternal and child health in North Central Timor, East Nusa Tenggara which is directly adjacent to the Timor Leste. The fluctuation in maternal and infant mortality shows that the health level of border communities does...

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[Value Chain Model of Human Capital Development in Pesantren](#)

Muhardi Muhardi, Nurdin Nurdin, Aminuddin Irfani

Pesantren is one of the educational institutions that have contributed to the development of human capital in Indonesia. This can be understood considering that most of Indonesian people are Muslims. To comprehend the role of pesantren in human capital development, it is necessary to identify and then...

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[Transparency in The Implementation of Construction Services Based on The Perception of The Public Information Disclosure Act in Indonesia](#)

Dewi Yustiarini, Biemo W. Soermardi, Krishna S. Pribadi, Iris Mahani, Muhammad Farhan Setyawan

Indonesia has adopted an open government system since 2011. This system was implemented as a continuation of the promulgation of the KIP Law in 2008. Open government is related to the

administration of a transparent, open and participatory government. According to the Public Information Disclosure Act,...

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[The Relation Between Sexuality Knowledge and Sexual Behavior of Adolescents](#)

Marliana Rahma

Poor sexual behaviour among adolescent is closely related to the lack of knowledge regarding sexuality. The purpose of this present study was to determine the relationship between knowledge about sexuality and adolescent sexual behaviour. The method used in this study is analytic survey with cross sectional...

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[The Effect of Work Ethic on The Professional Competences of University Lecturers at Jakarta of Indonesia](#)

Saepudin Saepudin, Burhanuddin Tola, Madhakomala Madhakomala, Ika Kartika, Yanti Hasbian Setiawati, Gunawan Wibisono

The study aims to determine and analyse the effect of work ethic on of the professional competence of University Lecturers in Indonesia in the facing of Digital 4.0. This study uses quantitative research method with survey technique to respond the test hypotheses that have been formulated. The respondents...

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[The Effect of Transformational Leaders, Academic Culture On The Work Stress of University Lecturer in Indonesia](#)

Ahmad Hidayat, Burhanuddin Tola, Slamet Sutanto

The study aims to determine and analyse the effect of transformational leaders, academic culture on of the work stress of University Lecturers in Indonesia. This study uses quantitative research method with survey technique to respond the test hypotheses that have been formulated. The respondents are...

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[Influence of Leadership Style and Organizational Commitment on Employees' Performance in Kupang Wirasakti Hospital](#)

Sedarmayanti Sedarmayanti, Sabar Gunawan, Eldy Rudolfo Nepa

Strict competition in health services (hospitals) makes health services always keep abreast of developments. One of the efforts to improve this development is to obtain superior human resources, one of which is through improved performance. Especially hospitals that have an important role in improving...

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[The Representation of Diffable Community's Creative Service Industry in Yogyakarta Indonesia](#)

Alan Sigit Fibrianto, Ananda Dwitha Yuniar

Negative stigma and discriminative treatment are inherent to diffable or people with different ability's life including industrial aspect. This research aimed to find out the representation of diffable community's creative service industry through "Difa City Tour and Transport" or DCTT in Yogyakarta...

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[Comparative Study on Development Policies of Startup Business in Indonesia and Singapore](#)

Anang Setiyawan, Ilham Aji Pangestu

Industrial Age 4.0 has driven the growth of start-up companies rapidly and the existence of start-up companies in the world has become a new economic basis for countries. The start-up industry is able to encourage new innovations, research, create new jobs and absorb more labour and increase national...

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[Collaborative Governance in Development and Empowerment of Street Vendors in Cirebon City](#)

Ipik Permana, Moh.Taufik Hidayat

This research is based on the existence of a problem, namely the mushrooming of street vendors (PKL) in the city of Cirebon which causes traffic jams and disturbs the order and beauty of the city. The proliferation of street vendors is a complex issue, so that guidance and empowerment need to be done...

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[Modality in President Joko Widodo's Speeches on Independence Day 2018: Syntactic and semantic studies](#)

Nugraha Deden Novan Setiawan, Reyta Fitriani

Modality as a phenomenon of language shows that each language has a lexical element that can be used to describe the attitude of the speaker to what is expressed in his/ her speech. The analysis of this research basically concerns with the Modality in President Joko Widodo's Speeches on Independence...

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[Comparative Study on Hoax Handling Policies in Indonesia and Singapore](#)

Agung Nugroho

The Indonesian government is examining to ensnare the spread of hoax using the anti-terrorism law. This study aims to examining the relevance of the anti-terrorism law to ensnare hoax perpetrators and compare how Indonesia & Singapore policies in handling hoaxes. This research uses doctrinal methods...

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[Student Culture in Favorite Schools](#)

Sahat T Simorangkir, Neti Karnati, Thamrin Abdullah, Muhamad Suhardi

The phenomenon of favorite schools begins with the advancement of people's minds about the importance of education which causes the community to be more selective in choosing the best schools for their sons and daughters. The purpose of this study was to find out the learning activities and patterns...

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[Customer-based Business Model for Digital Start-up Sustainability](#)

Pri Agung Danarahmanto, Ina Primiana, Yudi Azis, Umi Kaltum

Digital startup enterprises have a high rate of failure. One of the reasons for failure is a not working business model due to the lack of customer involvement in the company. Then aim of this study is to identify the effect of customer participation, business model, and sustainable performance on startup...

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[Education Answers the Millennial Challenge](#)

Sodikin Jarkasih

Aware or not aware, we live in the millennial era that is a continuation era of the global era. Of course, as the era progresses, there are many social problems and new challenges that we must deal wisely. So that, it can turn into a golden opportunity in today's live. Challenges that arise should be...

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[The Influence of Cybercrime Against Teenage Angst in Online Media](#)

Mira Herlina, Rocky Prasetyo Jati

Indonesia is a country of evil cyberspace because of the development of the internet and its use is currently very rapidly in Indonesia. In addition to cybercrime, the growing online media information is also part of the impact of the development of communication technology. Cybercrime and information...

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[Effect of Usage of Social Media on Motivation of Teens \(Survey on high school students and students Budi Luhur Karang Tengah\)](#)

Linda Islami, Mira Herlina, Safaruddin Husada

This research is motivated by the use of social media is rampant in Indonesia so that the impact of social media itself so significantly affect aspects of community life Indonesia, especially adolescents, so that this study considers it necessary that the use of social media, motivation teenagers and...

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[Causative Factors of Indonesia's Rural Areas' Low Funding](#)

Ikeu Kania, Gugun Geusan Akbar, Mutiana Budiman

Village funds management that is mandated in Law No. 6 of 2014 of Villages aimed to the development and empowerment of village people is still not optimal. This research purpose is to identify and analyze several factors that cause not optimal management of village funds. The method used is Bartlett...

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[The Effect of Technical Education and Training on Competency of Education and Culture of the City of Makassar Province of South Sulawesi](#)

Ashariana Ashariana, KM Achmad, MA Afdhal Abdiansyah

The research problems discussed are that Education and technical training followed by employees have not been effective, thus influencing the competency of the staff of the Makassar City Education and Culture Office of South Sulawesi Province. The research method used is a quantitative method with a...

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[Conflict Mapping on Tanjung Lesung Special Economic Zone \(SEZ\) in Pandeglang Regency Banten Province Indonesia](#)

Dede Sri Kartini

The impact of a policy can lead to conflict between society, private sector and government, as happened in Tanjung Lesung Special Economic Zone. In this research context, the conflict occurs between Kampung Bodur residence with PT. Banten West Java (PT. BWJ) and Local Government. By using qualitative...

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[Evolution of Leadership in Esprit De Corps: Evidence from military organization](#)

Lutfi Adin Affandi, Ma'ruf Akbar, Dedi Purwana, Muhammad Fadli Hanafi

Military problems throughout the world are the presence of members in their units. The presence of personnel in units, especially in carrying out basic tasks, is in the military. Absence without permission, or called desertion, is considered illegal, which is one of the crimes regulated by law. Esprit...

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[The Effect of Leadership, Compensation, Organizational Culture, on Organizational Commitments in Civil Servants in Cilegon City Government](#)

Tubagus Hkualizaman, Hamidah Hamidah, Agung Wahyu Handaru

This study examines the influence of leadership, organizational culture, compensation and motivation in the organizational commitment with Civil State Employees in the Cilegon City Government. The study was conducted through a questionnaire with a sample size of 71 PNS in the government of the city of...

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[Village Independence Based on Local Potential Innovations in Environmental Communication \(Study in Gelebak Dalam Village, Banyuasin Regency, South Sumatra\)](#)

Yenrizal Yenrizal, Atwar Bajari

This research is based on the reality that the focus of sustainable development has not been too large involving village community participation. Programs carried out in villages are generally determined from above. Independence is not formed and the village is increasingly dependent on the program from...

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[Defense Factors of Islamic Political Parties in Election \(Comparative study of Malaysian Islamic Parties \(PAS\) in Malaysia 2013 and the Prosperous Justice Party \(PKS\) di Indonesia 2014\)](#)

Reztya Ridwan, Kamarudin Kamarudin

The dominance of Muslims in a country does not guarantee that they can also dominate in political power. It indicates that political participation of Muslims has decreased, or secularism has become increasingly strong in the political arena in the country. In this problem there are factors that influence...

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[Low Voter Turnout in Kepulauan Riau Province Gubernatorial Election](#)

Nony Natadia Ernel, Meidi Kosandi

The purpose of this study is to examine the factors behind the large number of absentees among voters in regional elections (Pilkada) in Riau Islands province, Indonesia. Since 2005, people have their right to vote for their own local leader that was previously selected by the parliament to become a...

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[The Influence of Communication and Work Discipline to Employee Performance](#)

Muhammad Andi Prayogi, Muhammad Taufik Lesmana, Lukman Hakim Siregar

This study aims to look at the influence of communication and discipline on employee performance PDAM Tirtanadi in North Sumatra Province. The approach in this study is associative by looking at their

relationship or influence between independent variables and the dependent variable. The number of samples...

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[The Applications of Multiplier Analyses in Analyzing the Roles of Industrial Sectors: The case of Indonesia](#)

Ubaidillah Zuhdi, Teguh Herlambang

The purpose of this study is to analyze the roles of industrial sectors in the Indonesian national economy by using simple output multiplier, and simple household income multiplier, the analysis tools in Input-Output (IO) analysis. The analysis period of the study is 2010. The results show that, on the...

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[Licensing Service Transformation in DKI Jakarta Province](#)

Ratih Nur Aini, Haula Rosdiana

The transformation of licensing services is part of the transformation of public services, licensing holds important things in development from planning, implementation, supervision to evaluation so that sustainable development can occur in various sectors. On the other hand licensing can also be a source...

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[Analysis of the Impact of the Application of Good Corporate Governance on the Performance of Employees at the Health Office in Banda Aceh City](#)

Irham Fahmi, Jalaluddin Jalaluddin, Amri Amri

This study aims to analyze the impact of the application of Good Corporate Governance as stated in the principles of transparency, accountability, responsibility, independence and justice on the performance of employees of the Banda Aceh City Health Office. This research will be conducted at the Banda...

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[Implementation of Labor Inspection Policy in West Java Province at Indonesia in Facing the Digital Era 4.0](#)

Khairul Ismed, Wibowo Wibowo, Hamidah Hamidah

This research aims to analyze labor inspection in Indonesia in the digital era 4.0. This research method used an evaluative descriptive method. The object of the research was focused on the four labor and transmigration offices of West Java Province. Data is collected through observatied, documentation...

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[New Political Party and Political Branding: Perindo for Prosperous Indonesia](#)

Achmad Jamil, Sri Hesti

In political contestation, branding for new political party has a central position in political marketing. This study discusses the formation of a new political party brand that make an effort to sell political products to the target voters. The research is qualitative using a case study method, with...

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[Collaborative Governance Model in Social Responsibility Program](#)

R. Taqwaty Firdausijah

One of the problems faced in implementing local government programs is the limited budget in the Local Government Budget to finance these programs. The budget limitation is indicated by the low proportion of local revenue to total local income compared to the number of subsidies issued by the central...

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[Strategy of Video Editor on Content Media Production at PT Radio Suara Tunggal Angkasa Raya \(Star Radio\)](#)

Arbi Cristional Lokananta

The media is divided into two categories, namely print and electronic media. Print media that can meet the criteria as mass media are newspapers and magazines. While electronic media that meets the criteria of mass media are television, film, radio broadcasts, and online media (internet). Media radio...

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[Analysis of Organizational Dimensional Settings General Election Commissions in the 2017 Indonesian Law Number 7 on the Election](#)

Tatang Sudrajat, Hersusetyati Hersusetyati, Vip Paramarta

The existence of organizations is very important in the administration of elections. Setting various organizational dimensions adequately, is an important part of efforts to achieve organizational goals. Indonesian Law No.7 of 2017 concerning Elections, which replaces the three laws related to the election...

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[Characteristic and Type of Innovation of Licensing Pick Up Service in Jakarta](#)

Dani Setiarini, Achmad Lutfi

The development of technology as well as the increasingly complex society, has created a demand for better public services. Solving the problem of public services can no longer use the usual and old method. The government required to use creative solutions by maximizing its resources and this is done...

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[The Regulation \(ITE Law\) Socialization and Implementation Model by Kominfo to Mitigate Negative Content on Social Media](#)

Erwin Mulyadi, Henni Gusfa

The aims of this research are to understand the forms and model of socialization held by Ministry of Communications and Informatics (Kominfo) and to understand the implementation of regulation (Electronic Information and Transaction Law – ITE Law). In general, ITE Law is divided into two major parts,...

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[Indonesian Women Politicians Based on a Newspaper's Perception](#)

Suswinda Ningsih, Agustina Zubair, Henni Gusfa

Political news in the media in fact, in favor of the proclamation of male politicians, rather than female politicians. This study aims to determine the media frame the action ahead of Election 2019 Women Politicians in Indonesia on kompas.com. The theory used is, Female Political Culture, Political Communication...

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[Increasing the Productivity of Mendong Handycraft as a Part of the Creative Economy in the Globalization Era](#)

Rini Wijayaningsih, Raden Achmad Harianto

In the workplace it contributes to the regional economy and enhances community empowerment through handicrafts in Sleman Yogyakarta. Creation which is part of the process of increasing the productivity of Mendong crafts through IKK can improve the local economy. This craft has special characteristics...

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[Mother Green Therapeutic Communication Patterns in the Case of Gawai Overcoming Addiction](#)

Ayoedia Gita Citrayomie, Agustina Zubair, Henni Gusfa

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Marhaeni Diah S

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Budi Setiawan, Muhamad Nur Afandi, Iwan Kurniawan

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Darwin Sagala, Sylviana Murni, Suparno Eko

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Muhamad Nur Afandi, Joni Dawud

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Idi Jahidi, Ayuning Budiati

E-administration in Indonesia has an important role in public service deliveries. It is more efficient, effective, transparent and accountable by using e-administration. However, lack of infrastructure, leaders commitment in an integrated way in all areas in Indonesia, human resource e-literacy and bureaucratic...

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Moris Pricahyadi

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The Impact of Public Service Quality on Holidays towards Visitor's Satisfaction

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Abstract—Public service is a responsibility and the existence of bureaucratic transformation by the government must be public satisfaction oriented. The public perception shows that the public services quality by the government has not yet been optimized. This research aims to identify the effect of public holiday services quality and working spirit employees on public satisfaction in Garut Regency. This research uses descriptive and associative methods. The technique of collecting data uses questionnaire surveys and interviews. Participants involved were people who felt public services as many as 385 people. The data analysis technique uses PLS-SEM with reflective model, testing convergent validity based on loading factor and average variance extracted (AVE), testing discriminant validity based on reliability composite values and Cronbach alpha, testing the predictive ability of models with Stone Geisser test and the significance of the influence between constructs of latent variables based on Total Effects values. The results showed that public holiday service quality has a significant effect on public satisfaction while working spirit employees have no significant effect on public satisfaction. The results found that working spirit employees were needed to improve in the public service process.

Keywords—service quality; public holidays service; the spirit of employee work; public satisfaction

I. INTRODUCTION

Employees are the main source of the organization that cannot be replaced by other sources because no matter how good an organization is, the complete facilities and infrastructure will not be beneficial without employees managing, using and maintaining it. The success of agencies in achieving goals is one reflection of an effective organization. An employee is required to always work with high enthusiasm so that in providing services to the community does not seem slow and lazy. In addition, employees must always strive to improve the quality of service to the community because service quality is an important variable in the implementation of public services.

In line with the development program that focuses on 3 (three) main pillars, namely the increase of the Human Development Index (HDI), commitment to increase the Community Satisfaction Index (IKM), and administering the Government with Fair No Exception (WTP) criteria, it is only natural that all devices region (SKPD/OPD) can align all

programs and activities in each SKPD. To make this happen, Tarogong Kaler Sub-district seeks to implement it in accordance with its main task area, namely in the context of organizing general governance by improving services to the community. On the other hand, at the level of reality, there are indeed unmet needs from the wishes of the people that are often conveyed in some momentum of activities. This need is the hope of Tarogong Kaler Sub-district to be able to provide quality services and not only be limited by normative working hours.

So that the logic and thinking underlying the emergence of innovation in organizing Public Holidays (LAPHALI) in the Government of Tarogong Kaler District departs from the condition of many people who complain about having difficulties in managing population documents such as KTP and KK and also recommendations or legalization of urgent documents to be resolved on working days due to limited opportunities and time due to working outside the city of Garut and only having free time on holidays. In addition, the implementation of LAPHALI is intended to provide opportunities for students and students who have limited time to take care of documents in order to continue their education or apply for jobs and other needs because in working days they are in the learning process.

The aim of the creation of the LAPHALI implementation innovation is to provide wider opportunities for the public to obtain public services and not be limited to working days only. In addition, it can bring the functions of service closer to the community, improve the quality of services and improve the community satisfaction index. LAPHALI is held on regular holidays (Saturdays and Sundays) and national holidays except for holidays. The implementation of LAPHALI which is carried out outside working days has an impact on overtime work and requires special overtime wages. Therefore, officers appointed to carry out overtime work receive compensation in the form of food and overtime wages in accordance with applicable regulations. The provision of compensation in the form of wages is intended so that employee morale can be maintained even though they have to provide services on holidays. The implementation of LAPHALI for the current year is supported by the District Expenditure Budget in 2016, but for 2017 and 2018 the implementation of LAPHALI will be included as one of the Kecamatan activity programs.

Some of the legal bases underlying the creation of this LAPHALI Implementation innovation include Law Number 24 of 2013 concerning Population Administration, Minister of Home Affairs Regulation Number 4 of 2010 concerning Integrated District Administrative Services Guidelines (PATENT), Republic of Indonesia Presidential Regulation Number 76 of 2013 concerning Public Service Complaint Management, Ministerial Regulation Number 30 of 2014 concerning Guidelines for Public Service Innovation, Minister of Home Affairs Decree Number 138-270 of 2010 concerning Technical Guidelines for Integrated District Administrative Services (PATEN), and Perbup Number 102 of 2014 concerning Delegation of Partial Authority to District Heads .

In the beginning, the LAPHALI Implementation activities used the overtime activity budget in the Budget Implementation Document (DPA) and the proposed budget changes were then proposed to be separate activities in the Budget Activity Plan. In the budgeting of LAPHALI Organizing activities, there are 2 (two) aspects, namely the budget for employee honorarium and the budget for goods and services. Included in the employee honorarium budget are for operator honorariums and overtime pay honorariums, while the ones included in the goods and services budget are the costs of supporting LAPHALI's organizing activities, such as socialization and pamphlet printing. However, in 2017, LAPHALI experienced problems in budgeting. This is based on the appeal of the Government of Garut Regency in the Regional Revenue and Expenditure Budget (RAPBD) of Garut Regency in 2017 that for all forms of operations relating to employee honorarium in this case is the operator's honorarium and overtime honorarium must be removed, because it has been put into in the ASN Performance Allowance (State Civil Apparatus).

Through observation, the phenomenon found in the LAPHALI implementation activities is about budget support for its implementation. Even so, Tarogong Kaler District still carries out LAPHALI with a system change, which initially employees are given overtime wages to become a voluntary system and are committed to the loyalty of their employees to realize community / public satisfaction, especially in Tarogong Kaler District.

II. LITERATURE REVIEW

A. Service Quality

In the Great Indonesian Language Dictionary, quality is the level of good or bad or the degree or degree of something that is widely used in relation to techniques and concepts to improve the quality of products or services produced [1].

According to Kotler, service is any action or activity that can be offered by a party to another party, which is basically intangible and does not result in any ownership. In general, high-level services will also produce high satisfaction [2].

According to Supranto, service quality is a result that must be achieved and carried out with action [3]. But these actions are intangible and easily lost, but can be felt and remembered. The impact is that consumers can be more active in the process of consuming products and services of a company.

Service quality can be interpreted as the level of customer satisfaction. While the level of customer satisfaction itself can be obtained from a comparison of the types of services expected by consumers with the type of service that is actually received by consumers [4]. The type of quality of service that is good is the type of service that is satisfying and in accordance with the services expected by consumers. But if the service can exceed consumer expectations, then the type of service quality can be

categorized as very high quality or very satisfying service. While the type of poor quality is the type of service that is far below the standard or not in accordance with the services expected by consumers.

As a sub-theory of service quality, one of which is excellent service. Excellent service is a translation of the term "excellent service" which literally means the best service or very good. It is called very good or the best because it is in accordance with the service standards that are valid or owned by service providers [5]. The public sector service behavior agenda states that excellent service is [6]:

- The best service from the government to customers or service users.
- Excellent service is there if there is a service standard.
- Customers are communities in the broadest sense, external and internal societies.

Excellent service also means service provided by the government to the community with various dimensions, standards, processes, and implementation so that the community feels satisfied with the service. The keyword in excellent service is "respect", which is adding something that cannot be valued with money, namely sincerity, integrity, and loyalty from the service provider itself [7].

In the end, excellent service can make a real contribution to efforts to increase community satisfaction, both privately, group and regionally. Of all that has been described, then excellent service is a good start in the effort to empower the community as the object being served.

B. Motivation and Work Spirit

Motivation comes from the Latin word "movere" which means encouragement or driving force [8]. This motivation is only given to humans, especially to subordinates or followers. Motivation questions on how to encourage subordinate work passion so that they want to work hard by giving all their abilities and skills to realize organizational goals.

There are many meanings given by experts about motivation. Among them is Robert Heller [who states that motivation is the desire to act [9]. Everyone can be motivated by several different strengths. At work, leaders need to influence subordinates to align their motivations with organizational needs.

The opinions of experts who provide definitions regarding motivation, among others, motivation is a set of energetic forces that begin both from within and outside the worker, starting from work related to work, and considering direction, intensity, and determination [10] [11]. Motivation is also a critical consideration because effective performance often requires both high ability and motivation [10].

Work motivation is the result of a collection of internal and external forces that cause workers to choose the path of acting according to certain behaviors. Ideally, this behavior will be directed towards achieving organizational goals [12]. Meanwhile, Newstrom argues that a motivational indicator are [13]:

- Engagement, is the promise of employees to show the level of enthusiasm, initiative, and effort to continue.
- Commitment, is a level at which employees bind with organizations and show the actions of organizational citizenship.
- Satisfaction, is a reflection of fulfilling psychological contracts and meeting expectations in the workplace.
- Turnover, is a loss of valued employees.

The definition of motivation is as a force in people who influence direction, intensity, and persistence voluntary behavior. Employees who are motivated want to use a certain level of effort (intensity), for a certain amount of time (persistence), to a particular goal (direction). Motivation is one of the four important drivers of individual behavior and performance [14].

From the opinions above, it can be concluded that motivation is an impulse to act on a series of processes of human behavior by considering the direction, intensity, and perseverance in achieving goals. While the elements contained in motivation include elements of arousing, directing, maintaining, showing intensity, being continuous, and having goals.

When talking about motivation, it will certainly be much related to employee morale. Both of these are interrelated because the success of an organization is determined, among others, by employees who have high morale in the organization. In connection with this, it is an obligation for each leader to encourage each of his subordinates to be passionate about work.

The spirit of work is the attitude and behavior of employees in the organization that runs in accordance with the goals of the organization so that employees in carrying out work are more appropriate, efficient and can achieve maximum results. To get better productivity, organizational leaders need to foster the morale of their employees. The spirit of work can be realized from the continuous motivation given by leaders to their subordinates. It aims to improve the quality of service and also the level of satisfaction of the people served.

C. Public Satisfaction

The word satisfaction comes from the Latin "satis" which means quite good or adequate, and "facto" which means to do or make. Satisfaction can be interpreted as an effort to fulfill something or make something sufficient [15]. Customer satisfaction (in this case is the public) is a feeling of pleasure or disappointment someone who appears after comparing the performance (results) of products that are thought of the performance (results) expected [2]. If the performance is below expectations, the customer is not satisfied, and vice versa if the performance exceeds expectations, the customer is very satisfied or happy.

Public satisfaction is a very important factor in determining the success of an organization because people are consumers of the products they produce. Hoffman and Bateson argues public satisfaction can only be achieved by providing quality services to the public. Good service is often assessed by the public as consumers directly from employees as people who serve or also referred to as service producers [16]. Therefore an effort is needed to improve the quality of the service system provided in order to fulfill the desires and increase public satisfaction. So the quality of service is an important thing that must be considered by the organization in order to achieve public satisfaction.

To find out the level of public satisfaction can be measured and seen through the Public Satisfaction Index (IKM). The Public Satisfaction Index is data and information about the level of public satisfaction obtained from the results of quantitative and qualitative measurements of people's opinions and judgments in obtaining a service from the apparatus administering public services by comparing expectations and needs [17].

III. METHODOLOGY

The research was conducted using a survey approach. The survey was conducted on 385 people who used Public Holidays Services in the Tarogong Kaler District Office. To ensure the reliability of the instrument, it is tested beforehand for 30 users of Public Holidays Services. Data analysis using Partial Least Square (PLS).

Before testing the hypothesis, first, do the linearity assumption test. The results show that the correlation between variables in the structural model is linear. Therefore the linearity assumption in the PLS analysis is fulfilled and the data used in this study meet the linearity requirements. Thus, further analysis can be carried out.

TABLE I. LINEARITY TESTING

Correlation among Variables	Linearity Testing			
	R2	F	Sig.	Result
Quality of Public Holidays Services (X1) → Public Satisfaction (Y)	0.858	650.889	0.000	Linear
Spirit of Employee Work (X2) → Public Satisfaction (Y)	0.882	809.115	0.000	Linear

Source: Data Processed (2018)

The results of hypothesis testing and path coefficient values are presented in Table 2 as follows:

TABLE II. PATH COEFFICIENT OF DIRECT EFFECT AND HYPOTHESES TESTING

Hypotheses	Correlation among Variables	Path Coefficient	t-Statistic	t-Table	Result
H1	0.858	0.916	23.621	1.65	Sig
H2	0.882	0.065	0.559	1.65	TS

Source: Data Processed (2018)

Based on the results in Table 2, the research hypothesis can be explained as follows:

H1. The Quality of Public Holidays Services has a significant effect on Public Satisfaction at Tarogong Kaler District.

The results of testing the effect of the quality of public services holidays on public satisfaction can be proven through the path coefficient value of 0.916 with the value of the critical point (t-statistic) is 23.621 > 1.65. The results of hypothesis testing prove that the better the quality of public service holidays, the more public satisfaction increases at the Tarogong Kaler District Office.

H2. The Spirit of Employee Work did not significantly influence Public Satisfaction in the Tarogong Kaler District.

The results of testing the effect of the spirit of employee work on public satisfaction can be proven through the path coefficient value of 0.065 with a critical point value (t-statistic) is 0.559 < 1.65. The results of hypothesis testing prove that good the spirit of employee work is not followed by an increase in public satisfaction at the Tarogong Kaler District Office.

The aim of assessing the correlation between the estimated loading value and mean value is to identify and determine the importance of each indicator in reflecting variables or latent constructs. The estimated loading value and the mean value of the indicators of each variable in this study are presented in Table 3 below:

TABLE III. ESTIMATED VALUE EXPLANATION LOADING RELATIONSWITH MEAN

Variables	Indicators	Loading Factors	Mean Var.
Quality of Public Service Holidays (X1)	Accountability	0.836	3.95
	Responsiveness	0.899	
	Orientation to services	0.857	
	Efficiency	0.842	
The Spirit of Employee Work (X2)	Engagement	0.817	3.22
	Commitment	0.895	
	Satisfaction	0.748	
Public Satisfaction (Y)	Turnover	0.757	4.23
	Public Appreciates (<i>respect</i>) to officers	0.937	
	People feel satisfied and make them follow the rules	0.795	
	People feel satisfied and make them proud of the officer's work	0.848	
	People feel satisfied and make them increase their initiative	0.926	
	People feel satisfied and make them avoid conflict	0.762	

Source: Data Processed (2018)

Table 3 shows that the strongest indicator that reflects the public service quality variable of the holiday is responsiveness with a loading factor value of 0.899 and in practice runs well. Then, based on the value of loading factors, the strongest indicator of employee morale is the commitment of employees at 0.895 whose practice is considered quite well.

Respondents' assessment of the variable public satisfaction indicates that the majority of respondents consider that public appreciation (respect) to employees is the strongest indicator characterized by a high value of loading factor of 0.937. This reflects public satisfaction with the commitment of employees in carrying out services.

IV. RESULT AND DISCUSSION

A. *The Effect of the Quality of Public Service Holidays on Public Satisfaction at Tarogong Kaler District*

The results showed that the quality of public service holidays directly gives a significant effect on public satisfaction at Tarogong Kaler District. This is quite reasonable because the quality of public service holidays is perceived as good in implementation particularly in the area of accountability, responsiveness, orientation to service and efficiency indicators.

Descriptively, accountability has not been optimal in reflecting the quality of public services. However, in reality, it is considered as the best in its implementation. Responsiveness is considered very strong in reflecting the quality of public services and is considered good in its implementation. Then, an orientation toward service is also viewed as a high value in reflecting the quality of public services and it has been well implemented. Efficiency has high value in reflecting the quality of public services, however, it is still not optimal in practice. Based on these findings, the researcher can suggest that in order to optimize the efficiency indicator the Tarogong Kaler District office needs to provide a quick respond public services at a reasonable cost, the straightforward bureaucracy, the clear completion time, and also to make sure a free illegal levies service.

The implications of this public services quality can improve public satisfaction which is reflected through some indicators namely; people appreciate (respect) to officers, people feel satisfied and make them follow the rules, people feel satisfied

and make them proud of the officers work, people feel satisfied and make them increase their initiative, people feel satisfied and make them avoid conflict.

People appreciate (respect) to officers is seen strong in reflecting public satisfaction and is also the best in its implementation. Then, people feel satisfied and make them avoid conflict is not optimal in reflecting the public satisfaction, however, it is good in its implementation. People feel satisfied and make them follow the rules has also been good in practice. Furthermore, people feel satisfied and make them increase their initiative is considered strong in reflecting public satisfaction and is already good on its implementation. People feel satisfied and make them proud of the officer's work is also seen strong in reflecting public satisfaction, however, it is still not optimal in practice. Based on these findings, the researcher suggests optimizing people's satisfaction and pride to the officers' work by providing good services along with integrity, discipline, and empathy.

B. *The Effect of the Spirit of Public Service Holidays on Public Satisfaction at Tarogong Kaler District*

The results showed that the spirit of employee work does not give a direct significant effect on public satisfaction at Tarogong Kaler District office. This is quite reasonable because the spirit of employee work, especially the satisfaction factor is still not optimal in its implementation which is reflected from the slow respond services, unreasonable cost, convoluted bureaucracy, and unclear standard service completion as well as the persistence of illegal fees. The implications of these spirit of employee work cannot increase public satisfaction which is reflected by the public low satisfaction in-service personnel.

V. CONCLUSION

Based on the results of the research, it can be concluded as follows; the quality of public service holidays has a significant effect on public satisfaction, and the spirit of employee work has no significant effect on public satisfaction. The cause of the spirit of employee work variable does not affect public satisfaction, indicated related to the lack of satisfaction of employees who work on weekdays without compensation (voluntary) and lack of employees who provide services on holidays.

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