Proceedings of the 4th International Conference on Accounting, Management, and Economics

25 October 2019, Makassar, Indonesia

ICAME 2019

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Preface

We are delighted to introduce the proceedings of the fourth edition of the International Conference on Accounting, Management, and Economics (ICAME – 2019) held on 25th October 2019 in Makassar, Indonesia. The purpose of this conference is to produce qualified researches and publications which is in turn expected to be referenced in solving society issues. In addition, this event is a forum to establish network among academicians and business practitioners to encourage the growth of innovation and creativity in the field of Accounting, Management, and Economics.

The rapid advancement in business industry in the industrial revolution 4.0 era brings significant challenge to university as higher education institution to produce graduates who are able to compete globally as well as able to adapt with changes in technology development. This is the background of ICAME – 2019 theme which is “Enlightening Research Paradigm in Business and Economics beyond Industrial Revolution 4.0”. The conference invited speakers from academic and company representatives who are expert to share their knowledge and experiences to all participants regarding the research paradigm and business orientation in the era beyond industrial revolution 4.0. Moreover, the conference also invited academicians, students, and business practitioners to participate in the Call for Paper to share their research results. Therefore, we are pleased to present this proceedings of the conference.

As the Dean of Faculty of Economics and Business Universitas Hasanuddin, I would like to extend my sincere gratitude to all stakeholders involved in ICAME 2019. To all participants of the Call for Papers, Speakers of the conference, Co-Hosts, and Sponsors, it is my great honor to have you all participating the conference. Finally, the conference will not be possible without the extra hardwork of the committee. Therefore, I would like to express my high appreciation to the committee for preparing and organizing this conference.

Last but not least, we highly expect that the conference has been benefiting all participants as well as contributing to the enrichment of Accounting, Management, and Economics.

Prof. Dr. Abdul Rahman Kadir, SE., M.Si., CIPM
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Family Doctor Clinic: Organizational Culture Study at Wirahusada Medical Center in Makassar City

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Abstract. This study aims to the description of the organizational culture that is applied by each member of the Wirahusada Medical Center Clinic, who jointly organize the health clinics they conduct. This research used a descriptive research design using a qualitative approach. The finding explains that the clinic Wirahusada Medical Center, has a habit organization refers to the family values, as the owner and the activators of this clinic, and the values of decency that are part of the values inside of family that maintained and applied in the Wirahusada Medical Center clinic service.

Keywords: Family and Organizational Culture.

1 Introduction

The health clinic is a health care facility provided by several doctors to provide health services for outpatients who require the treatment of general practitioners and specialists outside medical hours or outside the doctor's operating hours at the hospital. This health clinic is a private or group or private business. Health clinics such as this usually deal with common ailments or first aid, except for severe injuries or accidents on the highway, and must be referred to the hospital.

One clinic that is the focus or object of this research is a health clinic managed by a family of doctors. In these clinics, those who practice or run a health clinic business are doctors who have family relationships. This makes the health clinic has its own attraction because in general, health clinics consist of doctors who do not have a family relationship.

But on this occasion, this research will focus on the organizational culture that is based on the family. Also, [1] said that the understanding meant by organizational culture is a culture that becomes a reference in an organization where there is a group of people who carry out interaction. So that culture is always the basis for interacting with the organizations they are engaged in. As in this title of this research, a number of previous studies have also been conducted and viewed from several aspects.

It can be concluded that the roots of each organizational culture are a set of core characteristics that are collectively valued by members of the organization. So, for this research formulates, the main problem of this article is, how do family doctors build the organization of culture through the Wirahusada Medical Center Clinic? The main problem is detailed in four research questions, which are:

1. How do you strengthen the kinship solidarity that functions in managing the Wirahusada Medical Center Clinic?
2. What is the strategy of directing the selection of medical specialties to family members in the framework of establishing the Wirahusada Medical Center Clinic?
3. What is the business capital management system for the development of the Wirahusada Medical Center Clinic?
4. What is good service for patients based on family and religion at the Wirahusada Medical Center Clinic?

2 Literature Review

A number of studies on health clinics managed by the family of doctors have been conducted and viewed from various aspects. [2] For example, in their study of the relationship between patient satisfaction and patient interest in the reuse of health services in family physician practice, which focused on patient satisfaction and patient treatment interest in family doctor practices and [3] His study of factors related to adherence to treatment of patients with diabetes mellitus in the practice of family physicians in the city of Tomohon, the two studies had a very positive effect on patients who often did a treatment in family doctor practices.

[4] His study of the influence of organizational culture on Haji hospital and [5] theirs study analyzed the influence of organizational culture and job satisfaction on organizational commitment in improving performance PT Sido employees appear Kaligawe Semarang, both of these studies produce different organizational cultures, but both have a positive influence.

[6] His study also paid attention to the legal aspects of administering medical practice, which focused on Law no. 9/2004 concerning medical practice, which provides protection for the public against exploitative medical practices and does not fulfill medical ethics resulting in a decrease in public confidence in the medical profession; secondly, it provides legal certainty and protection for the medical profession from excessive public claims. As well as some other related literature, such as [7],[8],[9],[10],[11].

3 Methodology

This research was conducted at the Wirahusada Medical Center Clinic in the city of Makassar. The reason for choosing the location is because it is the place where the doctor's family is located. The study was conducted from August to October 2017.

Those involved in this study were as many as 14 informants, all of which were related to clinics, both doctors and family members, working midwives, laboratory managers, and patients who often visited to do the treatment. Each of them is detailed in table 1., there are:

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Job-status</th>
<th>Status in family</th>
<th>Information</th>
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</thead>
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<tr>
<td>1</td>
<td>Muh. Muchsin</td>
<td>WMC clinic supervisory board</td>
<td>As Father</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>(67 years old)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Dr. Radianah</td>
<td>WMC clinical pediatrician and WMC clinic supervisory</td>
<td>As Mother</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>(65 years old)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Name</td>
<td>Title</td>
<td>Relationship</td>
<td>Age</td>
</tr>
<tr>
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<td>------------------------</td>
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</tr>
<tr>
<td>3</td>
<td>Dr. Wahyudi Muchsin</td>
<td>General practitioners and PR from the WMC clinic</td>
<td>First child</td>
<td>38</td>
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<td>4</td>
<td>Dr. Dewi Setiawati Muchsin</td>
<td>Gynecologist and Director of WMC clinic</td>
<td>As Second child</td>
<td>36</td>
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<td>5</td>
<td>Dr. Harun Iskandar</td>
<td>Internal medicine specialist and person in charge of the WMC clinic</td>
<td>As Daughter-in-law</td>
<td>42</td>
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<td>6</td>
<td>Eksa (27 years old)</td>
<td>Pharmacist clinic at Wirahusada Medical Center</td>
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<td>7</td>
<td>Sri Ardwati (25 years old)</td>
<td>Midwife clinic Wirahusada Medical Center</td>
<td></td>
<td>25</td>
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<tr>
<td>8</td>
<td>Rahmawati (27 years old)</td>
<td>Midwife clinic Wirahusada Medical Center</td>
<td></td>
<td>27</td>
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<tr>
<td>9</td>
<td>Fatma Mahayani (26 years old)</td>
<td>Midwife clinic Wirahusada Medical Center</td>
<td></td>
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<tr>
<td>10</td>
<td>Risna (25 years old)</td>
<td>Midwife clinic Wirahusada Medical Center</td>
<td></td>
<td>25</td>
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<tr>
<td>11</td>
<td>Agustina (21 years old)</td>
<td>Midwife clinic Wirahusada Medical Center</td>
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<td>12</td>
<td>Fistianti Nur (22 years old)</td>
<td>Manager of the clinical laboratory Wirahusada Medical Center</td>
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<td>13</td>
<td>Obstetric patients (4 years being a patient)</td>
<td>-</td>
<td></td>
<td></td>
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<tr>
<td>14</td>
<td>Obstetric patient (3 years being a patient)</td>
<td>-</td>
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The techniques used in this study for the data are use observation and interviews. Observation carried out on all activities in the Wirahusada Medical Center Clinic, starting operations until it closes every day, any day there is often the hustle and bustle of health services, so patients are patient for that, patterns of service that often repeat every day, all activities that occur either waiting time for a patient examination call. Interviews were conducted under the guidance relating to how services are implemented, as well as the views of patients on the pattern of services provided, all of which will be observed back on broken pieces of the formula of problems in this article.

Informants in this study are the owner of Wirahusada Clinic Medical Center, which is informant consideration that the informant that the researcher will choose is indeed very much related to the focus of the research. Also, used a protocol voice recorder to record the interview, but before the use of protocol voice recorder that researchers ask for permission first and assure informants that this protocol was used to making of this article, the remaining guaranteed confidentiality form of data, the use of the name (on permits informant), and all the results of interviews that the researcher did.
4 Results and Findings

4.1 Strengthening kinship solidarity

In the management of clinics that are managed in the bond of the owner's relationship, of course, they have a strategy to strengthen kinship solidarity, which can be seen in the strategies grouped in what elements, among them. First, building family relationships, what is meant is, improving the quality of a relationship within the family or removing barriers in the family. Second, instilling values and norms in family life, which means to instill or apply or tell about the value of good or bad family behavior. Third, developing a family network, what is meant is, expanding friendships or family relationships that are usually through the marriage process. And finally, maintaining family harmony, what you mean is, maintaining family or family harmony.

4.1.1 Building Family Relationships

It is understandable that family relationships when in the clinic are not shown, because they both have their respective obligations and responsibilities, but the professionalism of work that takes place in the clinic, but if it is already inside the house, then everything will blend back as before brothers who love and respect each other both also to their parents and husbands. Dewi explained about her family relationships, such as loving each other, but if in the clinic is professionalism, and if at home, I positioned myself as the brother of my brother and the wife of my husband.

4.1.2 Values and The Norm (Siri'na Pesse)

It can be understood that the values and norms of the siri'na pesse in the doctor's family are the cultivation of affection in the soul of the child within the scope of a family in the house so that the child understands love to parents, siblings, family, and friends his colleague. Pesse' is a sense of caring for parents, siblings, family, and friends because of the love that is formed within the family within the house. And besides, the discipline of time in the house which is also the norm but is only valid in the home due to the future for the sake of their children to be independent and responsible, as explained by Muchsin.

4.1.3 Mutual Help Families

Clinic Wirahusada Medical Center which is fully managed by the family doctor. Automatically become land to accommodate his family so that they can work with him, in his place, while maintaining the quality of health care, or it can be said along with that, the spirit or soul of the clinic's Medical Center Wirahusada is a family. Harun explaining that to make a clinic and so the clinic system with the spirit of the clinic is our family. So, based on the results of the interview it can be understood with the variety of fields of specialization being explored by family members, is the human capital that is owned to establish a health clinic

4.1.4 Family Communication Media

It can be understood that applications such as WhatsApp are commonly used to communicate with each other and exchange news between families. Because isn’t so complicated and also does not require special expertise in using the application. The application has been synced automatically with the owner's gadget in the installation system, as explained by Dewi.
4.2 Strategies for Directing the Choice of Medical Science Specialization

In the framework of establishing clinics, of course, there is a strategy that regulates its members to choose specializations for the establishment of clinics later. Here are some sub-chapters that will represent the results of interviews with researchers, both of them, from both parents in guiding and directing their children. And conversely, some of their children put forward their wishes in choosing a doctor's specialty.

4.2.1 Selection of Specialization on Tutorial Parents and Families

Could be understood from a glimpse of the shape of its direction, is guidance, encouragement, understanding, and consideration given to their children, which is where the question is. First, guidance by providing guidance in the form of attention to children, such as giving suggestions, ideas, points which can help children overcome their problems. Second, the encouragement, by giving enthusiasm, that the child is enthusiastic about the challenges, such as giving a glimpse of the images of how easy it is to do so that the child wants to do it. Third, a sense of understanding by giving a good explanation to the child, so that child can understand, so he can reduce his emotions by himself. And last, a sense of consideration, by giving consideration to the child, if he wants something, such as giving expression to the desires of a child who is of good character, so that the child understands the good and not of something. As long as he is undergoing the stage of the learning process to grow into adulthood, as in some explanations of Muchsin and Harun.

4.2.2 Determination Specialization options Based on the options By own

It can be understood from the results of the interview above for a decision and taken a decision that both parents have given. However, it is still considered again by the child's own person. If there is something, something the child wants. So, the form of behavior that is shown by the child is to keep receiving it politely and well but to depend on his decision to return to himself again. Dewi explained that the directions given were well received, but for dependency, decision-making returned to oneself did not depend on parents anymore. Likewise with Harun, who saw his son, finally opted for the neurological specialization, but there had been quite a lot of discussion, and even his brothers also discussed it, he said.

4.3 Business Capital Management of the Wirahusada Medical Center clinic

In managing business capital to develop a business that we have. Some forms in it are. First, enough capital to be used in developing the business. And the second element is able to return the capital to be used again. Or third, invest in other interests. However, at the Wirahusada Medical Center clinic. There are several forms in managing capital for clinical development, including initial venture capital itself for the establishment of clinics, forms of business loans and forms of business loan accountability, benefits of clinical business, forms of work compactness and family harmony in overcoming problems in the clinic, and finally, forms of clinical investment.

4.3.1 Venture Capital

Could understand that venture capital to set up a clinic comes from private capital husband and wife is. With total expenditure from his personal capital of four billion rupiah (Rp), including land, buildings, and clinical equipment collected in conjunction with her
husband. Although there are forms of loans at banks in building and raising their clinics to cover the lack of capital in the development of their clinics, as explained by Dewi and Harun.

4.3.2 Business Capital Loan
It could be understood that the shape of its capital lending is to the credit in the bank. By the way, the clinic director makes a proposal for capital assistance in the construction and management of the clinical business that will be given to the bank, and if it has been approved by the bank, the capital loan that is wanted is given, of course with agreements that have been determined by both parties. Both with the form of payments in stages (monthly) originating from the results of clinical benefits obtained from the service of patients who have completed health consultations, treatment, and purchase of drugs, such as in Harun explanations.

4.3.3 Clinic Profit
It is understandable that the promising source of profit that can be obtained from owning a clinic is that it comes from medicines sold to patients, both from the sale of generic drugs and the sale of non-generic drugs. And second, from examining patients, every time a disease consultation. And other supporting income, such as other doctors who work in their own clinics because they are not members of the clinic, the cost of laboratory examinations, such as routine blood checks, allergic tests, pap smears, cervical vaccines, and hepatitis vaccines, etc. such as classes pregnant women are mothers who crave the presence of the baby in their family and sell snacks and cold drinks, as in the explanation of Harun.

4.3.4 Troubleshooting in Clinic
It is understandable that the form of work compactness and family harmony in dealing with every problem that occurs in the clinic has been harmonious and professional. Harun explained if there are problems in the clinic, usually with a relaxed atmosphere, for example, while eating together, can be at a restaurant, in a clinic, or at home.

4.3.5 Investation
It is understandable that the form of clinical investment is to make the hospital at the end of the journey from Wirahusada Medical Center, such as in Harun explanations.

4.4 The pattern of Services Based on Family and Religion at The Wirahusada Medical Center Clinic

In providing good services to patients in the clinic, of course, there are principles that are applied by each member in providing services to patients at the Wirahusada Medical Center Clinic. The principle in question is principles that are based on family and religion, among others, first, the principle of courtesy to patients, second, the principle of helping patients, third, the principle of discipline and responsibility to patients, and fourth, the principle of respect and respect for patients in the services of the Wirahusada Medical Center clinic.

4.4.1 Characteristically Services Kinship
It can be understood that the service is familial is a way of delivering a gentle and courteous to patients related diseases in the suffering of patients, provide measures in handling, adding education-educating the patient and also to see the condition of the patient, is a form of ministry familial nature that is applied in it service. One of the obstetric patients also admitted by saying that he felt happy with his doctor because he was
polite, familiar, and also good, so I was happy to come here again for the treatment, and even my friend would come to see him here.

4.4.2 Solidarity Services

It is understandable that as a doctor, not only about undergoing a medical profession, especially in doing business and business. However, there is an implied human value, and also, as a doctor, there is an oath held, including helping patients in any condition even though the patient cannot afford it. Even from his midwife and his patients, he also admitted that there had been a patient who was given a free examination with his doctor like an ordinary fever and even had his ultrasound waived.

4.4.3 Characteristically Services of Disciplines, Responsibility, and Rationality

Service that is disciplined and responsible is the discipline of time and in accordance with their respective responsibilities, and if there are unexpected events, the form is to remain service properly and still also consulted back to the doctor concerned. The service is rational is to understand and understand if there is a view of patients who have their own beliefs. One of the womb patients also admitted that he felt heeded as in the event, he had experienced a toothache and knew his condition was pregnant then he consulted a doctor to buy paracetamol via WhatsApp Messenger, but it is recommended that you only buy propolis then rinse your mouth several times a day until it has healed.

5 Conclusion

It can be concluded overall that the study of organizational culture at the Wirahusada Medical Center clinic has organizational habits that refer to family values because the owner and driver of the clinic is a family and politeness values that are part of their family values which is maintained and applied in the Wirahusada Medical Center clinic service. That’s all and thank you

References

Lifestyle, Motivation, and Purchase Intention of Luxury Bag With Instagram Facility as Moderation on Millennial Generation

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Abstract. The advances in information technology have led to interesting phenomena, such as the increasing number of luxury goods that can be marketed through social media such as Instagram, which is mostly used by millennials. This generation has unique characteristics in shopping compared to previous generations. This study aims to determine the effect of lifestyle and motivation on the interest in buying millennial generation branded handbags with Instagram facilities as moderation. The research data was obtained through questionnaire distribution with the help of google forms for 165 respondents online and analyzed using PLS software. The results showed that lifestyle and motivation had a significant influence on purchase intentions, while the Instagram facility had no significant effect on shopping intentions. It also shows that the Instagram facility does not moderate the influence of lifestyle and purchase intentions or motivation and purchase intentions.

Keywords: Lifestyle, Utilitarian Motivation, Hedonic Motivation, Instagram Facility, and Purchase Intention.

1 Introduction

These days, there have been a lot of interesting phenomena related to technology advances. The latest trend is the online character information and telecommunication technology, that is, through the internet. The most online activity that today’s Indonesian society love is “E-Retailing.” Electronic Retailing is a process of selling or buying a product or service through the internet. According to data from APJII (The Indonesian Association of Internet Service Providers), it is clear that 11% of internet users in Indonesia access the internet only for shopping online. One of the top examples is shopping through Instagram.

Instagram is used not only to share photos or videos but also to become a business media. The term “Instagram Online Shop” is not new among Indonesian people. There are sellers who finally run their businesses online because they feel that this way is a lot easier, especially because Instagram has facilities that support buying and selling processes, such as, like, comment, share, tags, hashtags, Instagram Story, Instagram TV, and so on [1].

Besides the internet-based product purchase phenomenon, from a total of 100% internet users in Indonesia, 49% are productive aged people and categorized in the millennial generation [2]. A millennial generation is a group of people who were born at the beginning of 1980 until 2000 and are hence 18 to 35 years old in 2019. This generation can be said as young, active, energetic, open-minded, and very close to telecommunication technology, that
is, the internet [3]. The generation which dominates the business market has a tendency to buy products that can increase their self-worth in order to show off wealth and purchasing power to one another. They usually buy fashion and luxury goods, including branded bags [4].

2 Theoretical Review

2.1 E-Retailing

E-Retailing is defined as a retail activity (the selling of products or services) done through the internet (online). Different from e-commerce, e-retailing only involves B2C (business to consumers), where a business sells products or services to consumers directly. It can be concluded that e-commerce is a big domain in doing business through the internet, and e-retailing is a part of it [5].

2.2 Social Media (Instagram)

Social media can be defined as a group of internet-based applications that builds technology from Web 2.0, which allows users to create and share information (sharing in the sense of socializing) [6]. Examples of social media that are mostly used in Indonesia are Facebook, Youtube, Instagram, Twitter, Pinterest, dan Google+.

Instagram comes from the words “instan” and “telegram”. “Insta” or “instan” refers to polaroid photos some years back, which could create photos instantly. On the other hand, the word “gram” means telegram, which means sending information from one party to another fast. Instagram, as a whole, means an application where someone can take, process, and edit photos before sharing them with others [7]. In this modern era, Instagram users no longer use Instagram as an ordinary networking media but as a means to expand their businesses. Instagram becomes a media as well as technology to market products or services of companies [8]. Selling and marketing products in Instagram is seen as very beneficial because Instagram application always has a lot of facilities (features) which attract and support business process, which can be done on Instagram. The facilities include : Instagram Business[9],[10].

1. **Follow**
   Instagram, as social media surely has a feature to increase the number of connections. Therefore, this follows feature helps someone to follow or befriend other users.

2. **Like**
   Instagram users can also give like by clicking a heart button at every posted video or photo or simply double-tapping the photo or video.

3. **Comments**
   The comment button is also provided for every user who wants to comment on a photo or a video posted by other users. The comments may be praises, suggestions, and criticisms.

4. **Mentions**
   This feature is useful to summon other users by adding the arroba sign (@), followed by the names of the users that want to be mentioned.

5. **Hashtag**
   In the Instagram application, a hashtag is shown with the # sign. This feature can be used to collect data or information so that users can find whatever is in trend now more easily from their personal accounts.
6. Instagram Stories
   Instagram users can upload 20-second videos to show their daily activities or something interesting to Instagram Stories. In the business world of Instagram, content creators can make use of the Instagram Story's facility to advertise the products they sell.

7. Instagram TV
   Instagram TV facility can give comfort to all content creators when explaining the products they sell. Different from Instagram Story, one video uploaded on Instagram TV can be up to an hour-long.

2.3 Branded Bags

   Bags are one of the many important things for some men and women. Bags function not only as carriers of needed items but also as personality representatives of the owners. A large number of bag lovers have caused large varieties of prices and types of this item. The users also vary from low to middle classes and from the middle to premium user classes [11].

   In the 21st century, consumers of luxurious items, especially branded bags, flourish among young people. There are a lot of branded bag users coming from the millennial generation, that is, those aged between 18 and 35. Millennial consumers consider that having branded bags is a lifestyle and an investment. Investments in branded bags that have designer labels or famous brands can be a benefit in the future [12]. Some of the favorite branded bags among the millennials are LV, Prada, Chanel, Gucci, Dior, and so on.

2.4 The Millennial Generation

   The millennial generation, which is normally known as generation Y, is a generation that was born in early 1980 until early 2000. In 2018, this generation was between 18 to 35 years old.

   This generation was born in a modernized world, and the use of technology has been very advanced. The closeness to technology is shown through the use and knowledge of the internet (social media), computers, cell phones, video games, music, and others. According to a researcher named Stephanie Noble and her partners in the business journal they wrote, there are at least five characteristics owned by the millennial generation [13]:
   a) An active and independent generation
   b) A generation with a high rate of self-confidence and ambitions in reaching a goal
   c) A generation which tends to maximize the use of technology, particularly social media (active internet users) to socialize
   d) A generation which is very open to new products (trend followers)
   e) A generation that is influenced easily and prioritizes the comments from people around them. A generation that thinks pride is number one.

2.5 Lifestyle

   Lifestyle is a consumptive pattern which pictures someone’s choice on how to spend time and money [14]. Lifestyle influences the thinking and consumptive patterns of a society very much in order to reach a comfortable life to enjoy. Joseph Plummer (1974) in research done
by Susanto [15], Sathish & Rajamohan [16] stated that lifestyle segmentation measures humans’ lifestyles in terms of:

a. Activities
   Activities are someone’s way to spend his/her time and money on activities or hobbies he/she often does and likes. The indicator to measure activities is based on someone’s activities in and out of his/her home to socialize.

b. Interests
   Interests are something attracting someone to do something. Someone may be interested in a particular food, fashion, or recreation. The indicator of interests can be seen from how ones like one’s job, recreation, food, and so on.

c. Opinions
   Opinions are individual thoughts every consumer has. The indicator to measure someone’s opinions can be seen from his/her views about the future, economics, and so on.

2.6 Motivations

Motivations are a condition in an individual that triggers behavior to a certain goal [17]. When talking and discussing motivations, there is one term which is called motive. The motive in psychology is derived from a Latin word “movene” which means to move. Someone’s motives in doing something vary depending on the goals for doing so, for example, shopping motives. Shopping motives are generally divided into two, namely, utilitarian shopping motives and hedonic shopping motives. Both utilitarian shopping motives and hedonic shopping motives function simultaneously in purchasing decisions.

2.6.1 Hedonic Shopping Motives

Hedonic shopping motives are psychological needs like emotions, satisfaction, pride, and other subjective feelings. This need often appears to fulfill social and aesthetics pressures.

Hedonic shopping motives were developed by Arnolds dan Reynold with the following indicators:

- Adventure Shopping
  Shopping is a challenge or a happy sensation.

- Gratification Shopping
  In a complex and dynamic life, some people shop to release stress. The function of shopping is reflected in pleasures.

- Value Shopping
  Some people shop to find good and valuable items for themselves.

- Social Shopping
  I am shopping for social purposes. The concept of shopping because they can feel pleasure while shopping with others.

- Idea Shopping
  Shopping gives new knowledge and experience.

2.6.2 Utilitarian Shopping Motives

Utilitarian shopping motives are motives that push consumers to buy products because of the objective functions and characteristics of the products [18]. According to the research [19], the indicators of utilitarian shopping motives are:

- Achievement
  In shopping, the most important part is getting the item which has been targeted before.
- Efficiency
  Fun shopping is when the needed item can be bought easily and fast.
- Quality of Product
  The item sold is still in good condition, intact, unbroken, and ready to find.
- Quality of Service
  Sellers will observe and offer some help and do not feel bothered by inquisitive buyers.

2.7 Purchase Intention

Purchase or shopping intention some up when someone does an activity which happens because there is a feeling (affective) or a thought (cognitive) which orients towards the future. Some indicators which influence consumers’ purchasing or shopping interests directly based on the research done by Adji, Hatane, & Siwalankerto [20] are:

a. Transactional Interests
   Someone’s tendency to buy a product he/she wants.

b. Referential Interests
   Someone’s tendency to buy products which have been referred to by others.

c. Preferential Interests
   This depicts someone who has a primary preference for certain products and can shift to other products if something happens to particular products.

d. Explorative Interests
   An interest that describes someone’s behavior, that is, searching for information related to the product he/she likes, and he/she searches information to support the superiority of the product. [21].

2.8 Research Hypothesis

\[ H1 \]: Lifestyles influence significantly on the intention of buying branded bags among the millennial generation.

\[ H2 \]: Motivations influence significantly on the intention of buying branded bags among the millennial generation.

\[ H3 \]: Instagram Facility influences significantly on the intention of buying branded bags among the millennial generation.

\[ H4 \]: Instagram Facility significantly moderates the relation between lifestyles and the intention of buying branded bags among the millennial generation directly.

\[ H5 \]: Instagram Facility significantly moderates the relationship between motivations and the intention of buying branded bags among the millennial generation directly.

![Fig. 1. Research model](image-url)
3 Research Methodology

3.1 Research Types

The type of research done is clausal qualitative research, where there are numbers and statistical analyses using a questionnaire as the instrument to search the cause-and-effect relation or the influence between independent and dependent variables [22].

3.2 Population and Research Samples

Population, according to Kuncoro is a group of complete elements, normally appears as people or interesting events that are made as research objects [23]. In this research, the population used is the millennial generation, which lives in Surabaya and is fashion consumers. The technique to obtain samples applied in this research is purposive sampling, which means that in the process of taking samples, everyone in the same population with certain criteria is given an equal chance.

The criteria and sample considerations:
1. Male and female citizens in Surabaya
2. A part of the millennial generation (aged between 18 and 35)
3. Are Instagram users
4. Have ever visited Instagram accounts which sell branded bags

3.3 Data Analysis Techniques

1. Descriptive Statistics
   Mean analysis is used to know the average answer frequency each respondent gives to each question in each dimension of the research variables, while standard deviation analysis is to know the rate of data distribution.

2. PLS Analysis
   Evaluation measurements in PLS-SEM are done by assessing the results of model measurements, which consist of two-equation sets, that is, Goodness-of-Fit Outer Model (measurement model) dan Goodness-of-Fit Inner Model (structural model) [24]. Outer Model consists of convergent and discriminant validity tests and reliability tests using composite reliability dan Cronbach alpha. The inner Model consists of t-statistic tests and path coefficient calculations (R-square).

3. Validity Test
   The techniques used are convergent validity and discriminant validity. A statement is considered valid if the loading factor fulfills the score ≤ 0.5, and the AVEvalue is above 0.5, which means the valid and true indicator to explain the variables which will be measured.

4. Reliability Test
   The techniques used in this research are Cronbach's alpha test dan composite reliability. The questions in the questionnaire are stated as reliable if the scores are over 0.7, which means that the indicators are reliable and constant from time to time.

5. R-square
   R-square measures the variety rate of independent variables. The higher the R-square rate is, the more capable it is to predict the model (predictive relevance).
6. t-Test

   t-Test is used to know the significance of a relation among variables. If the value of t-statistics > 1.96, a relation is stated as significant.

4 Data Analysis and Discussion

The questionnaires were distributed using a Google link to 165 respondents living in Surabaya. From the 165 respondents, 75.8% were women, 73.3% were 18 to 23 years old, 60.0% were school or university students, and 61.8% bought fashion products on Instagram.

4.1 Goodness-of-Fit Outer Model

Based on the calculation using the smartPLS program, it was found out that all indicators had more than 0.5 loading factors, which meant that the indicator had a big contribution in explaining the variables.

![Fig. 2. Outer model](image)

Table 1. Cross loadings

<table>
<thead>
<tr>
<th></th>
<th>GH</th>
<th>IF</th>
<th>MI</th>
<th>MO</th>
<th>Moderating Effect 1</th>
<th>Moderating Effect 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>GH</td>
<td>0.742</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF</td>
<td>0.428</td>
<td>0.727</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MI</td>
<td>0.729</td>
<td>0.436</td>
<td>0.768</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MO</td>
<td>0.707</td>
<td>0.393</td>
<td>0.753</td>
<td>0.757</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moderating Effect 1</td>
<td>-0.293</td>
<td>-0.259</td>
<td>-0.156</td>
<td>-0.225</td>
<td>1.000</td>
<td></td>
</tr>
<tr>
<td>Moderating Effect 2</td>
<td>-0.195</td>
<td>-0.217</td>
<td>-0.186</td>
<td>-0.176</td>
<td>0.727</td>
<td>1.000</td>
</tr>
</tbody>
</table>
Through the above table, it can be concluded that the AVE value of each variable was more than 0.5, and the correlation value was bigger than the other construct correlations, so it can be said that the indicators could explain their latent variables very well.

4.2 Goodness-of-Fit Inner Model

The value of R-Square in the purchase interest variable was 0.671. this value means that the value of the purchase intention variable, as much as 67.1%, could be explained using independent variables (Lifestyle, Purchase Intention, and Instagram Facility), while as much as 32.9% could be explained using other uninspected factors.

| GH → MI | 0.392 0.409 0.083 4.751 |
| IF → MI | 0.110 0.134 0.060 1.830 |
| MO → MI | 0.451 0.420 0.099 4.547 |
| Moderating Effect 1 (GH) → MI | 0.166 0.144 0.127 1.300 |
| Moderating Effect 2 (MO) → MI | -0.109 -0.085 0.107 1.019 |

The calculation result of t-statistic shows that there was a significant relation between lifestyles and motivations to purchase intention that is t-statistic > 1.96. Meanwhile, there was no significant relation between the Instagram facility and either purchase intention or moderating connection. Therefore, the results of the hypothetical test are:

5 Discussion

5.1 Lifestyle → Purchase Intention

The calculation of t-statistic between lifestyles and purchase intention, which exceeded 1.96, that is, 4.751, proved that there was high significance. The higher someone’s lifestyle is, the more interest that person has in buying branded bags. Besides, when connecting the
characteristics of the respondents who fall under the millennial generation category, lifestyles have a very high influence on purchase intention. The lifestyles of the generation, which are reflected through the interests in luxurious products, prove the existence of high purchase intention.

This analysis was also supported by research previously done by Amatulli & Guido [25] that lifestyles could influence purchase intention. Their research was about factors that determined someone’s luxurious shopping activity in Italy. From the research, it was found that one of the factors to make someone have the intention to buy luxurious fashion items was the luxurious lifestyle of most citizens.

5.2 Motivation → Purchase Intention

There was also quite a high value in the motivation and purchase intention variables, that is, t-statistic as high as 4.547. This shows that there was a significant relation between motivations and purchase intentions.

This analysis was supported by earlier research done by Sarah Giovanini to a small number of the millennial generation in the United States. Her research found that there was an influence of self-motivation on the purchase intention of luxurious goods where someone was motivated to buy because of having high self-esteem or pride [26].

5.3 Instagram Facility → Purchase Intention

The research results show that there was an insignificant influence between Instagram Facility (facilities in Instagram) and purchase intentions. It can be found out from the value of the t-statistic of 1.830 (>1.96), which means that the relation between the two was insignificant.

This was caused by the phenomenon of fake branded bags being sold on Instagram. This deceiving activity made use of social media facilities, like hashtags in Instagram Facility to convince interested buyers that the items sold were authentic. It can be concluded that hashtags did not become a factor that influenced purchase intentions.

5.4 Lifestyle → Instagram Facility → Purchase Intention

The value of the t-statistic calculation was quite low, that is, 1.300 (<1.96), which means that there was no significant moderating relation. It can be concluded that not all respondents on Instagram shopped, and not all respondents had the same shopping hobby. For example, some may use Instagram to increase their connections and add business ideas.

5.5 Motivation → Instagram Facility → Purchase Intention

The value of the t-statistic calculation was quite low, that is, 1.019 (<1.96), which means that there was no significant moderating relation. When someone had a motivation to buy his/her targeted product, he/she planned beforehand, such as finding the account to buy the product of his/her target. Hence, facilities in Instagram did not increase or even improve his/her motivation to have purchase intentions because everything had been planned.

6 Conclusion
Lifestyles had a significant influence on Purchase Intentions. This showed that someone’s lifestyle would influence his/her interest in buying branded bags. The Motivation variable had a significant influence on Purchase Intentions. This was shown through someone’s motivation to feel happiness and satisfaction after getting his/her targeted branded bag.

The Instagram Facility variable did not have a significant influence on Purchase Intentions. It can be concluded that not all people used facilities on Instagram to shop. The Instagram facility variable did not significantly moderate either lifestyles or motivations to purchase intentions. The main cause Instagram facility was not considered when buying branded bags was the number of incidents that influenced people to think twice before making any purchase. An example of the incident was the existence of fake Instagram accounts selling branded bags.

7 Suggestions

This research is hoped to give more knowledge of the significant relations between lifestyles and purchase interests as well as motivations and purchase intentions. This research can also give ideas and inputs to online business doers to improve their marketing strategies because they have to face different characteristics of the millennial generation.

Since this is quantitative research, it is hoped that the researcher can continue doing the research with a wider range of respondents instead of being limited to people in Surabaya. The research can also be expanded to different branded fashion products, like shoes and clothes, so as to acquire a broader perspective.

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Relationship Between Job Satisfaction and Positive Affect on Turnover Intention (Study in Non-Bank Financing Institutions in Ternate City, Indonesia)

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Abstract. Despite the extensive literature on job satisfaction, inconsistencies are still found reality. In this constantly changing environment, organizations concern about their valuable workers who deciding to leave the job and move to another competitor while bringing all the knowledge and experience. Organizations therefore strive to retain their human resource assets to ensure that they can still contribute to achievement of strategic objectives. They more efforts on improving and fostering job satisfaction and positive effect, so the employees would not have intention to leave and lead to workers’ turnover. This study was then conducted to re-examining the relationship of job satisfaction and positive effect on turnover intention. A total of 88 non-bank financial institution employees were collected through a survey and analyzed using regression analysis. The results of testing two hypotheses show that each hypothesis is supported and not supported in this study.

Keyword: Job Satisfaction, Positive Affect, Turnover Intention

1 Introduction

Workers are said to be an important part of the organization so satisfied with the job is said to be the important factor that leads to the intention of leaving. Turnover is affected by the attitude of workers; it could have a positive or a negative impact both in the industry [1]. Employee turnover has been viewed as an important organizational problem. Its importance lies in the fact that there are numerous negative consequences in organizations if the rate of employee turnover is high. The direct and indirect costs associated with turnover, not only in terms of recruitment and training but also in terms of work disruption and demoralization of remaining employees, are very significant and expensive [2].

Turnover intention is a predictor for predicting turnover [3],[4],[5],[6]. Mobley [3] defines turnover intention, which refers to the desire to leave the work preceded by an evaluation of the current job, the emergence of a sense of satisfaction or dissatisfaction with the current job, the calculation of costs and benefits, and ends with a decision to survive or quit.

Among various factors influencing the intentions of a person to quit the job, job satisfaction has been found to be the most influential [2]. Job satisfaction is a happy emotional
state or positive emotions that come from the assessment of one's work or work experience [7]. The results of the study linking job satisfaction and turnover intention showed negative results [8],[9],[10], and positive affect also showed negative results [11]. Based on this, the design of this study reexamined the relationship between job satisfaction and positive effect on turnover intention. In addition, the use of positive affect variables in this study for Indonesia is still rare.

2 Literature Review and Hypotheses

Job satisfaction is a happy emotional state or positive emotions that come from the assessment of one's work or work experience [7]. Cetin [12] explains that job satisfaction is a person's reaction to a job or organization.

Turnover intention is a predictor for predicting turnover. Mobley [3] defines turnover intention, which refers to the desire to leave the work preceded by an evaluation of the current job, the emergence of a sense of satisfaction or dissatisfaction with the current job, the calculation of costs and benefits, and ends with a decision to survive or quit. Whereas Jaros [13] defines turnover intention refers to the tendency of employees to stop being part of organizational membership.

The effect is a word used to describe the state of one's internal feelings [14]. A person's circumstances are implicitly and explicitly against an object, person or position tends to be regarded as evaluative judgments than an internal condition feeling person. Positive Affect is defined as an affective personality trait that represents a predisposition or readiness to respond positively to environmental stimuli [15].

Mobley [3] argues that job dissatisfaction translates into the thought of quitting in the hope that quitting will ultimately result in more satisfying work. An employee always wants satisfaction at work. However, employees do not always get the desired job satisfaction. This is due to the work atmosphere that is not conducive, feel the work is never finished, thus employees feel anxious, not excited, cannot enjoy the work, and are not comfortable with the current job, when this happens it will have an impact on decreasing satisfaction with the job so that conditions like this will result in employees to make an intention to leave. The results showed that the relationship between job satisfaction and turnover intention had a negative relationship [8],[9],[10].

**Hypothesis 1: job satisfaction has a negative effect on turnover intention**

Positive Affect is defined as an affective personality trait that represents a predisposition readiness to respond positively to environmental stimuli [15]. The relationship between positive affect and turnover intention is negative[16]. Individuals who have high positive traits tend to be more willing to change their situation when they feel dissatisfied. Furthermore, the relationship between job satisfaction and turnover intention is the one who feels the strongest among people who feel that their values are not fulfilled at work and tend to experience high positive moods. This is certainly when feeling higher self-achievement in terms of skills and ability to find new jobs that will fulfill their value [17].
Hypothesis 2: Positive affect affects the intention to leave.

3 Research Method

From the various studies above, it can be assumed that job satisfaction has a negative effect on turnover intention and positive affect also has a negative effect on the intention to leave. To facilitate an understanding of the relationship between the various variables, Figure 1 presents the research model.

The design of this study is hypothesis testing, with survey methods. Data collection in this study was carried out by a cross-sectional method that is collecting or retrieving data at a certain time [18].

The population in this study is non-banking employees who work in the city of Ternate. The sample size used in this study was 88 respondents. The sample used in this study will be taken with a non-probability sampling method, namely purposive sampling with a judgment sampling approach, which involves selecting subjects who are in the most advantageous place or in the best position to provide the information needed [19]. Purposive sampling is chosen based on the consideration that employees of non-bank financial institutions are more burdened on the company's target without being followed by the level of welfare, so this will certainly have an impact on high turnover intention.

The data used in this study were collected by a survey method using a questionnaire. Surveys are an appropriate method for research questions regarding the beliefs or behavior of someone reported [18].

Validity is the level at which a test measures what it really wants to be measured. The items used in this study are those that have a factor loading value ≥ 0.5 [20] Reliability is related to the accuracy and precision of a measurement procedure [21]. In this study, the reliability test was carried out by looking at Cronbach's Alpha values above 0.7 [20]. Hypothesis 1 and 2 testings are done using simple regression analysis [20].

Job satisfaction is a happy emotional state or positive emotions that come from the assessment of one's work or work experience [7]. Job satisfaction was measured by using a
5 item statement developed by Brayfield and Rothe [7], which uses a Likert scale with one strongly disagree to 5 strongly agree. For example: "I really enjoy my work".

Turnover intention is defined as the conscious and deliberate willingness to leave the organization [13]. The turnover intention was measured by using three items of the statement, which was developed by Irving, [22], using a Likert scale with one very disagree to 5 strongly agree. For example: "I want to stay with my current job for the future".

Positive Affect is defined as an affective personality trait that represents a predisposition or readiness to respond positively to environmental stimuli [15]. Positive affect is measured by using 4 item statements developed by [23], who use a Likert scale with one strongly disagreeing to 5 strongly agreeing. For example: "I feel enthusiastic at work".

4 Result and Discussion

Respondents in this study are employees who work at non-bank financial institutions in Ternate. Based on the results of the questionnaire distribution, a total of 115 was distributed in this study. Of the 102 (88.70 %) questionnaires returned, only 88 (76.52 %) questionnaires were declared eligible for analysis in the framework of hypothesis testing. Thus the response rate in the study was 85 %.

Respondent characteristics used in this study include age, sex, last education, marital status, current position, and working age. In general, the majority of respondents were male (56 a tau by 64%) and women (32 or 36 %), with an average age of 39 years, and most of the educational level is graduates Tier 1 (89%).

Table 1 presents the results of factor analysis to test the validity of statement items that measure job satisfaction, positive affect, and turnover intention. No statement items are discarded because everything has a loading factor in the above 0.5. The same is true for the reliability test results in that all variables are declared reliable with Cronbach's alpha values above 0.7.

<table>
<thead>
<tr>
<th>Factor and Scales</th>
<th>Factor 1</th>
<th>Factor 2</th>
<th>Factor 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>JS = Job Satisfaction = Cronbach α: 0.812</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JS1</td>
<td>0.862</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JS 2</td>
<td>0.658</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JS 3</td>
<td>0.827</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JS 4</td>
<td>0.764</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JS 5</td>
<td>0.662</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PA = Positive Affect = Cronbach α: 0.814</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PA 1</td>
<td>0.813</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PA 2</td>
<td>0.784</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The results showed that turnover intention is influenced by job satisfaction. Thus hypothesis 1 is supported. The results of this study are in accordance with the theory put forward by Mobley. According to Mobley [3], turnover intention refers to the desire to quit his job. The turnover intention process is preceded by an evaluation of the current job so that it creates a sense of satisfaction or dissatisfaction with the current job. Satisfaction or dissatisfaction will be preceded by how much the calculation of costs and benefits. If the costs and benefits to be obtained are greater than the current job, then it will end with an exit decision. Conversely, if the costs and benefits to be obtained are smaller than the current job, then it will end with a decision to survive [3]. The results of this study are also supported by
[8],[9],[10] that job satisfaction has a negative effect on turnover intention.

The results of this study do not support the hypothesis that Positive Affect Air relations negatively with turnover intention. The results of this study are not in accordance with the theory put forward by Weitz [24]. According to Weitz positive affect is a variable that must be considered in relation to the relationship between job satisfaction and negative turnover intention.

5 Conclusion

This study aims to examine the relationship of job satisfaction on turnover intention and positive effect on turnover intention. Based on the results of simple regression analysis and discussion, it can be concluded that job satisfaction has a negative effect on turnover intention and positive affect has no effect on turnover intention. Future studies should try the positive effect variable as a moderating relationship between job satisfaction and turnover intention.

References

Relationship Communication and Customer Satisfaction as Predictor of Customer Engagement

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Abstract. Customer engagement reflects the level of customer involvement related to the company's products, services, and activities. This study aims to analyze and explain the effect of relationship communication on Customer satisfaction and customer engagement. The research was conducted in five Islamic customer Banks in Makassar. The research used the survey method and purposive sampling technique with the total sample 250 respondents. The types of data used in the research were the quantitative data collected from the sources of the primary and secondary data. The data were then analyzed using regression analysis with SmartPLS technique. The research results proved that relationship communication has a positive and significant effect on customer satisfaction and customer engagement. The more effective communication implemented by the company, will encourage the higher level of customer engagement of Islamic banking customers.

Keywords: Relationship Communication, Customer Satisfaction, Customer Engagement and Islamic Banking

1 Introduction

The era of Islamic banking has begun with the enactment of Law No. 7 of 1992 concerning Banking which became the legal basis for the establishment of profit-sharing banks, but factually in 1991, Bank Muamalat Indonesia was established [1]. The potential for the development of Islamic banks in Indonesia is very high. Evidenced by Indonesia's population of 228,523,300 inhabitants, this number is the 4th largest number after the population of China, the United States and India. But Islamic image of prospective customers and customers of Islamic banks in Makassar is still low. The market share achievement of Islamic banks especially in Makassar is still below 5 percent and nationally it is still around 5 percent indicating that the views or perceptions of the Makassar people in particular towards the existence of Islamic banks are still very low. If departing from the population of Indonesia which is predominantly Muslim, it still lags far behind the State of Malaysia whose market share has reached 40-50 percent [2]. Naseer et al. (1999); Abdullah et al. (2012); Abduh, (2013) that public perception to choose Islamic banks for religious reasons is more important than profit reasons. While Bariah et al. [3]; Dewa dan Zakaria, [4]; Hamsani et al. [5] found that the community stated the use of Islamic banks is not due to religious values but rather the reasons for the benefits provided, location and others. Customers still have economic motives
in choosing Islamic banks. The process of interaction of employees is very helpful in providing services to customers.

The concept of Islamic banks to build closeness with consumers is not only when consumers will conduct transactions but is intense in communication. Communication is a very important component in building long-term relationships both for potential customers and customers who have long established relationships with Islamic banking. Finne and Grönroos [6]. Reveal that a decrease in the value of a service or relationship will fail due to lack of good communication between the buyer and seller. To extend relationships with customers it is better to be able to communicate intensely, keep promises, provide timely and transparent and reliable information [7]. Many obstacles faced by Islamic banks include the lack of human resource competence in the field of Islamic banking, that there are a number of factors that have caused the market share of Islamic banking to not be reached between an inadequate understanding of the community regarding Islamic banking operations, limited quality of resources, lack of innovation in developing sharia-based products and lack of government support in developing Islamic banking [8], [9].

Islamic banks need to continue to increase the scale of their intensity towards consumers by utilizing existing loopholes to increase consumer engagement. If engagement is applied consistently, consumers will be more bound by Islamic banking. Anderson and Narus [10] that not only do communication in relation to marketing but how to instill trust in customers is the target of strengthening as a customer. So it not only has an impact on transactions but maintains a stable value of retention but also gives birth to consumers' commitment to Islamic banking and creates referral marketing.

Pansari and Kumar [11] revealed that customer engagement is a mechanism for adding customer value to Islamic banking, either through direct and or indirect contributions. Direct contributions consist of increasing transaction value and indirect contributions consist of referral incentives, customer social media conversations about brands, and customer feedback / suggestions provided to Islamic banking. The uniqueness of this behavior is that the customer is voluntary. Although customers do not generate direct revenue for Islamic banking, they have helped to strengthen the image of Islamic banking and influence other consumers' decisions for future purchases, thereby increasing profitability and business value in the long run.

This study extends previous research by examining empirically how communication affects satisfaction and customer engagement in B2C service relationships. This research is about marketing relations by developing and testing a Islamic banking communication model from a customer perspective. Previous research by Balaji et al. [12] which examines that communication can predict the sustainability of customer relations with banks in Malaysia. While Fierro's research, 2014 revealed the importance of building relationships in developing customer engagement. Therefore, this study will examine the importance of communication in predicting customer engagement in the perspective of Islamic banking customers.

1.1 Theoretical Background

Relationship marketing is an effort to get to know consumers better, so companies can meet their needs and wants in the long run [13]. Serving customers does not stop at the level of consumers feeling satisfied. Satisfied consumers do not necessarily become loyal customers. Consumers who said they were satisfied with the quality of products or services as well as the services of the company, could easily move on products and services of other
companies that have assessed the quality of the same or has the quality a little better. by him that need a better understanding of the needs of and customer expectations.

Mehrabian and Russell's [14] Stimulus-Organism-Response (S-OR) Paradigm is one of the earliest frameworks developed to be investigated for the influence of the atmosphere on customer behavior and it continues to be widely used. Given that studies of customer engagement have shown beneficial results, it is necessary to determine stimulus variables (S) that affect the organism (O) and, in turn, bring changes in response (R) to service settings. Stimulus refers to environmental factors anything else that gave rise to internal reactions of individuals to the environment. In service settings, such as hotels, mood elements act as stimuli (S) for customer responses. Respect to organisms (O), the original model states that customers experience three types of emotional states: pleasure, passion, and dominance. However, in this study, only the emotional state of customer satisfaction was investigated. There is evidence that organisms (O) can influence the results of behavioral responses (R): [15].

A number of studies have emphasized the importance of communication and its impact on changing customer attitudes and on certain product brands. Elaborating models for processing information emphasizes the ability of communication to process and motivate the process of communication messages. In stimulating consumers, communication messages may differ in some contests, where there are informative or emotional ones, and creative design and communication strategies [16].

Communication is the ability to provide timely and reliable information. Communication as an interactive dialogue between a company and its customers that takes place during the pre-sales, sales, consumption and post-consumption stages [10]. Communication in relation to marketing means providing reliable information, providing information when delivery problems occur, providing information about quality problems and being able to fulfill promises is the communicator's task to build awareness, build consumer preferences by promoting quality, value, performance and other features, encouraging buyers who are interested in making a purchase decision [7].

Customers always want the creation of effective communication with the company, communication or interaction of employees in terms of providing information, providing solutions when there is satisfaction with consumers will provide satisfaction to customers and are willing to continue the relationship with the company. This relationship is not just to make a purchase or transaction will but customers will be willing to be a word of mouth and will refer to friends and family. This relationship is called customer engagement. Vivek et al. [17] shows that the theoretical root of the concept of customer engagement lies in the relationship marketing domain. In domain of relationship marketing, companies focus on customers such as consumer communities and organizational value creation. Previously, the main objective of relationship marketing was to build a long-term relationship with the company, the relationship between the customer and the company was limited to purchases and ensure long-term loyalty [13]. However, this has evolved along with developments in the market based on needs and the interests of consumers, where consumers always want to connect with the company, through social media, interact with users of other products and make evaluations of company performance [11].

Customer engagement combines transactional and non-transactional behavior (word of mouth, blogging or referrals, and co-creation), which can have a strong impact on company results, even if not directly [18],[19]. The relationship between the customer and the company develops only if the customer is satisfied with the company and also emotionally connected with the company [11]. In other words, for customer engagement to exist, customers must
have a satisfied and emotionally connected relationship with the company. However, this relationship develops over time and varies and based on customer and company experience. This experience is only positive if the initial purchases made by customers meet customer expectations.

In relationship marketing, communication not only serves as a persuasive service but how to create Bidirectional Communication is related to providing information, listening and answering, which requires interaction in the form of two-way communication [6]. The concept of this research is a multidimensional communication relationship consisting of cognitive, affective, and behavioral components. Customers value company communication in terms of clarity, pleasure, responsiveness, and language.

According to Palmatier et al. [20] communication improves the quality of relationships and builds stronger relationships. This is supported by other research which found that intensive communication occurs in close relationships [21]. Although it has been found that communication styles can be very different in focus in Asia and the West [22], communication has been identified as one of the conditions that must be met by exchange partners for each exchange of relations (regardless of culture) [23].

In the world of banking, communication means as done through letters, mail, interactions on other websites and machines related to interactions and even personal interactions with personnel who provide services after, before and during transactions. Ball et al. [24], revealed that communication can be done through written communication such as correspondence, e-mail, web sites, or other interactions such as direct communication with company employees before, during, and after making transactions.

Eftimie et al. [25], found that communication not only has an impact on customer satisfaction but has an impact on employee satisfaction and contributes to the stability and sustainability of the company. Communication can play a major role in managing customer relationships so that customer satisfaction is achieved [26], [27], [28]. The research results of Cambra-Fierro et al. [29] found that frontline employees are able to engaged customers as long as they are able to provide services by communicating well in the event of complaints by customers. Effective communication can encourage the creation of transactional behavior (repurchases, loyalty) and non-transactional behavior (commitment of word of mouth recommendations and customer to customer) [17], [30].

The research hypotheses proposed and tested in this study have their basis in the SOR model [14]. Based on the SOR (Stimulus-Organism-Response) model propose that corporate communication (ie stimulus) influences customer cognitive and affective states of satisfaction (organism). This internal situation affects the commitment and customer loyalty to the company (response). The research model is shown in Figure 1. The hypothesis we propose is as follows:

H1: Relationship communication has a significant impact on customer engagement
H2: Relationship communication has a significant impact on customer engagement
H3: Customer engagement has a significant impact on customer engagement
2 Research Methodology

We use a sample of 250 Islamic banking customers using accidental sampling techniques. The questionnaire was distributed by filling in using the Likert scale of points 1-5, where the number 1 shows strongly disagree until point 5 which is strongly agreed. Data analysis techniques using analysis of Structural Equation Model (SEM) Partial Least Squares (PLS) 3.

3 Result and Discussion

Respondents were dominated by respondents with ages 15-30 totaling 152 respondents or 65 percent, respondents male sex numbered 121 respondents or 52 percent and women 110 respondents or 48 percent. The biggest composition is having the status of married as many as 140 people or 69 percent. Of the types of work, employees are the most respondents, as many as 165 respondents or 71 percent. There is a tendency that Islamic bank customers are employees, where employees desperately need fast and appropriate service quality. Respondents with a Bachelor degree (S1) had the largest percentage of 125 respondents or 54 percent. Characteristics of respondents based on being a Islamic bank customer for a period of less than 3 years amounted to 106 respondents or 46 percent and customers who had established relationships with banks around 3-5 years as much as 78 respondents or 34 percent. Over 5 years there are 47 respondents or 20 percent.

The average value for communication variables 4.19 with good categories. The satisfaction variable has an average value of 4.21 and customer engagement with an average value of 4.19. The structural model was analyzed using smart PLS 3. To test it by calculating the path coefficient and the t value of the parameters obtained using the bootstrap technique. This measurement confirms the accuracy and stability of estimates. Table 1 shows
the importance of the structural path to see the hypotheses proposed in the model accepted or rejected.

<table>
<thead>
<tr>
<th>Table 1. Crossloading within Variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variables / Indicators</td>
</tr>
<tr>
<td><strong>Relationship communication</strong></td>
</tr>
<tr>
<td>1. Employee of Islamic banking are clear in communicating because customers don't question anymore and don't make complaints</td>
</tr>
<tr>
<td>2. Communicating with Islamic bankers is very pleasant because the duration of communication does not long</td>
</tr>
<tr>
<td>3. Islamic bankers quickly respond if there are questions and complaints from customers</td>
</tr>
<tr>
<td>4. Islamic banks always use positive language in providing services to their customers.</td>
</tr>
<tr>
<td><strong>Customer satisfaction</strong></td>
</tr>
<tr>
<td>1. I am very satisfied with all Islamic bank services</td>
</tr>
<tr>
<td>2. In general, I have a good opinion about Islamic banks</td>
</tr>
<tr>
<td>3. Satisfied with all the Islamic bank services, I will increase my transactions</td>
</tr>
<tr>
<td><strong>Customer engagement</strong></td>
</tr>
<tr>
<td>1. I will not switch to another bank / conventional service</td>
</tr>
<tr>
<td>2. I and Islamic banking are committed to maintaining relationships because of one faith and based on piety</td>
</tr>
<tr>
<td>3. I will speak positively about Islamic banks to family and friends</td>
</tr>
<tr>
<td>4. I will participate by giving advice and opinions on the development of Islamic banks</td>
</tr>
</tbody>
</table>

**Source:** Processed Data from *SmartPLS* (2018)

Table 1 shows that the indicators for each exogenous and endogenous variable generally have good loading factor values, because the average is above 0.70. This indicates that the indicators used to measure each construct meet convergent validity. In addition, the AVE value indicates that all variables have AVE > 0.50, thus it can be concluded that evaluation of model measurements has good discriminant validity.

<table>
<thead>
<tr>
<th>Table 2. Total Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latent Variable</td>
</tr>
</tbody>
</table>

Reliability test uses cut-off composite reliability > 0.70 which is a good reliability requirement. When viewed from the composite reliability output all variables are reliable because they have a composite reliability (CR) value above 0.70. The reliability test in Table 2 can also be seen from the Cronbach Alpha value > 0.5 which is considered good. All variables have met the good reliability because all of them have Cronbach Alpha more than 0.50.

### Table 3. Results Of The Structural Model

<table>
<thead>
<tr>
<th>Relations between variables</th>
<th>Coefficient ($\gamma$)</th>
<th>$T$ value; bootstrap ($N = 231$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1: Relationship Communication $\rightarrow$ Customer satisfaction</td>
<td>0.000</td>
<td></td>
</tr>
<tr>
<td>H2: Relationship Communication $\rightarrow$ Customer engagement</td>
<td>0.000</td>
<td></td>
</tr>
<tr>
<td>H3: Customer satisfaction $\rightarrow$ Customer engagement</td>
<td>0.000</td>
<td></td>
</tr>
</tbody>
</table>

**Source:** Processed Data for SmartPLS

This condition can also be seen in Figure 2 or the following bootstrapping test model.

![Figure 2. Bootstrapping](image)

The significance test of the model using the bootstrapping technique results can be seen in Table 3. The results show the following p values:

1. Relationship Communication has a significant effect on customer satisfaction with a factor loading coefficient of 17.160 and a p value of 0.000 means that the higher the...
communication. it will increase customer satisfaction of Islamic bank customers in Makassar.

2. Relationship Communication has a significant effect on customer engagement with a factor loading coefficient of 4.501 and a p value of 0.000 means that the higher employee competence will increase customer engagement of Islamic bank customers in Makassar.

3. Customer satisfaction has a significant effect on customer engagement with a factor loading coefficient of 6.339 and a p value of 0.000 means that the higher customer satisfaction will increase customer engagement of Islamic bank customers in Makassar.

3.1 Discussion

The purpose of this study is how the influence of communication or employee interaction can improve customer engagement. Descriptive analysis results show that relationship communication in Islamic banking Makassar is in the good / important category. Therefore, to increase customer engagement, one of the factors that needs attention to improve its effectiveness is communication. The basic theory of service recovery proposed by Zeithamal [31]. That basically, a communication is carried out to convey something. More than that, in some conditions communication is used to change the perspective and attitude of others towards something. Changes in attitude will occur more quickly by touching one's feelings and hearts, and coupled with a rational argument. Bleek and Ernst [32] argue that communication must be done well because the relationship will fail without good communication between buyers and sellers.

Clarity in receiving information about the benefits and advantages of Islamic products with a short duration of communication, customers are treated fairly and easily responded to, and understanding the language used is an indicator that customers can be bound to Islamic banking. Roy et al. [33] revealed that to motivate customers to engage in a company and be able to develop markets, service providers need to treat them fairly, build cognitive and affective trust and understand how they create use value [33]. The results of this study are also supported by Lassar [12] that communication is very influential on the sustainability of consumers in relation to B2C services. This supports the SOR model theory [14], that corporate communication affects the cognitive and affective conditions of customers, which in turn affects commitment to the company.

When the company receives various complaints from customers, employees show an interest in solving problems and providing fair solutions to customers, so as to create customer satisfaction. The actions taken by employees and their responses to customer requests is one of the most effective communication tools. When customers feel cared for, get a quick response from every question or complaint, as well as fulfilled all their desires, then makes the customer committed to remain in the company. Customers will promote Islamic banks to friends and family and will provide the best input for Islamic banks because of the good communication received from employees of Islamic banks. This is supported by research by Voyles and Mohebi. (2015) that an equally important factor affecting customer engagement is intensive communication. primarily answering customer questions. in addition, research conducted by Cambra-Fierro et al. [34] found that employees are able to manage customers as long as they are able to provide services by communicating well in case of complaints by customers. This is in accordance with the theory of Social Exchange Theory put forward by John Thibaut and Harold Kelley (1959) states that each individual voluntarily enters and lives in a relationship only as long as the relationship is satisfactory in terms of respect and
sacrifice. Effective communication can encourage the creation of transactional behavior (repurchase, loyalty) and non-transactional behavior (commitment, word of mouth recommendations and customer to customer) [17], [30].

4 Conclusion

Employees play an important role in determining the continuity of relationships between customers and banks. Clarity in receiving information, not long duration of communication, as well as being quickly responded to and given solutions are indicators that customers can be engage to Islamic banking. The more effective communication implemented by the company, will encourage the higher level of customer engagement of Islamic banking customers.

4.1 Research limitations

The customer engagement variable is a new variable and there are still few who do research on that variable. Therefore there are still few references that support the results of this study. This research is also still limited to companies engaged in services.

References

Value Relevance of Gender Equality in Buginese and Makassarese Culture

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Abstract. The study aims to assess and to analyze the value relevance of gender equality in Makassarese and Buginese Culture. As for the locus, the locus of the study is Bone Regency and Gowa Regency in South Sulawesi through the social-cultural approach. The data collection method applies field methods such as interviews and literature review sources. The analysis used in this research is various issues of gender, specifically in the family, personal and organizational contexts. The result of this study indicates that there is value relevance of gender equality in the Buginese and Makassarese culture. The value of gender equality in the Buginese and Makassarese culture study is sipakatau value teaching to treat others well and look at people with all their advantages. Therefore the culture sipakatau upholds the value of mutual respect among others, does not recognize arbitrary actions against others, and even individual problems become a common problem.

Keywords: Relevance, Gender Equality, Cultural Values Buginese, and Makassarese.

1 Introduction

Many countries experience a large increase in the labor market participation of women. This development often referred to as the gender revolution [1], [2]. The issues of gender equality have been increasingly discussed among Indonesian academics. This study of emerging woman's issues is dominant because of the people's concern of the reality reflecting a woman's position in various aspects of life. Gender roles and gender ideology at the community level play an active role in managing the family, including the division of household works [3], [4]. However, the woman's position is generally attributed and limited to the domestic context in relation to the family matters and household matters, while the man's position is always attributed to the public context in relation to the public matters. The women that propose to participate in the public still have difficulties in freeing themselves from their domestic responsibilities. This additional burden is due to their childcare responsibility that is already very common in their cultural perception [5].

Gender equality is a paradigm that is necessary to impose through diffusion and innovation of gender equality values. The insights and the ideology of Equal partnership should be understood by any citizen. The culture adopted by the community is familialism ideology, where the man's primary role is the head of the household. The man has privileges and the greatest authority in family life [6].

The Buginese and Makassarese community are some of the ethnical groups lived in Indonesia that has their own perspectives about human's existence. The human existence in
Buginese culture certainly has different characteristics from other cultures. The terms ‘Buginese’ and ‘Makassarese’ become the identity for the major community settling in the South Sulawesi peninsula. They have built their civilization for centuries. The wisdom and the teaching within the Buginese and the Makassarese culture are one of the riches humanitarian wealth that exists in the world, especially in Indonesia and it has been passed down through the generations, whether by oral tradition or written tradition that long have been known by the Buginese and Makassarese people in the form of folklore. From those traditions, the Buginese and Makassarese people develop their culture. There are many known cultural records and folklores which give an explanation about human beings, including an explanation about women in the Buginese and Makassarese culture.

The transition of Buginese and Makassarese community from the traditional era to the modern era pass through a long and complex process. There are many cultural values still preserved, but there are some other values gradually abandoned due to interaction with other dominating cultural values. One of the values experiences the cultural shift is in accordance with the changes within the social condition of the community. This development is mostly related to the demands of equal rights for women roles, which is led by the feminist group. Therefore the authors wanted to examine the value relevance of gender equality in the Buginese-Makassarese culture.

2 Research Methodology

This study uses a social-cultural approach with social construction consideration that will be the analysis tool for various gender issues, especially in the family, personal, and organizational context. The concept of gender is strongly influenced by the values, both social values, and culture. As for the locus, the locus of this study is Bone Regency and Gowa Regency in South Sulawesi. This study uses a triangulation technique where the researcher uses multiple qualitative data collection techniques, such as nonparticipant observation, interviews, questionnaires, and documentation for similar sources simultaneously. The advantage of the triangulation technique is that the collected data will be more consistent, empirical, and complete. The data analysis applies descriptive statistics analysis using frequency distribution table.

3 Result and Discussion

3.1 Description of GDI and GEI in South Sulawesi

The success rate of development that accommodated the gender issues currently can be measured, one of which is with GDI (Gender Development Index). GDI aims to evaluate and compare the performance of countries on gender equality and aims to measure the position of women compared with men GDI elaborates on the development of men and women. Therefore, this index is able to reveal the gap between the two genders. GDI encompasses some aspects including life expectancy, education, and income, but it uses the index that is distributed equally, separating men and women. In Indonesia, specifically, in Sulawesi, Gender Development Index has shown some great participation of women towards gender equality. The following table below shows the Gender Development Index in Sulawesi.
According to the BPS 2017, GDI in Sulawesi, especially South Sulawesi Province, shows an increase every year. South Sulawesi has the second-highest value of GDI after North Sulawesi.

The data from BPS shows that there is a significant increase in Gender Development Index (GEI) in South Sulawesi that accounts for 70.57. The value keeps increasing every year, and GEI of South Sulawesi also has the second-highest value after North Sulawesi. Woman empowerment program aims to provide women with the opportunity and access to the balance of the development process [7].

### 3.2 Description of South Sulawesi in the Social Economy Aspect

A general overview of gender in South Sulawesi in the social economy shows that there is still a small gap between men and women. Where such gaps are visible in terms of education. The ratio of literacy rates based on the province, area of residence, and gender in 2017 accounted for 97.70 % for men and 96.41 % for women. Similarly, in the health aspect, the ratio of life expectancy of a woman is higher than a man in 2017. For men, the ratio accounted for 67.96 %, while the women accounted for 71.86 %. While in the economic aspect, the amount of expenditure per capita of men is higher than women. In 2017, man expenditure is Rp.15,010, while woman expenditure is Rp.9,379 (Source: Central Bureau Of Statistics). In terms of political involvement, the women in the parliament reached 21.18 % in 2017, while the percentage of women as professionals reached 51.62 % in 2017. This percentage had decreased compared to previous years.
3.3 Value of Gender Equality in the Buginese and Makassarese Culture

Gender equality is defined as the equality of man and woman for having opportunities and rights as a human that they could participate in various aspects of life. In a further development, women sometimes are considered to be domestic being due to life demands that is gradually justified by the community as the second sex. This further generates the feminist movement with a variety of shapes and demands for liberating women from isolated domestication [8]. For women, power can encourage empowerment by increasing their participation in taking a decision on the allocation of household resources, mobility, and labor participation [9], [10], [11].

Arnold (2006) states that there are three models or developmental approaches in achieving gender equality. Those are the women in development (WID) approach, women and development (WAD) approach, and gender and development (GAD) approach. The WID approach requires women participation in the development, but the focus is not on the change of the overall structure of a community or its economic system that causes a gap between men and women. WAD approach integrates the women in the development only to worsen their opportunities in achieving equality. However, this approach is also criticized because of the assumption that women's status will be improved if the global structure becomes more equitable, and GAD also considers empowerment a complex process and influences by the political, social, and economic conditions. This approach focuses on empowering women having no good opportunities in developing their prosperity within the community [12].

According to Puspitawati (2012), the value of gender equality is described as a gender partnership that manifests in various forms [13], those are: first, equal and fair cooperation between husband and wife as well as children, either men or women, in performing all the functions of the family through the division of work and roles including public, domestic and social roles[14],[8]. Second, partnerships in the role division of husband and wife to work on family life activity and to show transparency of the resource use. “There should be no lie between the husband and the wife” or “there is no secret agenda or have an axe to grind”, the emergence of a sense of interdependence is based on the trust and respect each other, accountability in the resource management, and the establishment of stable, harmony and well organized family life that reflects the existence of 'good governance' in the family level [15].

Third, partnerships in husband and wife role division are related to the cooperation in carrying out the family function with behavioral components including the contribution of ideas, attention, moral support and material, the advice based on the knowledge gained, and the support in terms of energy and time [3]. Fourth, gender partnership in this context refers to a concept of gender in relation to the different roles, functions, responsibilities, needs, and social status between men and women based on the formation/ construction of public culture; social role of gender is not natural, but it is based on the agreement of the community; Social roles can be interchanged and can change depending on local cultural conditions and time/era [16]. The role of a husband-wife or father-mother is the consequence of marital life. The division of tasks and roles of husband and wife is usually performed based on a compromise with the partner.

Values or the principle of gender equality mentioned above have familiarity in Makassarese and Buginese culture. Values of equality in the Buginese and Makassarese culture is reflected from the understanding of the concept of "Tau” or "To” in the Buginese and Makassarese terminology that means human, in the cultural perspective of South Sulawesi, it is also recommended to have sipa’tau (human nature). It means that the characteristics of human nature should refer to the system of values and norms of the South Sulawesi community. The implementation of the concept further developed into ethics of
sipakatau (to humanize each other), sipakalebbi (to respect each other), sipakatuo (to support each other), and sipakatokkong (to help each other). Therefore, it is very clear that the philosophy is not only as a cultural will, but also as a value system and guidance of life for the community in South Sulawesi. This implies that the cooperation principle between man and woman or among the women themselves and among the men themselves is no matter how difficult the works, it will, in turn, be successful. This value is known as mutual cooperation (gotong royong).

In the Buginese and Makassarese culture, the philosophy burane mallempa makkunrai majjujunjung, that means the man shall carry (2 parts) and the woman shall uphold (1 part). This is the mechanism of the job division in the tasks of the household, where the husband obligated to support a wife and take care of the household. However, this work division is not an obligation, which implies that it is not prohibited for the husband to work the wife's work if the wife is unable to do the works. Similar to the wife, the husband is not strictly obliged to only take care of the household works. Even sometimes, the husband and the wife work together. This is what Buginese and Makassarese people called sipurepo or to share the works with each other.

In addition to that, Buginese society has cultural value known as sibaliperri' (solidarity, partnership). While in the context of the 'iddah, it is related to the culture of siri' (honor and self-esteem) and asitinajang (the principle of propriety), lempu' (honesty), and other. In addition, in the problem of division of inheritance is closely related to the philosophy of mallempa' (to bear) and majjujung (to uphold), which means the man with his right of inheritance, on the other hand, has an obligation to support his sisters, while the daughter also has the right of inheritance, but she is responsible for herself. In the application of inheritance, the Buginese people also refer to the asitinajang (the principle of propriety) in either cultural or religious scope, which is to obey the religion and culture.

Meanwhile, at the wedding ceremony of the Buginese and the Makassarese culture, it is very important to concern with the value of gender equality between the man and women. This is reflected from the semantical meaning of the word marriage, Siala among the Buginese and Sialle’ among the Makassarese that means 'to take each other'. Wedding. The marriage between the man and the woman is understood as a process of taking each other. The implementation of Siala or taking each other in general is when the woman takes the man. In this case, the man who recently gets married is obliged to stay in the house of the bride's parents. In South Sulawesi, the Buginese and Makassarese wedding procession is more inclined and dominated by the bride. Almost all decisions are made and confirmed in the bride's house.

3.4 The Division of Gender Work According to The Buginese and Makassarese Culture

Gender relations is emphasized on the cultural construction that encompasses domestic roles, productive roles, and social roles. The role of the production sector of Buginese and Makassarese community in Bone and Gowa Regency is presented in table 3 and table 4.

<table>
<thead>
<tr>
<th>Item</th>
<th>Weight</th>
<th>Frequency</th>
<th>Score</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both</td>
<td>3</td>
<td>22</td>
<td>66</td>
<td>81.5</td>
</tr>
<tr>
<td>Women</td>
<td>2</td>
<td>7</td>
<td>14</td>
<td>17.3</td>
</tr>
<tr>
<td></td>
<td>Weight</td>
<td>Frequency</td>
<td>Score</td>
<td>%</td>
</tr>
<tr>
<td>-------</td>
<td>--------</td>
<td>-----------</td>
<td>-------</td>
<td>-----</td>
</tr>
<tr>
<td>Both</td>
<td>3</td>
<td>26</td>
<td>78</td>
<td>91.8</td>
</tr>
<tr>
<td>Women</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>7.0</td>
</tr>
<tr>
<td>Men</td>
<td>1</td>
<td>1</td>
<td>1.2</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>85</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

Source: processed primary data, 2018.

Table 4. The Role of The Production sector in Gowa

Based on table 3 and 4, they show that the role undertaken by both women and men is the highest percentage in two districts that accounts for 81.5% and 91.8% respectively. It shows that the productive roles for the Buginese and Makassarese people in Bone and Gowa Regency adopt gender equality concept. Man and woman respect their rights and obligation each other. This is supported by the Nyamn [17], that gender is the important aspect of how husband and wife keep each other, to keep their relationship, and their daily life. Both of them describe, define and understand the action, personality and their own personal character to achieve harmony for them [15].

The role of reproductive sector of Buginese and Makassarese in Bone and Gowa Regency is presented in table 5 and 6.

<table>
<thead>
<tr>
<th>Item</th>
<th>Weight</th>
<th>Frequency</th>
<th>Score</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both</td>
<td>3</td>
<td>30</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Women</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Men</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>90</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

Source: processed primary data, 2018.

Table 5. The Role Of The Sector Of The Reproduction Of The Bone

<table>
<thead>
<tr>
<th>Item</th>
<th>Weight</th>
<th>Frequency</th>
<th>Score</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both</td>
<td>3</td>
<td>30</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Woman</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Man</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: processed primary data, 2018.

Table 6. The role of the Reproductive sector in Gowa Regency
Tables 5 and 6 show that the reproductive sector activity of the Buginese and Makassarese community in Bone and Gowa regency accounts for 100%, and it is done collectively.

The role of the social sector of Buginese and Makassarese community in Bone and Gowa is presented in table 7 and table 8.

**Table 7. The Role Of Social Sector in Bone Regency**

<table>
<thead>
<tr>
<th>Item</th>
<th>Weights</th>
<th>Frequency</th>
<th>Score</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both</td>
<td>3</td>
<td>30</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Woman</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Man</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>3</td>
<td>30</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Mean</td>
<td></td>
<td></td>
<td>0.333333</td>
<td></td>
</tr>
</tbody>
</table>

Source: processed primary data, 2018.

**Table 8. The Role Of Social Sector in Gowa Regency**

<table>
<thead>
<tr>
<th>Item</th>
<th>Weights</th>
<th>Frequency</th>
<th>Score</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both</td>
<td>3</td>
<td>30</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Woman</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Man</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>3</td>
<td>30</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Mean</td>
<td></td>
<td></td>
<td>0.333333</td>
<td></td>
</tr>
</tbody>
</table>

Source: processed primary data, 2018.

Tables 7 and 8 show that the social activity of the Buginese and Makassarese community in Bone and Gowa regency is done collectively involving women and men reaching the highest percentage that accounts for 100%. Generally, the role of men and women in the household works, including agricultural production, are associated with the time spent on working various activities. Women wake up first in the morning, prepare food for all family members, and take care of the children before they go to school. After their morning works are finished, they go to work in the fields, then return home to prepare lunch, and some of them will return to the fields to work until the afternoon.

During the harvest season, although they work near the house, they have a variety of responsibilities, which is quite time-consuming in some post-harvest processes. The men work in the field in the morning, and they finish working in the evening, but they can have a rest in the afternoon. In the afternoon, women can do a variety of other activities, including marketing and unproductive activities during their leisure time.
3.5 The Level of Gender Equality of The Buginese and The Makassarese Community

Conceptually, all human beings desire equality and equity, but naturally, gender is a separation between man and woman. Gender differences have an impact on a variety of injustice, both for men and especially for women. Gender inequality is manifested in the various forms of injustice, namely: the marginalization of the process of impoverishment of the economy, subordinated to the rights of women, stereotyping on women through negative labeling, and woman's burden for a longer working hour [14]. Gender equality is a dynamic condition that leads men and women to obtain access, participation, control, and benefits equally. To understand the level of equality and gender equity in South Sulawesi, the author provides a categorization, as can be seen in table 9 below.

<table>
<thead>
<tr>
<th>Category</th>
<th>Range of Score</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>241 – 360</td>
<td>66.67– 100</td>
</tr>
<tr>
<td>Moderate</td>
<td>121 – 240</td>
<td>33.34 – 66.66</td>
</tr>
<tr>
<td>Low</td>
<td>0 – 120</td>
<td>0 – 33.33</td>
</tr>
</tbody>
</table>

Source: processed primary data, 2018.

Based on table 9. The level of Gender Equality of the Buginese and Makassarese community is still relatively moderate. The explanation can be seen in table 10 and 11.

<table>
<thead>
<tr>
<th>Table 10. The Level of Gender Equality in Bone Regency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
</tr>
<tr>
<td>Total</td>
</tr>
<tr>
<td>Mean</td>
</tr>
<tr>
<td>Validation</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

Source: processed primary data, 2018.

<table>
<thead>
<tr>
<th>Table 11. The level of Gender Equality in the District of Gowa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
</tr>
<tr>
<td>Total</td>
</tr>
<tr>
<td>Mean</td>
</tr>
<tr>
<td>Validation</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

Source: processed primary data, 2018.

According to Tables 10 and 11, the level of gender equality and equity of the Buginese and Makassarese community in Bone and Gowa Regency accounts for 190 and 227, respectively. In accordance with the categories above, the level of gender equality and equity
is still classified as moderate. This proves that the cultural values of the Buginese and Makassarese community have relevance to the principles of gender equality and equity.

4 Conclusions

Based on the description above, it can be concluded that the values of gender equality generally has relevance to Buginese and Makassarese culture that the philosophical values of Buginese and Makassarese culture include *burane mallempa, makkunrai majjujung*, which means man’s primary task is ‘to bear’ (2 parts) and woman’s task is ‘to uphold’ (1 part). In the mechanism of household work division, the husband obligated to support wife and the take care of the household. However, this work division is not an obligation which implies that it is not prohibited for the husband to work the wife's work if the wife is unable to do the works. Similar to the wife, the wife is not strictly obliged to only take care of the household works. Even sometimes, the husband and the wife work together. This is what Buginese and Makassarese people called *sipurepo* or to share the works with each other. Not only that, in the Buginese and Makassarese culture, but the value of sipakatau also teaches people to always treat other people well and to respect for their good virtues. Therefore, culture *sipakatau* uphold the value of mutual respect among the people, to behave properly, and to solidarity. While in the concept of *siri' masiri’*, it teaches people how to be encouraged and be successful in their works in any time, so that it can be beneficial to themselves and to the people around them. In addition to that, this concept also encourages people's enthusiasm in any situation.

Based on the study result, the level of gender equality and equity of the Buginese and Makassarese community is classified as moderate since the principles in Buginese and Makassarese culture have similarities to gender equality principles. Therefore, the implication or the application of gender mainstreaming in developing gender equality can be implemented in the Buginese and Makassarese culture.

Acknowledgment. The authors would like to express their gratitude to the Ministry of Research, Technology, and Higher Education of Indonesia. The authors would like to express their gratitude thanks to local people in Bone and Gowa Regency to conduct the research.

Reference

[8] Iswary, E., and Hum, M., Perempuan Makassar; Relasi Gender dalam Folklor, - (2010)
Working Woman Sexual Harassment Phenomenon in Makassar

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Abstract. Women experience various forms of sexual harassment that potentially occur at home, office, and public spaces. This study aims to describe sexual harassment for working women in Makassar. This study involved ten adult women who had been sexually harassed verbally and physically by their superiors and coworkers. The design of this research is phenomenology that aims to understand one's life experiences, how an event has an impact on his daily life. Data is collected by conducting depth interviews with the subject and several significant people to fulfill the required information. This study finds that after experiencing sexual harassment, the subjects are afflicted to stress that caused by the position of the perpetrator in the workplace, the frequency of sexual harassment, the intensity of the subject meeting with the perpetrator, the number of perpetrators, the behavior that appears after the incident, and the negative feelings that arise due to sexual harassment.

Keywords: Sexual Harassment, Work Stress and Employee Performance.

1 Introduction

2018 Annual Report Komnas Perempuan shows something new, based on reports of violence in the private/personal sphere that are received by service providers, there is an increase in the number of violence against girls and quite large, as many as 2,227 cases. While the number of violence against wives still ranks first at 5,167 cases, and then violence in courtship is the third-highest number after violence against children at 1,873 cases. Violence in the public sphere reached 3,528 cases (26%), where sexual violence ranked first in 2,670 cases (76%), followed by physical violence: 466 cases (13%), psychological violence 198 cases (6%), and the special category is trafficking 191 cases (5%), and migrant worker cases 3 cases. The three most common types of sexual violence in the community domain are sexual abuse (911 cases), sexual harassment (708 cases), and rape (669 cases). [1] These data indicate that women experience various forms of sexual harassment by anyone who does not only occur at home, in the office, even in the public room, even women have the potential to experience sexual harassment.

The National Institute for Occupational Safety and Health (NIOSH) reports that women workers have a higher risk of experiencing work stress than men, and one of the biggest sources of stress is sexual harassment. An employee is, of course, faced with a difficult position when they accept sexual harassment behavior from their superiors. On the one hand, they become
victims and want to demand justice from the sexual harassment they received, but on the other hand they cannot do anything when considering that the sexual harasser is their own boss. There was fear that if they reported this incident they would be fired or transferred because they were considered to be lying about their report. This triggers inner turmoil in employees who are victims of sexual harassment and become depressed at work [3].

2 Literature Review

2.1 Sexual Harassment

Sexual harassment refers to acts of sexual nuance that are conveyed through physical or non-physical contact that target a person's sexual or sexual parts of the body resulting in discomfort, demeaning someone’s dignity, and possibly to cause health problems and threaten safety. Shame, anger, hate, offense and so on are negative reactions that arise as a result of all kinds of behaviors that lead to sexual things that are not expected and carried out unilaterally by the offender to the target victim. The range of sexual harassment is very broad, which includes: flirting, cheeky whistling, sex or gender connotation comments, porn humor, pinching, poking, patting or touching on certain body parts, certain movements or cues that are sexual in nature, solicitation for dating with a lure-lure or threat, an invitation to have sexual relations to rape. Sexual harassment can occur anywhere and at any time [4]

There are two types of sexual harassment, quid pro quo harassment, and hostile environment harassment. In the quid pro quo harassment, actions are implied by touch or suggestive comments. Self harassment is said, if the victim loses economic benefits and as a result of the rejection of the request and sexual treatment of the offender. In the quid pro quo harassment, the perpetrators are in control of the target and the involvement of victims in work. The second type is the hostile environment harassment when sexual behavior is undesirable actors has one of two types of impact. This interferes with performance or creates a hostile, offensive, or threatening work environment. This behavior changes the experience of workers in the workplace, which causes the work environment to be a place that is sexually required, intimidating, or offensive. Perpetrators can be supervisors or co-workers who make repeated offensive comments or unnecessary physical contact to the victim [5]

Sexual harassment can cause serious harm to victims, their families, and other coworkers. Sexual harassment also has a damaging effect on the entire workplace. The victim's work performance declines because the pressure of sexual harassment diverts her from work. Harassment can limit women's access to learning opportunities [6].

The incidence of sexual harassment led to negative feelings, such as anger, sadness, fear, resentment, worry, and shame. These negative feelings explained by Boland as a result of sexual harassment also make the victim experience emotional problems. Furthermore, Boland put forward the effects of sexual harassment incidents: emotional impacts, physical impacts, and economic effects [2]

Some of the effects that may result from sexual harassment incidents are as follows:

1. Emotional impact

   Emotional trauma can paralyze someone like a visible physical injury. Sexy harassment is shameful and degrading, and can cause victims who reduce self-confidence and self-
esteem. If something is not too severe, if repeated, it can have a serious and stressful effect on workers. Many cases of sexy harassment are repeated and can last from one to six months or more. Workplace. The emotional effects of sexual abuse also affect the desire to work at all. Confidence. He may be incompetent and question his desire to work in an area that cannot. Emotionally, victims often feel ashamed and ashamed to be targets of abuse.

2. Impact on physical
The victim may not realize it, but has emotional stress that can - and does indeed have a direct effect on other bodily functions. Lack of sleep can cause changes, which can cause pain, pain, or be overcome by disease.

3. Economic impact
Sexy harassment may have a severe economic toll on the victim: training, promotion, or salary increase. In retaliation for approval, he may be transferred to a difficult position or removed from his family and support. When applying is made, it can cause division at work. Certain employees can side with one party or another party. Rumors factories can improve the situation. Many women leave their jobs every year and leave. The effect of the harassment section can follow from the workplace because it might have an impact on the record and reference output.

2.2 Job Stress
Stress is an unexpected reaction that arises as a result of the high environmental demands of a person [7]. Stress is a dynamic condition in which an individual is faced with an opportunity, demand, or resource related to what the individual desires and whose outcome is seen as uncertain and important [8]. Claims are responsibilities, pressures, obligations, and even uncertainties faced by individuals in the workplace. Resources are things (or things) that are within the control of an individual that can be used to meet demands.

Beehr and Newman as quoted by Luthans interpret work stress as a condition that occurs as a result of interactions between employees with their work and is characterized or characterized by human changes that force them to deviate from their normal functions [9].

According to Ivancevich and Matteson, “work stress is defined as an adaptive response (response adjustment) mediated by individual differences and / or psychological processes, as a result of environmental actions, situations or events that cause excessive physical and / or psychological demands on a person [10].” A compressor is an external event or situation that has the potential to endanger a person. For an action, situation, or event to produce stress, it must be perceived by the individual as a source of threats, challenges, or dangers. If there are no perceived consequences - good or bad -, there is no potential for stress. Three factors determine whether an experience will produce stress, including interests, uncertainty, and duration.

The effects of stress can be grouped into three general categories: psychological symptoms, psychological symptoms, and behavioral symptoms. Physiological symptoms are the initial influence of stress, usually in the form of physiological symptoms (metabolism, increased heart rate, and breathing, headaches). Psychological symptoms, stress related to job dissatisfaction can lead to work-related. Behavioral symptoms include changes in the level of productivity, absenteeism, and employee turnover, as well as changes in eating habits, smoking patterns, alcohol consumption, stuttering speech, anxiety, and sleep disorder.
The model shown in Figure 1 illustrates the relationship between organizational stressors, stress, and outcomes. By definition, stress is a response to an action, situation, or event that places special demands on someone. Stressors are divided into four main categories: individuals, groups, organizations, and other things outside of work. The first three stressor categories relate to work. Work-related and non-work-related stress experiences create behavioral, cognitive, and physiological outcomes. The model states that the relationship between stress and outcomes (individuals and organizations) is not always direct, nor is the relationship between stressors and stressors. This relationship might be influenced by moderator stress. Individual differences such as age, social support mechanisms, and personality are introduced as potential moderators. Moderator is a valuable attribute that influences the nature of a relationship.
2.3 Employee Performance

Performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skill, experience, and sincerity as well as time. The purpose of the job appraisal is basically to measure employee responsibilities and as a basis for employee improvement and development [11].

Byars and Rue in Sutrisno revealed that work performance or achievement is the level of ability and understanding of a person towards a given task (work) that is seen from the results of the work [12].

Ability and skills, background, and demographics are individual factors that influence performance. Perception, attitude, personality, motivation, job satisfaction, and work stress are psychological factors which are the second factors that affect performance. While the third factor that affects performance is the organizational factor which consists of leadership, compensation, conflict, power, organizational structure, job design, organizational design, and career. Ability and skills play an important role in individual behavior and performance. An ability is a trait (innate or learned) that allows someone to do something mental or physical. Skills are competencies related to tasks such as computer operating skills or clear communication skills for group goals and missions [13]. Other opinions expressing factors that affect employee performance are as follows:

1. Ability, namely the ability in a field that is influenced by adequate talent, intelligence (intelligence) and interest.
2. Willingness, i.e., a willingness to provide the best capability for company goals.
3. Energy, which is a source of strength from within a person. With energy, a person is able to respond and react to whatever is needed in managing the job for the better.
4. Technology, i.e. the application of existing knowledge to facilitate the work.
5. Compensation, which is something that is received by employees as a reward for performance and benefit him.
6. Clarity of purpose, namely directed work, has a clear focus so as to provide optimal achievement.
7. Security, namely the human need to feel safe in the work environment as an effort to carry out work [14].

3 Research Methodology

3.1 Research design

This research is qualitative in that it explores and understands the meaning that some individuals or groups of people think is derived from social or humanitarian problems [15]. The design of this study is phenomenology, which aims to understand one's life experiences, how an event impacts his daily life.

3.2 Research subject

This research using the phenomenological method of taking a research subject who has experience of the phenomenon [16]. Based on this, the researcher used a purposive technique by establishing criteria in the subject selection, so that the subjects in this study were working
women and adults who experienced sexual harassment. In addition, researchers also took the subject using snowball sampling techniques, i.e. subjects that met the criteria obtained through the information of the researcher's acquaintances.

3.3 Data collection technique

The data collection process used in this study is in-depth interviews with research subjects and several significant people who are deemed necessary in gathering information.

3.4 Data analysis technique

Data analysis in this study began by examining all available data from various sources. The procedures for analyzing data in this study refer to the following:
1. Make a list of important questions about how individuals experience the topic (data horizontalisation). Compile a list of non-repetitive and overlapping questions.
2. Taking these important statements, then grouping them into larger units of information (units of meaning).
3. Write a description of the “what” experienced by the participants with the phenomenon (textural description)
4. Write a description of "how" the experience took place (structural description), and the researcher discusses the setting and context in which the phenomenon is experienced.
5. Write a joint description of the phenomenon by entering textural descriptions and structural descriptions [16].

4 Result and Discussion

4.1 Results

This study involved ten women working in Makassar City, who had experienced sexual harassment at work. Respondents' identities are illustrated through table 1 below:

<table>
<thead>
<tr>
<th>No</th>
<th>Subject</th>
<th>Age</th>
<th>Occupation</th>
<th>Marital status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AT</td>
<td>34 years old</td>
<td>Honorary employee</td>
<td>Single</td>
</tr>
<tr>
<td>2</td>
<td>NI</td>
<td>36 years old</td>
<td>Honorary employee</td>
<td>Married</td>
</tr>
<tr>
<td>3</td>
<td>SW</td>
<td>32 years old</td>
<td>BUMN employee</td>
<td>Single</td>
</tr>
<tr>
<td>4</td>
<td>SS</td>
<td>23 years old</td>
<td>BUMN employee</td>
<td>Single</td>
</tr>
<tr>
<td>5</td>
<td>SR</td>
<td>3 years old</td>
<td>Private employees</td>
<td>Widow</td>
</tr>
<tr>
<td>6</td>
<td>NN</td>
<td>44 years old</td>
<td>Salon employee</td>
<td>Widow</td>
</tr>
<tr>
<td>7</td>
<td>RD</td>
<td>27 years old</td>
<td>Restaurant clerk</td>
<td>Widow</td>
</tr>
<tr>
<td>8</td>
<td>AW</td>
<td>51 years old</td>
<td>Government employees</td>
<td>Widow</td>
</tr>
<tr>
<td>9</td>
<td>YN</td>
<td>25 years old</td>
<td>Private employees</td>
<td>Single</td>
</tr>
</tbody>
</table>

In general, the subject experienced sexual harassment in the work environment. Two subjects experienced sexual harassment outside the work environment. Overall, the perpetrators of sexual harassment are people who work with the subject. Four subjects experienced sexual
harassment by their superiors, while six other subjects experienced sexual harassment from coworkers.

The type of sexual harassment experienced by the subject also varies. Nine subjects experienced sexual harassment, in the form of touch in the buttocks, breasts, and genitals. One subject experienced sexual harassment in verbal forms, such as comments about the body shape of the subject and sexual harassment by almost all colleagues. The frequency of sexual harassment experienced by the subjects was six people experienced once, one person experienced it twice, and three people experienced it more than twice.

The occurrence of sexual harassment affects the performance of several subjects. One subject experienced a decrease in performance, such as often making mistakes and starting to make excuses for not coming to work. Three subjects become less able to focus their attention on their work, which then makes work performance less than optimal. One subject person will feel alert when looking at the perpetrator, so the subject becomes less focused.

However, two subjects who let the behavior of the perpetrators, get a raise, even though the work performance is less than the maximum. Different things happen to two subjects. The incident did not affect the performance due to the lack of intensity in meeting with the perpetrators and also caused by the subject's decision to resign. Different things happen to a subject, even though the subject only meets with actors when there is a similar activity, the subject chooses not to participate in the activity.

Based on the results of The Workplace Stress Scale, it was found that subjects who experienced sexual harassment experienced various levels of stress. The causes of stress experienced by the subject after the sexual harassment event vary, such as the position of the perpetrator in the workplace, the frequency of sexual harassment, the intensity of the subject meeting with the perpetrator, the number of perpetrators, the behavior that appears after the incident, and the negative feelings that arise due to sexual harassment.

One subject who does not experience stress because the subject only meets with the perpetrators while participating in the same activity. Subjects who experience mild stress are influenced by the behavior that appears after the incident, in the form of reporting the perpetrator, which then makes the perpetrator expelled, and decides to get out of the office so as not to meet the offender. Causes of the subject experiencing stress are classified as diverse. One subject experienced moderate stress because they were still in the same work environment as the perpetrators, even though they had different branches.

The cause of stress is in one subject is out of the office. But the position of the offender who is a boss, makes the subject finally experience feelings of fear and worry every time the boss in a new workplace calls the subject into the room. Different causes occur in two subjects who are also experiencing moderate stress, in the form of the frequency of sexual harassment that repeatedly occurs and for years.

The causes of severe stress on the subject also vary. One subject experienced severe stress due to the intensity of meeting the actors quite often, resulting in the subject deciding to quit his job. One other subject experienced severe stress due to the position of the principal who was the boss and the subject was still working in the same office as the perpetrator. Another cause of severe stress in one subject is sexual harassment experienced in verbal form and is carried out by almost all co-workers. The subject is also still in the same office as the perpetrators.

Other data found is the influence of sexual harassment events on the subject's performance at work. However, this only happened in eight subjects, while the other two subjects did not experience changes in performance. Things that cause sexual harassment events affect performance are the intensity of the subject meeting with the perpetrators classified as frequent, the position of the perpetrator in the workplace which is the subject's supervisor, repeated sexual
harassment, and the number of perpetrators where verbal sexual harassment is practiced by almost all co-workers.

Subjects who report perpetrators and then have them removed, do not experience changes in performance. Other subjects who decide to move branches, making the subject rarely meet with others, so that performance does not decrease. Sexual harassment phenomena for working women in Makassar City, illustrated in the chart below:
Fig. 2. The Phenomenon of Sexual Harassment In Working Women
Perpetrators of sexual harassment are people who work in the same office with the subject, namely superiors and coworkers. These result are explained by Boland that coworkers or superiors can be sexual harassers. Bosses have a greater possibility of sexual harassment because of authority and power. Boland argued that sexual harassment occurs in verbal and physical forms. Based on the results obtained, the victim experienced sexual harassment in physical form, in the form of touching the buttocks, breasts, and genitals and verbal, in the form of comments about the body shape of the subject.

In some cases, women who are victims of harassment risk losing their jobs or opportunities for career advancement if the request of the offender has a rejection. In other situations, coworkers' unwanted sexual behavior makes working conditions unfriendly and puts indirect pressure on them to leave work. Sometimes, emotional and physical consequences are reactions that arise as a result of the abuse received leaving the trauma for the victim so that they are unable to carry out their duties and responsibilities optimally [17].

The incidence of sexual harassment led to negative feelings, such as anger, sadness, fear, resentment, worry, and shame. These negative feelings explained by Boland as a result of sexual harassment also make the victim experience emotional problems. The results of The Workplace Stress Scale show that only one subject did not experience stress, while nine subjects experienced stress. One cause of stress at work is sexual harassment [18]. Victims will experience stress levels that tend to be high, even traumatized if the offender is the boss. This happens to subjects who experience severe stress due to the position of the offender who is superior and still works in the same office as the offender. Further explanation about stress explained by Lazarus & Folkman that stress is a relationship between individuals and the environment where individuals get behavior that is not in accordance with expectations and also behavior that makes psychological conditions become negative [19].

One factor that can affect the level of stress is the source of stress, in the form of the frequency and intensity of someone dealing with sources of stress [20]. This explanation occurs in subjects experiencing moderate stress and severe stress — Source of stress, in the form of perpetrators and sexual harassment behavior. The intensity of the subject which is still in the same work environment as the perpetrators and also the frequency of sexual harassment that occurs repeatedly makes the subject experience moderate and severe stress.

Lenhart argued that some sexual harassment victims experienced a fear of punishment in the form of salary deductions or no additional salary [20]. Fear can make the victim finally let sexual harassment still happen to him. Subjects who decide to resign from work, move to another branch, and avoid the offender, are forms of behavior that result from sexual harassment.

When sexual harassment occurs in the work environment, the victim will show decreased work performance because of his inability to concentrate his concentration at work [2]. One factor that influences employee performance is security [14]. It is not obtained by some subjects who remain in the same work environment as the perpetrators where the subject experiences fear and worry when called by superiors into the room and meet the perpetrators in the work environment, thus affecting the subject's performance, which then makes the subject unable to focus on work and decreased performance.

5 Conclusion and Suggestion

5.1 Conclusion

Sexual Harassment experienced by victims is done by superiors and coworkers in the form of touch and verbal. The type of sexual harassment experienced by the subject also varies. Nine subjects experienced sexual harassment, in the form of touch in the buttocks, breasts, and genitals. One subject experienced sexual harassment in verbal form, such as comments about the body shape of the subject and sexual harassment by almost all colleagues. The frequency of sexual harassment experienced by the subjects was six people experienced once, one person experienced it twice, and three people experienced it more than twice.

Based on the results of The Workplace Stress Scale, it was found that subjects who experienced sexual harassment experienced various levels of stress. The causes of stress experienced by the subject after the sexual harassment event vary, such as the position of the perpetrator in the workplace, the frequency of sexual harassment, the intensity of the subject meeting with the perpetrator, the number of perpetrators, the behavior that appears after the incident, and the negative feelings that arise due to sexual harassment.

Other data found is the influence of sexual harassment events on the subject's performance at work. However, this only happened in eight subjects in the form of frequent subjects making mistakes while working, absenteeism
decreased, and less able to concentrate on completing work while the other two subjects did not experience changes in performance because of the intensity of the meeting non-routine actors.

5.2 Suggestion

Supervision of the implementation of regulations from the government as an effort to protect working women. In addition, different locations and research subjects may have different results.

References

The Influence of Leadership Style, Compensation and Motivation on Employee Performance at PT Garuda Indonesia Region IV Makassar

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Abstract. This research aims to analyze the effect of leadership style, compensation and motivation on employee performance at PT Garuda Indonesia Region IV Makassar. This study used a simple random sampling technique, a sample of 63 respondents from the PT Garuda Indonesia Head Office was used. The research data was obtained from a questionnaire (primary), literature study, and direct interviews with relevant parties according to the purpose of the study. The analysis technique used PLS data analysis consisting of structural models, measurement models, and Sobel models. The results illustrated that leadership style as well as compensation had a significant and positive effect on employee performance. However, motivation, leadership style through motivation, and compensation through motivation have a positive but not significant impact on employee performance.

Keywords: Leadership Style, Compensation, Motivation, and Employee Performance.

1 Introduction

Human resources are considered elements that determine what steps taken by a company in pursuing its goals. In the world of aviation services, quality human resources have become a necessity. Increasing business competition requires employee performance in each company to anticipate changes in the internal and external environment. If it is developed regularly and planned, it will be able to bring to a certain social level [1]. This is also done with the fact that a company cannot be separated from human labor. In order to achieve a company's progress, the potential within employees must be developed. PT Garuda Indonesia (Persero) believes that the most valuable assets it possesses are employees. Therefore, this company is maintaining how to keep employee performance good.

The goals set by a company can be achieved if the utilization of its human resources is done in a way that favor the company. In the world of aviation services, quality human resources have become a necessity. Increasing business competition requires employee performance in each company to anticipate changes in the internal and external environment. If it is developed regularly and planned, it will be able to bring to a certain social level [1]. This is also done with the fact that a company cannot be separated from human labor; although it has a considerable financial capital and advances technological advancement, human forces are still required to run a business. In order to achieve a company's progress, the potential within employees must be developed. PT Garuda Indonesia (Persero) believes that
the most valuable assets it possesses are employees. Therefore, this company is maintaining how to keep employee performance good.

PT Garuda Indonesia (Persero) presents the best full-service flight services. Currently, there are 82 fleets operating for 33 domestic and 18 international destinations, including Asia, Australia, and Europe. PT Garuda Indonesia (Persero) receives an IATA Operational Safety Audit (IOSA) certification due to its high-level concern over its safety. This can prove that the airline has met international standards in the field of safety and security. PT Garuda Indonesia (Persero) has opened many branches throughout Indonesia, has 13 overseas representative offices, and has 45 representative offices in cities in Indonesia, and one of them is located in Makassar, namely the PT Garuda Indonesia Region Branch Office IV. In this regard, companies in the millennial era have very big challenges in managing their human resources, which are changing rapidly. Human resources as assets should be maintained and developed in order to provide a maximum contribution that can affect work motivation.

In an effort to realize the company's goals, one of which is to have employees who have good performance. Performance is a goal-oriented process that is directed at ensuring that organizational processes are in place to maximize the performance of employees, teams, and ultimately the organization. Employee performance can be measured by how many targets can be achieved, how much achievement is achieved, and the ability to complete the jobs that exist in the company. The better the performance of employees will affect the achievement and value in the company. Therefore, performance is a major factor in a company's success. Good performance will produce positive things, and bad performance will have a negative impact on the company.

Based on observations made by researchers, there are problems regarding the performance of employees at the Headquarters of PT Garuda Indonesia region IV Makassar. Employee performance has declined since 2016. This is due to an unfulfilled wish of employees who have worked for more than five years to be promoted as permanent employees. Besides, the low benefits provided to employees who excel in achieving the targets set by the company. This issue led to the employee discipline as indicated by the lack of employees who were difficult to attend on time according to the specified schedule, which caused delays in work that should have been completed on the same day. In addition, there are employees who cannot do work in accordance with predetermined rules. Therefore, issues regarding employee performance must be considered by company leaders.

One of the things that influence employee performance in achieving company goals is regarding leadership style. In this process, the function of a leader has a very important role in determining the organization of a company. The function of the leader is not just to provide guidance and direction to employees, but the most important thing is how a leader is able to provide a clear vision and mission or direction where the organization will go to get results in accordance with the initial purpose of the establishment of the company.

A process in influencing, motivating, and making people contribute to the efficacy and the achievement of an organization is defined as leadership (House et al., In Yukl [2]). The ability to influence that possessed by a leader will determine the way employees are used to achieve work results. A leader will be considered good if he wants to accept changes, willing to accept criticism and suggestions from subordinates openly, and often pay attention to their welfare. Tailoring the system and process in an organization that caters to the needs of individuals, groups, and organizations is the strategy that should be taken by the organizational leader in order to influence the behavior in an organization.

This leadership style often becomes an obstacle for employees in carrying out daily tasks and activities. Leaders are required to understand the motives of their employees because
motives are based on a desire to satisfy various types of needs, which in turn will affect employee behavior and performance. A leader is an example, role model, idol, and coach for all members of the organization he leads in improving work. The manifestations of leadership include behavior, attitudes, character, and policies possessed by the leader [3]. In the research conducted by Yayan Alfian Nugraha [4] regarding the Effect of Leadership Style on the Motivation of the Employees of PT. Serang branch General Finance proves that there is a substantial impact between leadership style variables on employee work motivation. So to achieve the company's vision, it takes the role of an effective leader in providing motivation to employees so that they are always able to compete with competitors.

Every employee who works at a company has a purpose and objective. The purpose of employees working in a company is to fulfill their needs. Whereas the employee's goal, in general, would be to expect achievement compensation in the form of compensation for their work. Because basically, people work also want to earn money to meet their daily needs; for this reason, an employee starts to appreciate hard work and increasingly shows loyalty to the company, and that's why the company rewards employees' work performance by giving compensation. Past investigation conducted by Rendy Putrayasa, regarding the impact of compensation on work motivation and staff performance at PT. Asuransi Jiwasraya shows that compensation has a substantial impact on work motivation, which means the level of employee motivation depends on the level of financial compensation. Motivation contributes significant impact on employee performance, meaning that the performance result of employees depend on the work motivation aspect.

The phenomenon of compensation observed at PT Garuda Indonesia (Persero) shows that the implementation of compensation has not been realized properly. The problem can be seen from the high workload, where PT Garuda Indonesia has now taken over the operational management of Sriwijaya Air and NAM Air. This was realized in the form of an Operational Cooperation (KSO) conducted by PT Citilink Indonesia with PT Sriwijaya Air and PT NAM Air. Therefore, Garuda Indonesia Group is currently launching the "One Gate Facility" service for Garuda Indonesia, Citilink, Sriwijaya Air and Nam Air flight ticket sales transactions at the Garuda Indonesia branch office in Makassar [6]. However, the application is not balanced with compensation according to employee needs. This can be shown from the gap that the standard salary and employee benefits are not evenly distributed and do not refer to the work professionalism standards. Besides giving work incentives to employees is not based on work results, but adjusted according to work hours, which causes employees less eager to carry out their work. In addition to the standard salary gap and work incentives that are not in accordance with the professional capabilities of employees, compensation that is still low according to employees is the provision of unfair work benefits, mainly benefits in the form of providing work insurance, as well as transportation and meals. This includes granting work severance to employees who resign or have finished their term of service, where severance received is not in accordance with desired performance and expectations. As a result of compensation that does not meet the expectation of the employee causing employee performance to decline. This can be seen from employees who are unable to provide services in accordance with the achievement of work goals, lack of achievement in carrying out their work, not achieving targets and work realization, and employee welfare lacking attention from management.

Another factor that can affect employee performance is work motivation. Victor Vroom (in [7]) suggests the theory of expectations, which states that motivated employees will make an effort to achieve goals and get a good performance appraisal. The employee's performance
depends not only on his ability to complete the task but also on the work motivation he has. This is supported by research conducted by Rahman [8], which shows that there is a substantial impact between work motivation on staff performance.

The company should focus on employee motivation in order to positively contribute on the ability of the company to achieve its goals. Highly motivated employees are an important organizational asset for consistently achieving maximum work results. The hierarchy of needs theory from Abraham Maslow [9] identifies five general types of motivational needs, namely physiological needs, needs for security, social needs, needs for appreciation, and needs for self-actualization. Previous research conducted by Asriyanto [10] in his research proved that the results showed that the influence of motivation could improve employee performance. With high motivation, employees will work for the company more actively in carrying out their work. Conversely, by providing low work motivation, employees do not have the spirit to work, give up easily, and have difficulty in completing their work.

According to information obtained from Rahayu [6], Pahala Nugraha Mansury said that management had devised a strategy, both long term, and short term. In the short term or quick win, Garuda will focus on improving services (Service Level Improvement), optimizing flight routes (Routes Optimization), increasing utilization of digital channels (Channel Optimization with Focus on Digital to become IT-Based Airline), and systematic increase in company revenue (Enhance Revenues Management System). With this design, employees are expected to be able to improve their performance. This needs to be accompanied by continuous improvement in management, organization, systems, products, expertise and professionalism of employees, and so on. In every activity the company cannot be separated from the success of the resources which are the main factors. Employees are not merely objects in achieving goals, but also become subjects or actors. They can be planners, implementers and controllers who always play an active role in realizing the company's goals, and have thoughts, feelings and desires that can affect their attitudes towards work.

Based on the background stated above, the authors conducted a study by taking the title "The Effect of Leadership Style, Compensation and Motivation on Employee Performance at PT Garuda Indonesia Region IV Makassar".

2 Literature Review

2.1 Leadership Style

Leadership Style is a series of characteristics that are used by leaders to influence subordinates in order to achieve the objective of the organization [11]. Moreover, Rivai defines leadership style as a pattern of behavior and strategies that are preferred and often applied by a leader according to [11].

2.2 Compensation

According to Rivai in Septawan [12], compensation is something that is received by employees as a substitute for the contribution of their services to the company. Sastrohadhiwiroyo in Septawan [12] argues that compensation is compensation for services or remuneration given by the company to the workers because the workers have contributed energy and thoughts for the progress of the company to achieve the stated goals.
2.3 Motivation

Mathis and Jackson [13] suggest that motivation is the desire in a person that causes the person to act. People usually act for a reason, which is to achieve a goal. Motivation is an impulse that is regulated by purpose. Robbins and Judge [14] define motivation as a process that explains the strength, direction, and perseverance of someone in an effort to achieve goals.

2.4 Performance

Mangkunegara [15] defines actual performance comes from the word job performance and is also called actual performance or actual achievements that have been achieved by an employee. There are so many definitions or definitions of performance that are said by experts, but all of them have some common meaning and the meaning of that performance.

While Moheriono (2014) argues that performance is the measure of activities or policies implementation that has been achieved when working towards organizational goals, objectives, vision, and mission through its strategic plans.

![Conceptual Framework](image)

**Fig 1. Conceptual Framework**

Note:
- X1 = Leadership Style
- X2 = Compensation
- Z = Motivation
- Y = Employee performance
- H1 = Leadership style positively and significantly influence motivation
- H2 = Compensation positively and significantly influence motivation
- H3 = Motivation positively and significantly influence performance
- H4 = Compensation positively and significantly influence motivation
- H5 = Compensation positively and significantly influence performance
- H6 = Leadership style positively and significantly influence motivation
- H7 = Compensation positively and significantly influence motivation

→ = Direct impact
--- = Indirect impact
3 Methodology

3.1 Research Sites

This research was conducted at the Office of PT Garuda Indonesia (Persero), located on Jl. Slamet Riyadi No. 6, Makassar City, South Sulawesi.

3.2 Population and Sample

The population in this research were all employees of PT Garuda Indonesia (Persero) Region IV Makassar, with a total of 144 employees. From this population, samples were drawn to be used in this study as respondents. The study used a probability sampling method with a simple random sampling technique so that the number of samples was 63 people.

3.3 Measurement

The leadership style variables adopted in this study consisted of indicators: instruction, consultation, participation, delegation [16]. The compensation variable included: salary, incentives or bonuses, indirect financial compensation, insurance, benefits [17]. Motivational variables measured: physiological needs, needs for security, social needs, needs for the appreciation of self-actualization needs [9] while the measured performance variables are: Work quality, work quantity, timeliness, effectiveness, independence [18].

3.4 Data analysis technique

Data collection in this research was carried out through questionnaires containing a number of statements along with a Likert scale answer form column with a range of 1-5. The data analysis technique was carried out by structural equation modeling - the method of partial least square (SEM-PLS), through three stages: the measurement model test model, the structural model test, and the hypothesis testing.

4 Discussion

4.1 Validity and Reliability Test

<table>
<thead>
<tr>
<th>No</th>
<th>Variables/Indicators</th>
<th>Correlation Coefficient (r)</th>
<th>Cronbach’s Alpha</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Leadership Style (X1)</td>
<td>0.712</td>
<td>0.712</td>
<td>Reliable</td>
</tr>
<tr>
<td></td>
<td>Leadership Style 1</td>
<td>0.763</td>
<td></td>
<td>Valid</td>
</tr>
<tr>
<td></td>
<td>Leadership Style 2</td>
<td>0.468</td>
<td></td>
<td>Valid</td>
</tr>
<tr>
<td></td>
<td>Leadership Style 3</td>
<td>0.372</td>
<td></td>
<td>Valid</td>
</tr>
<tr>
<td></td>
<td>Leadership Style 4</td>
<td>0.823</td>
<td></td>
<td>Valid</td>
</tr>
<tr>
<td></td>
<td>Leadership Style 5</td>
<td>0.848</td>
<td></td>
<td>Valid</td>
</tr>
</tbody>
</table>
In the table above, it can be seen that the Cronbach’s Alpha value found in all variables shows a value> 0.6, which means that all variables are reliable. Then the value of the correlation coefficient indicates a value> 0.3, which means that all indicators that contain these variables are valid.

### 4.2 Structural Model Test

<table>
<thead>
<tr>
<th>Source: Processed Data 2019</th>
</tr>
</thead>
</table>

#### Table 2. R² Value

<table>
<thead>
<tr>
<th>R Square</th>
<th>R Square Adjusted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>0.55</td>
</tr>
<tr>
<td>Z</td>
<td>0.618</td>
</tr>
</tbody>
</table>

Source: Processed Data 2019

It can be seen that the value of R² for the effects of X1, X2, and Z on Y is 0.55. Meaning 55% of the diversity of employee performance variables is influenced by variables of leadership style, compensation and work motivation, while 45% of the diversity of employee performance variables is influenced by other variables not included in this study.
4.3 Hypothesis Test

Table 3. Hypothesis Test

<table>
<thead>
<tr>
<th>Original Sample (O)</th>
<th>T Statistics (O/STDEV)</th>
<th>P Values</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>x₁ -&gt; y</td>
<td>0.428</td>
<td>3.899</td>
<td>0.000</td>
</tr>
<tr>
<td>x₁ -&gt; z</td>
<td>0.55</td>
<td>8.157</td>
<td>0.000</td>
</tr>
<tr>
<td>x₂ -&gt; y</td>
<td>0.277</td>
<td>2.821</td>
<td>0.005</td>
</tr>
<tr>
<td>x₂ -&gt; z</td>
<td>0.327</td>
<td>5.135</td>
<td>0.000</td>
</tr>
<tr>
<td>z -&gt; y</td>
<td>0.182</td>
<td>1.418</td>
<td>0.157</td>
</tr>
</tbody>
</table>

Indirect Influence

| x₁ -> z -> y        | 0.1                    | 1.378    | 0.169       | H₆ Rejected |
| x₂ -> z -> y        | 0.059                  | 1.204    | 0.229       | H₇ Rejected |

Source: Processed Data 2019

4.4 Leadership style (X₁) has a positive and significant effect on the motivation (Z) of PT Garuda Indonesia (Persero) Region IV Makassar

From the R -square estimation results obtained, the R² value of 0.58 means that 58% of the diversity of leadership style variables is influenced by motivation variables (H₁ accepted). This means that motivation which is measured through five indicators namely physiological needs where the company provides salaries that meet basic needs every month as well as health insurance to employees, the need for a sense of security where the company gets a guarantee of work safety insurance and the existence of a security system owned by the company makes employees feel safe to work in the office, social needs where employees feel happy working at the company because of the harmonious working environment conditions, the need for rewards where the leader gives praise to employees when carrying out satisfying work assignments and self-actualization needs where the company gives employees the freedom to develop their full potential there is in the employee to be more advanced. Based on this research, it can be explained that work motivation is needed by an employee to achieve high-performance outputs. This is in accordance with the definition of Sutrisno [19] that leadership is a process of someone's activity to mobilize others by leading, guiding, influencing others to do something in order to achieve the expected results.

4.5 Leadership style (X₁) has a positive and significant effect on the performance of employees (Y) of PT Garuda Indonesia (Persero) Region IV Makassar

From the results of the R-square calculation, an R² value of 0.575 is obtained, meaning 57.50% (H₄ is accepted). This means that employee performance is measured through five indicators namely Work Quality, where employees are trying to achieve work targets according to those set by the company, Work quantity where employees always work with quality standards set by the company, Work time provisions where employees are trying to complete work on time, Effectiveness employees, are present on time in accordance with the
specified schedule, and Independence in completing employee work is always thorough and careful to avoid mistakes.

Based on this research, it can be explained that with the leadership style adopted by the leader, it is expected that there is a harmonious communication relationship between the leaders and employees or between employees with one another to improve performance. This is in accordance with the definition of Alberthina Letlet, which states that in order to further improve employee performance for company success, it is necessary to use an effective leadership style.

4.6 Compensation (X2) has a positive and significant effect on the motivation (Z) of PT Garuda Indonesia (Persero) Region IV Makassar

Based on the results of hypothesis testing, it is known that compensation has a positive and significant effect on employee work motivation, this indicates that the better the compensation given by the company to employees will have a good impact on employee work motivation. Research conducted by Sagita Sukma [20] found that compensation has a significant effect on work motivation, meaning that the level of employee motivation depends on the level of financial compensation.

Motivation has a significant effect on employee performance, meaning that the level of employee performance depends on the level of motivation and work motivation, thus hypothesis 5 indicates that motivation has a significant effect on employee performance. Attention needs to be paid to employee compensation so that they are able to show their inner drive to work, and the company's responsibility to ensure that.

4.7 Compensation (X2) has a positive and significant effect on the motivation (Z) of PT Garuda Indonesia (Persero) Region IV Makassar

Based on the results of hypothesis testing, it is known that compensation has a positive and significant effect on employee performance. Catherine Nathania [21] found a positive and significant effect on employee performance, the same thing done by Nur Sasongko & Ahyar Yuniawan that to improve employee performance, there needs to be attention to employee compensation. The better the compensation, the better the performance of employees at work.

4.8 Motivation (Z) has a positive but not significant effect on the performance of employees (Y) of PT Garuda Indonesia (Persero) Region IV Makassar

From the calculation results obtained by the hypothesis test There is a positive influence of work motivation (Z) on employee performance (Y) of 0.327 which proves that Motivation (Z) has a positive but not significant effect on the performance of employees of PT Garuda Indonesia (Persero) Region IV Makassar (H3 rejected). Based on this research, it can be explained that there are still employees who are still not well motivated. This is indicated by the fact that there are still employees at PT Garuda Indonesia (Persero) Region IV Makassar who feel they lack appreciation from the company for their achievement of the targets set by the company that they have achieved where work motivation is needed by an employee to achieve high-performance outputs. Basically, motivation can encourage employees to do everything possible in carrying out their duties because they believe that with the success of the organization to achieve its goals and objectives, personal interests in members of the organization will be maintained. This is consistent with Vroom's theory of expectancy theory,
which states that motivated employees will make maximum efforts to achieve goals and get a good performance appraisal.

4.9 Leadership style (X1) through Motivation (Z) has a positive but not significant effect on the performance of employees of PT Garuda Indonesia (Persero) Region IV Makassar

From the results of the calculation of the coefficient value of X1 to Y of 0.1 with t arithmetic (1.378) which is smaller than 1.96 and p-value (0.169) which is greater than 0.05. This means that there is a positive influence between leadership style (X1) through Motivation (Z) on employee performance (Y) of 0.1, but the influence formed is not significant (not real) at $\alpha = 5\%$. Hypothesis testing proves that the leadership style (X1) through motivation (Z) has a positive but not significant effect on employee performance (Y) of PT Garuda Indonesia (Persero) Region IV Makassar (H6 rejected). Based on this research it can be explained that there are still gaps in the treatment by leaders who are less fair towards their subordinates, and lack of attention, respect for the talents and potential of employees. So that, in this case, results in the inaccuracy of employees in carrying out their duties as it has become its obligation. Therefore the leader plays an important role in finding the best solution in addressing the problems above. This is consistent with the theory (House et al., In [2]) that Leadership Style is the ability of individuals to influence, motivate, and make others able to contribute to the effectiveness and success of the organization.

4.10 Compensation (X2) through Motivation (Z) has a positive but not significant effect on the performance of employees (Y) of PT Garuda Indonesia (Persero) Region IV Makassar

From the calculation of the coefficient value of Y of 0.059 with t arithmetic (1.204) which is smaller than 1.96 and p-value (0.229) which is greater than 0.05. This means that there is a positive impact between compensation (X2) through motivation (Z) on employee performance (Y) of 0.059, but the effect formed is not significant (not real) at $\alpha = 5\%$. Hypothesis testing proves that Compensation (X2) through Motivation (Z) has a positive but not significant impact on employee performance (Y) of PT Garuda Indonesia (Persero) Region IV Makassar (H7 rejected). Based on this research, it can be explained that the implementation of compensation has not been realized properly. The problem can be seen from the high workload, where PT Garuda Indonesia has now taken over the operational management of Sriwijaya Air and NAM Air. This was realized in the form of an Operational Cooperation (KSO) conducted by PT Citilink Indonesia with PT Sriwijaya Air and PT NAM Air. Therefore, Garuda Indonesia Group is currently launching the "One Gate Facility" service for Garuda Indonesia, Citilink, Sriwijaya Air, and Nam Air flight ticket sales transactions at the Garuda Indonesia branch office in Makassar [6]. However, the application is not balanced with compensation according to employee needs. This can be shown from the gap that the standard salary and employee benefits are not evenly distributed and do not refer to the work professionalism standards. Besides giving work incentives to employees is not based on work results, but adjusted according to work hours, which causes employees less eager to carry out their work. This is in accordance with what Handoko [5] stated, compensation is everything received by employees as compensation for their work.
5 Conclusion

Employee performance in work can be maximized if there is a good leadership style that is to inspire subordinates and always provide appropriate solutions to a problem. Leadership style through motivation has a positive but not significant impact on the performance of employees of PT Garuda Indonesia Region IV Makassar, meaning that employees do not feel valued for the achievement of their work. In addition, compensation through motivation has a positive but not significant impact on the performance of employees of PT Garuda Indonesia Region IV Makassar; it means that giving motivation without reciprocity from the company in the form of incentives and bonuses. Also, the promotion of positions to employees who excel and other benefits do not affect the performance of the employee. Based on the research results, also note that motivation has a positive but not significant impact on the performance of employees of PT Garuda Indonesia Region IV Makassar, meaning that employees will make maximum efforts to achieve their goals if they get a good and fair performance evaluation.

5.1 Suggestion

It is recommended that PT Garuda Indonesia Region IV Makassar, especially leaders, can maintain the quality of leadership style in the following ways: holding discussions with employees to expect suggestions from employees in decision making and policies. So that employees avoid uncomfortable feelings that will have a negative influence on employee performance. PT Garuda Indonesia Region IV Makassar must pay attention to giving compensation to employees. The firm should pay more attention to the suitability expected by employees so that what is needed by employees can be fulfilled. PT Garuda Indonesia Region IV Makassar can provide strong encouragement in order to provide strong motivation to employees, and cooperation between individual employees is realized so that organizational goals will be achieved. PT Garuda Indonesia Region IV Makassar to pay more attention to the timeliness of employees working at work, so that employee performance will be better. It is recommended that further research be expected to expand the object of research and not only in the Garuda Indonesia Region IV Makassar Office, but also in other offices, and can also be done at schools and universities.

References

Motivasi Sebagai Variabel Intervening (Studi Kasus Pada Karyawan Bagian Pabrik PT. Jember Indonesia),” (2014)

Organizational Learning and Financial Performance of Tourism MSMEs in Gowa Regency – South Sulawesi

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Abstract. The research was conducted to analyze the relationship between organizational learning and financial performance of tourism service MSMEs in Gowa Regency, South Sulawesi. The results were displayed descriptively before testing the hypothesis using regression analysis. Organizational learning is measured by information acquisition, information dissemination within the organization, information usage, and information storage. Financial performance is measured using indicators perceptions of MSME owners of financial performance. This study shows that the acquisition and storage of information have a positive but not significant influence on financial performance while the dissemination and use of information have a positive and significant effect on MSME financial performance. Overall, organizational learning has a significant effect on financial performance. This finding indicates that owners of MSMEs are not looking for and storing information related to activities to improve financial performance, instead they obtain information and using it effectively in order to improve the MSME financial performance.

Keywords: Organizational Learning, Financial Performance, Gowa, and Tourism.

1 Introduction

1.1 Background

The tourism sector is very crucial to spur Indonesia’s economic growth [1]. The Indonesian government has worked hard to develop the industry [2]. In 2019 the Tourism Industry was a one of the main Indonesian sources of income [2]. This confirms the importance of tourism in the Indonesian economy.

The tourism industry is an information-intensive industry [3]. Information-intensive industries require all actors to continue to seek information, find, share, use, and store such information on an ongoing basis [4]. Information seeking, dissemination to organizational members, continuous use and information storage leads to the concept of organizational learning [5]. Thus, so that tourism services businesses can be sustainable, organizational learning concepts must be used.

In addition to information-intensive, the tourism industry also needs to utilize all the potential of the local area as a tourist attraction [6]. Tourism potential that can be used can be in the form of natural attraction, cultural tourist attraction, and man-made tourist attraction [1].
The three tourist attractions are strengthened by local wisdom, which is the main tourist attraction [6]. Local wisdom is the foundation of these three tourist attractions.

In Regional Regulation No. 2 of 2015, it is expressly stated that one of the tourism principles of South Sulawesi is local wisdom [2]. The tourism industry in South Sulawesi must be developed according to the values and values of regional life and culture, which are a reflection of local wisdom. The tourism industry, which is supported by local wisdom, will create a unique tourist attraction and does not exist anywhere in the world. This distinctive attraction will create sustainable tourism.

There are interesting facts related to the tourism industry of Gowa Regency. Data from the Tourism Statistics of South Sulawesi (2017) showed that in 2016, domestic tourists’ arrival increased sharply from 82,673 people in 2015 to 162,703 and foreign tourists from 15,731 in 2015 to 20,271 in 2016. If presented, the increase was around 1278% for domestic tourists and 29% for foreign tourists. On the other hand, hotel occupancy rates in 2016 for star hotels are 40.63% and non-star 24.85%. Restaurants and restaurants had decreased from 43 units in 2015 to 36 units in 2016. Fixed star hotels are two units, non-star hotels had decreased from 14 in 2015 to 10 units in 2016. The saddest is service providers. Other accommodations dropped dramatically from 17 units in 2015 to the remaining three units in 2016. So, on the one hand, there was a very high increase in the number of tourists, but the hotel occupancy rate was only around 40 percent, and there was even a decrease in the number of accommodation providers [7].

Data from BPS Gowa (2017) shows that in Gowa Regency, there are 185 accommodations, which are businesses that enter MSMEs. The number of accommodations owned by MSMEs indicates that developing tourism in Gowa Regency must develop an investment that grouped into the category of Micro and Small Businesses [7].

The two phenomena of tourism are very interesting to study. First, efforts to develop sustainable tourism are expected to help encourage the development of supporting business units such as hospitality services, accommodation, and improving community welfare. Second, the effort to develop sustainable tourism must involve MSME owners of tourism objects. Efforts to find patterns of utilization of local wisdom as a driver of the benefits of the tourism industry, such as hospitality and accommodation, and optimize the participation of MSMEs in realizing sustainable tourism that benefits all stakeholders.

1.2 Novelty and Technology Breakthrough

Makassar’s local wisdom as a supporter of the tourism industry will be integrated with the concept of organizational learning and information technology advances in finding, sharing, using, and storing information to be used in decision making that can support the sustainability of tourism industry MSMEs. The use of information technology to search, share, use and store information on local wisdom for making tourism industry development decisions is a new thing offered from the results of this study. This will allow the use of new information technology to transform local wisdom as one of the aspects driving the growth of tourism.

1.3 Literature Review

1.3.1 Organizational learning

Organizational learning develops from the fact that the operational environment of an organization continues to change so that all members of the organization need to cooperate [8]. Many studies have found that enterprise performance increases with the accumulation of
information and knowledge [9]. The information and knowledge enabling employees to learn from experience and accept new ideas to be made into policies and action plan to compete [5], [10].

There are many definitions of organizational learning. For example, Edmonstone [11] defined organizational learning as a process to obtain, share, and use knowledge to adapt to changes in the external and internal environment. Organizational learning involves the individual learning process of organizational members, which subsequently accumulates in the organization [12], [13]. The learning process involves emotions and feelings, and in this case, cultural values determine the occurrence of organizational learning [14], [15]. Organizations that give members the freedom to experiment and discover new things can become learning organizations [11]. So the organizational learning process assumes organizational support.

In the tourism MSMEs setting, organizational learning is interpreted as an effort to acquire information about local wisdom and use it to maintain the quality of tourism services, introduce tourist attraction for future interests in providing quality tourism services and enable positive promotion for users.

1.3.2 Tourism MSME

Micro, small and medium enterprises (MSME) is regulated in the Regulation of the Republic of Indonesia No. 20 of 2008. Article 1 of the regulation defines micro-enterprises as productive businesses owned by individuals and/or individual business entities with less than five permanent employees and assets of at most Rp. 50 million excluding land and buildings where businesses have the largest annual sales of Rp. 300 million. While, the small-scale enterprise is a productive economic enterprise that is independent, carried out by individuals or business entities that are open subsidiaries or non-subsidiaries owned with 5 to 19 permanent employees with asset values between Rp. 50 and Rp. 500 million excluding land and buildings where businesses have annual sales of more than Rp. 300 million to a maximum of Rp. 2,500,000 million. Also, medium-sized businesses are companies with a net worth of more than Rp. 500 million up to a maximum of Rp. 100 billion from annual sales of Rp. 2.5 billion to a maximum of Rp. 50 billion.

1.3.3 Enterprise Performance

Enterprise performance relates to factors such as market conditions, development in management theory, technological development, organizational change and restructuring, and government policy [5]. Market conditions are becoming more competitive than in the previous decade [8]. As a result of globalization, enterprise success requires higher levels of performance in the quality of goods and services produced, cost, and speed in innovations [9]. Performance of the tourism industry as a service industry not only assessed in the financial term but also in non-financial performance.

Performance measurement or assessment is a cornerstone for organizations [16]. An increasingly wide spectrum of non-financial measures is now being applied within companies, which can be categorized by the terms “hard” and “soft”. The “hard” spectrum includes measures such as financial performance (profit, sales), lead-time, and on-time delivery, which are can easily be quantified and require objective input. On the other hand, “soft” issues such as consumer satisfaction and other stakeholder satisfaction are more difficult to measure as a consequence of the subjective perception of performance. To have a “true” reflection of enterprise performance, both hard and soft measures, should be used.

Multi-dimensional performance measures based on self-reported ratings were developed for this research to measure SEs performance [16]. Owner-managers were asked to indicate
their perception of firm performance relative to expectations on each of the terms related to sales, profits, product quality, and satisfaction of customers, owner-managers, and stakeholders. In specific terms, performance in this research will be assessed using profit increases in the two years, product quality increase in the last two years, customers/consumers’ satisfaction with enterprise products, costumers/consumers satisfaction expressed, advisor satisfaction on enterprise performance, owner satisfaction with enterprise contribution to family welfare, recent and the last two years comparison of enterprise performance.

1.3.4 Previous studies

A number of previous studies related to aspects of organizational learning in MSMEs have been carried out [5],[9],[13],[14],[17],[18],[19],[20],[21]. All studies have contributed one or more aspects of knowledge to find, share, use, and store information on MSMEs.

Olympia Kyriakidou and Julie Gore (2005) interviewed 89 MSME owners in the UK and found that MSMEs operating in the tourism industry use cultural values as a driver for organizational learning. Furthermore, they found that MSMEs in the tourism industry are building the future by establishing excellence-based missions and strategies and sustainable learning processes [14].

Erick T. Byrd [22] in his research on MSMEs in New York, the United States found that the culture of knowledge sharing and collaboration among organizational members helped the organization to achieve its strategic goals. Organizational learning has a positive influence on corporate sustainability.

Mohammad Hossein Imani Khoshkhoo and Zahra Nadalipour [5] examined organizational learning in MSMEs in Iran. He found that the quality of the acquisition, distribution, use, and storage of MSME organizations determines organizational performance. MSMEs that are painstakingly implementing organizational learning have better performance. Continuous learning processes also have positive implications for improving organizational performance.

Research in Indonesia has been carried out by Ridwan and his friends. Ridwan, Manda, Putra, Usman, Muhammad, Tang, Yusni, Ikhwan, Siregar, Thamrin [17] examined the community around the Kampar River, Riau Province. They found that ecosystem sustainability can encourage the sustainability of the tourism industry. The social and cultural dimensions and legal aspects play an important role in ensuring the sustainability of the tourism industry. In his study, Sample [16] found that organizational learning activities have been carried out in SME business practices and that organizational learning has a real influence on improving enterprise performance. Also, it was found that organizational culture plays a major role in creating organizational learning [16].

Organizational learning and enterprise performance has been investigated by many previous researchers who found a positive association between organizational learning and organizational performance [23],[24],[25]. Bontis, Crossan, and Hullan [26] found that individual-level learning, group-level learning, and organizational learning have a valid direct association with organizational performance.
2 Method

2.1 Location
The location for data collection was Gowa Regency, South Sulawesi, Indonesia. There are 150 hotels, inns, and guesthouses the Regency. Using convenience sampling, 55 of the accommodations were selected.

2.2 Data collection method
The survey was employed to collect data. Questionnaires were hand-delivered to hotel and inn owner/managers from June 1st to August 2nd, 2019. As many as 70 questionnaires were distributed, 55 were completed and used in the data analysis.

2.3 Data Analysis

2.3.1 Descriptive analysis
Descriptive analysis was used to describe the research finding using mean and standard deviation. Prior to the organizational learning and enterprise performance indicators, description, gender, age, education, and tenure were presented.

2.3.2 Regression analysis
Regression analysis was applied to assess significance of organizational learning influence on enterprise performance as well as to test the research hypothesis.

3 Result and Discussion

Results are presented into two main criteria, namely, respondents' background and descriptive statistics of the finding.

3.1 Respondents characteristics
Respondent characteristics were provided in terms of gender, age, education, and tenure.

3.1.1 Gender
Most of the respondents were male. Male comprised 41 or 74.5 percent of respondents, while the rest 14 or 25.5 percent are female.

3.1.2 Age
Respondents' age was divided into four groups, namely between 20 to 29 years old, 30 to 39, 40 to 49, and fifty and above. Details of respondents' age are presented in table 1 below.

<table>
<thead>
<tr>
<th>Age</th>
<th>Frequency</th>
<th>Valid Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 - 29 Year</td>
<td>12.7</td>
<td>12.7</td>
</tr>
<tr>
<td>30 - 39 Year</td>
<td>67.3</td>
<td>80.0</td>
</tr>
<tr>
<td>40 - 49 Year</td>
<td>16.4</td>
<td>96.4</td>
</tr>
<tr>
<td>&gt; 50 Year</td>
<td>3.6</td>
<td>100.0</td>
</tr>
</tbody>
</table>
As can be seen, most respondents were between 30 to 39.

### 3.1.3 Education

Respondents were divided into three groups, namely senior high school, diploma, and bachelor. The respondent's education is presented in Table 2.

<table>
<thead>
<tr>
<th>Education</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior high school</td>
<td>13</td>
</tr>
<tr>
<td>Diploma</td>
<td>9</td>
</tr>
<tr>
<td>Bachelor</td>
<td>33</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>55</strong></td>
</tr>
</tbody>
</table>

As can be seen in Table 2, most respondents were between 30 to 39.

### 3.1.4 Tenure

Tenure was grouped into four groups for less than two years, 2 to 6 years, 6 to 10 years, and more than ten years. The respondent's tenure is presented in Table 3.

<table>
<thead>
<tr>
<th>Tenure</th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 2 Year</td>
<td>2</td>
<td>3.6</td>
<td>3.6</td>
</tr>
<tr>
<td>2 to 6 Year</td>
<td>23</td>
<td>41.8</td>
<td>41.8</td>
</tr>
<tr>
<td>6 to 10 Year</td>
<td>20</td>
<td>36.4</td>
<td>36.4</td>
</tr>
<tr>
<td>&gt; 10 Year</td>
<td>10</td>
<td>18.2</td>
<td>18.2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>55</strong></td>
<td><strong>100.0</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

As can be seen in Table 3, most respondents already have bachelor degree.

### 3.2 Descriptive Analysis

#### 3.2.1 Organizational learning

Organizational learning practice was measured by 14 indicators. The descriptive results are presented in Table 4.

<table>
<thead>
<tr>
<th>No</th>
<th>Description</th>
<th>Average Score</th>
<th>Standard deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>thinking from a global perspective</td>
<td>4.18</td>
<td>0.611</td>
</tr>
<tr>
<td>2</td>
<td>support each other to learn</td>
<td>4.11</td>
<td>0.712</td>
</tr>
<tr>
<td>3</td>
<td>spending time building trust</td>
<td>4.18</td>
<td>0.722</td>
</tr>
<tr>
<td>4</td>
<td>Learning together</td>
<td>4.05</td>
<td>0.780</td>
</tr>
<tr>
<td>5</td>
<td>rewarding for learning</td>
<td>3.91</td>
<td>0.616</td>
</tr>
<tr>
<td>6</td>
<td>free to initiate changes</td>
<td>3.85</td>
<td>0.731</td>
</tr>
</tbody>
</table>
A 5 point Likert scale was the basis for reporting respondent opinions/results. Indicators 1, 2, 3 and 4 have an average score of more than 4 indicates the high intensity of acquiring information from external sources. In general, all other indicators reveal a medium level of organizational learning practices. Only one indicator, namely the activity of building alignment of vision across different structural levels, indicates a low level of owner/manager to share their vision to all levels of enterprise structure.

### 3.2.2 MSMES Performance

MSME performance, as presented in table 6, indicates that SE owner-managers perceive that their enterprise performance was “good”. Mean scores for each of the eight assessment items were higher than 3, with only item employees were satisfied with enterprise contribution for their family welfare indicates low performance. The complete descriptive results of response on MSME are presented in table 5.

#### Table 5. MSME Performance

<table>
<thead>
<tr>
<th>No</th>
<th>Description</th>
<th>Average Score</th>
<th>Standard deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>enterprise sales increased in the last two years.</td>
<td>4.28</td>
<td>0.758</td>
</tr>
<tr>
<td>3</td>
<td>Service quality increased in the last two years</td>
<td>3.98</td>
<td>0.450</td>
</tr>
<tr>
<td>4</td>
<td>customers/consumers satisfied with the enterprise service</td>
<td>4.09</td>
<td>0.58</td>
</tr>
<tr>
<td>5</td>
<td>Less customer/guest complaints in the last two years</td>
<td>4.13</td>
<td>0.681</td>
</tr>
<tr>
<td>6</td>
<td>Guest satisfied our enterprise performance</td>
<td>3.92</td>
<td>0.731</td>
</tr>
<tr>
<td>7</td>
<td>Employees were satisfied with enterprise contribution for their family welfare</td>
<td>3.68</td>
<td>0.913</td>
</tr>
<tr>
<td>8</td>
<td>Enterprise performance was better than two years ago.</td>
<td>3.83</td>
<td>0.610</td>
</tr>
</tbody>
</table>

The mean from the Likert scale for all responses and all items was more than 3.5, indicating that on a 5 point scale. There was strong support for stating that owner-manager opinions on the performance of their enterprises were good.

### 3.2.3 Influence of organizational learning on MSME performance

The influence of organizational learning on MSME performance was assessed using regression analysis, which is presented in table 6.
Table 6. Organizational learning regression on MSME performance

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. The error of the Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.288</td>
<td>0.083</td>
<td>0.078</td>
<td>1.2748</td>
</tr>
</tbody>
</table>

ANOVA

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean of square</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>27.970</td>
<td>1</td>
<td>27.970</td>
<td>17.211</td>
<td>0.000</td>
</tr>
<tr>
<td>Residual</td>
<td>310.399</td>
<td>19</td>
<td>1.625</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>338.369</td>
<td>192</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Coefficient

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized coefficient</th>
<th>Standardized coefficient</th>
<th>t</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std Error</td>
<td>beta</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>6.766</td>
<td>0.158</td>
<td>42.916</td>
<td>0.000</td>
</tr>
<tr>
<td></td>
<td>0.171</td>
<td>0.041</td>
<td>0.288</td>
<td>4.149</td>
</tr>
</tbody>
</table>

Where : Predictor: (Constant), MSME Perform – organizational learning
Source: developed from data analysis

As can be seen in table 7., standardized coefficient b for MSME of 0.288 indicated that a difference of one standard deviation in organizational learning practices is predicted to cause a difference of 0.288 standard deviations in performance. If the score of formal planning activities were increased one unit. It would be expected that performance would change by 0.288 units.

Also, as can be seen in table 7. 8.3% (R^2) of variation of the independent variable can be explained by the model [27]. F value of 17.211 serves to test how well the regression model fits the data, and the probability associated with the F statistic is small (0.000), so there is a positive and significant relationship between organizational learning practices and MSME performance.

4 Conclusion Contribution and Limitations

4.1 Conclusion

Two conclusions can be drawn from the study:
1. This research was intended to examine the existence of organizational learning practices on MSME in the tourism industry. The research findings show that organizational learning practices in MSME surveyed were generally applied at a medium level.
2. Organizational learning practices are significantly related to the performance of tourism MSME. Organizational learning affects organizational performance by promoting trust among employees in acquiring, disseminating, exploiting, and storing knowledge. MSME
organizational learning practices of allowing employees to think comprehensively, building trust among employees rewarding employees for learning, and maintaining an up-to-date database of employee skills were positively related to the organizational product sale, employee, and customer happiness and the general successfulness of the organization.

4.2 Contribution

Two main contributions of the study are:
1. Theoretically, the study provides additional evidence that organizational learning practices influence enterprise performance. Continuous knowledge acquisition, knowledge dissemination, knowledge usage, and knowledge storage would lead to better enterprise performance.
2. Practically, in assisting tourism MSME in order to increase their enterprise performance, the government should consider not only financial and marketing aspects of management but also how the enterprises maximize all aspects of information acquisition, dissemination, usage, and storage.

4.3 Limitations

This research had two main limitations:
1. This study was conducted in the South Sulawesi Province of Indonesia, and the outcomes may not reflect the perception of owner-managers in other Provinces. Focusing on Indonesian MSME that operates in South Sulawesi, while valid from a research design perspective, may affect the general application of the results. Consequently, careful consideration needs to be given to using the findings of this research, and further research is encouraged for verification in specific regions.
2. Data for this study was restricted to organizational learning practices for MSME performance. It may not be possible therefore to generalize from the conclusions of this study and apply the conclusions to other areas of enterprise activities.

References


Comparative Analysis of Stock Price before and after Announcement of Annual Report Awards (Study of Banking Sector Companies Listing on the Indonesia Stock Exchange)

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Abstract. This study aims to determine and analyze differences in stock prices before and after the announcement of the Annual Report Awards in the banking sector on the Indonesia Stock Exchange. The analytical method used in this research is quantitative descriptive analysis method. The analysis used was the Paired Sample T-Test with IBM SPSS Version 20.0. The results showed that there was no significant difference between the stock price before and after the announcement of the Annual Report Awards in the banking sector on the Indonesia Stock Exchange, as indicated by the significance value of the Paired Sample T-Test of 0.205*0.05. In addition, the test results show that there is a weak and insignificant relationship between stock prices before and after the announcement of the Annual Report Awards, as indicated by the correlation coefficient of 0.090, significant 0.637.

Keywords: stock price; annual report awards

1 Introduction

The capital market is a financial instrument that trades securities in the form of bonds and equity or shares for the long term issued by the government or private companies, and their activities are carried out in the bourse where brokers meet investors. The capital market is said to have an economic function because the capital market provides facilities or vehicles to bring together two interests, namely those who have excess funds (investors) and those who need funds (issuer) [1]. With the capital market, public companies can obtain fresh funds from the public through the sale of shares by the procedure of Initial Public Offering (IPO) or initial public offering (listing its shares for the first time stocked) or through debt securities (bonds).

One of the instruments traded on the market is shares. According to Tjiptono and Fakhrudin [2], shares can be defined as a sign of ownership of a person or entity in a company or limited liability company. Shares are known for their characteristics of high risk - high return prices, which means that shares can not only provide a high level of profit in a short period of time but can also provide a high level of loss along with fluctuating stock prices.

The stock price is the price formed from the interaction of the seller and buyer of
the stock, which is motivated by the expectation to benefit from the company. According to [3], factors that affect the stock price include earnings per share (EPS). The interest rate, the amount of cash dividends given, the amount of profits earned by the company, the level of risk and returns, but not only economic factors that influence the market price but also non-economic as well as awards to companies that are considered to have provided the most information open in terms of its annual financial statements compared to other companies, one of which is the Annual Report Awards.

Annual Report Awards (ARA) is the highest award for the quality of annual reports that are published regularly by the company. This activity was held in collaboration with BAPEPAM-LK, the Ministry of SOEs, the Indonesian Accountants Association (IAI), Bank Indonesia, PT. IDX, DG Tax and National Governance Policy Committee (KNKG). The ARA award is given to companies that have fulfilled the completeness criteria in presenting financial statements. The annual report is no longer limited to reporting accountability at the General Meeting of Shareholders but has become the role of effective communication media for all parties regarding the company’s performance and prospects going forward. Participation in the Annual Report Awards (ARA) is a manifestation of the implementation of Good Corporate Governance and can further strengthen the company’s presence in the eyes of investors [4].

One form of appreciation at the Annual Report Awards (ARA) is the award in the category of banking financial statements. Submitting a quality financial report by the bank is important; this is because banks manage funds originating from the public (third-party funds), in addition to the financial statements of the bank that are needed by investors in making the right investment decisions. The following is the average data of share prices of banking companies included in the 2018 Annual Report Awards (ARA) winners.

Table 1. Average Stock Price of Winning Banking Companies Annual Report Awards (ARA) 2018

<table>
<thead>
<tr>
<th>No</th>
<th>Companies</th>
<th>Stock Price (Rp)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PT Bank Tabungan Negara (Persero) Tbk.</td>
<td>1,840</td>
</tr>
<tr>
<td>2</td>
<td>PT Bank Negara Indonesia (Persero) Tbk.</td>
<td>5,483</td>
</tr>
<tr>
<td>3</td>
<td>PT Bank Sinarmas Tbk.</td>
<td>860</td>
</tr>
<tr>
<td>4</td>
<td>PT BPD Jawa Timur Tbk.</td>
<td>605</td>
</tr>
<tr>
<td>5</td>
<td>PT BPD Jawa Barat dan Banten Tbk.</td>
<td>590</td>
</tr>
<tr>
<td>6</td>
<td>PT Bank Rakyat Indonesia (Persero) Tbk.</td>
<td>11,725</td>
</tr>
</tbody>
</table>

Based on table 1 shows that the average share price in banking sector companies before the announcement of the Annual Report Awards has fluctuated, which means that the stock price depends on the strength of demand and supply for a stock. Therefore, with the Annual Report Awards (ARA) it is expected that this Award will be information that will be responded to by investors and is expected to influence the movement of banking sector stock prices on the Indonesia Stock Exchange.

Research on the effect of non-economic announcements on stock prices still yields conflicting results. Research conducted by Ulum (2010) on the effect of the 2008 Annual Report Awards (ARA) awarding on stock price move and trading volume of manufacturing sector companies shows that there is no difference in average stock prices before and after the awarding of the Annual Report Awards (ARA) 2008. Another result was found by Ekawati [1] who examined the analysis of differences in share prices before and after the announcement of the 2007 Annual Report Awards (ARA) on the Jakarta stock exchange, which showed that there were differences in stock prices before and...
after the announcement of the 2007 Annual Report Awards (ARA) on the Jakarta Stock Exchange.

The differences in the results of these studies indicate that research on non-economic effects on stock prices is an interesting thing to study. Therefore, based on the background that has been studied previously researchers are interested in re-examining the effect of the announcement of the Annual Report Awards (ARA) with the formulation of the problem in this study is "Is there a difference in stock prices before and after the announcement of the Annual Report Awards in the banking sector registered in Indonesia stock exchange?".

2 Literature Review

The stock price is the price formed on the stock exchange. Generally, the stock price is obtained to calculate the value of the stock. The further the difference is, then this reflects too little information flowing into the stock exchange. To find out how far change in a company’s stock price, it can be seen by using the stock price index indicator. The stock price index is an indicator that shows the movement of stock prices that serves as an indicator of market trends, meaning that the index movement describes the condition of the market at one time, whether the market is active or lethargic.

The stock price is the buying and selling price that is currently in effect in the securities market, which is determined by market power in the sense that it depends on the strength of demand (supply) and supply (selling demand). The stock market price also shows the value of the company itself. The higher the value of a company’s stock market price, the investor will be interested in selling its shares. The stock market is one indicator of a country’s economy, so we need a calculation of the transactions that occur in the exchange during a certain period. This calculation will be used as a benchmark for a country’s economic conditions. For countries in Indonesia, the calculation is the calculation of the Composite Stock Price Index (CSPI).

The stock price is the market price, that is, the price formed in the stock trading market [3] Too little information flowing into the stock market causes the stock price to be determined by psychological pressure from sellers and buyers (irrational actions). The company has increased, then investor confidence will also increase so that the stock price usually increases.

Factors that can affect stock prices according to Weston and Brigham in Chadijah [5] are projected earnings, earnings per share (net income per share), interest rates, risk and returns, dividend distribution policies, and corporate actions that conducted by the issuer. According to Ang (1997) in Anindhita [6], the value of a stock based on its function can be divided into three types, namely:

1. Per Value (Nominal Value) is the value listed on the relevant stock that functions for accounting records and is not used to measure anything.
2. Base Price is the price used in the calculation of stock index prices that will change according to the actions of the issuer.
3. Market Price is the price of a stock in the ongoing market. If the stock exchange market is closed, then the market price is the closing price. Thus this market price will state the ups and downs of shares.
2.1 Efficient Market Theory

Jogianto [3] states that market efficiency is the relationship between the prices of securities and information. The term efficient capital market can be interpreted differently for different purposes. An efficient market is a market where the price of a security traded reflects all available information.

Tandelilin [7] states that the information available can include all available information both past information (for example, company profits last year), as well as current information (for example plans to increase dividends this year), as well as information that is as an opinion/opinion rational circulating in the market that can affect price changes (for example if many investors in the market think that stock prices will rise, then this information will later be reflected in changes in stock prices that tend to rise). Jogiyanto [3] explains the form of an efficient market including.

a. Weak Form: assumes that all stock prices reflect all available market information (historical), so that past price and trading volume information have no relationship with the direction of future price movements. The conclusion is that investors cannot rely on technical analysis to produce above-normal profits.

b. Semi-strong form: assumes that all share prices reflect all non-market public information. Prices will immediately “adjust” to all public information that has just been informed. For example: research on new shares, earnings announcements, and dividends, company profit estimates, changes in accounting practices, mergers, stock split, or other corporate actions. The conclusion is that investors cannot use fundamental analysis to produce profits above normal.

c. Strong Form: assumes that all stock prices reflect all market information, public, and sources from within the company (private/private/inside) publicly available. This information includes information that can be stained from the results of fundamental analysis. The conclusion is: there is no group that monopolizes access to information related to stock prices so that it earns above-normal profits by using inside information. The capital market will be perfect where all information is free and cost available to anyone at the same time.

The implication of an efficient market theory (Efficient Market Hypothesis Theory) on financial management is that the company will make every effort to improve the company’s financial performance better from year to year, for example by doing corporate actions such as issuing new shares, announcing increases in profits and dividends, mergers stock split, or other corporate actions. With the existence of efficient market theory, analysts or company leaders try hard to maximize work to provide the best performance for the company.

2.2 Signaling Theory

Budiarto and Baridwan [8] state that the main assumption in signal theory is that management has accurate information about the value of the company that is unknown to outside investors and management is someone who is always Qing to maximize the expected incentives, meaning that management generally has more information complete and accurate compared to external parties (investors) regarding the factors that affect the value of the company.

According to the signal theory, there is information asymmetry managers and investors. Managers know the prospects of the company in the future, while investors do
not know. Asymmetry information is private information that is only held by informed investors. Information asymmetry will occur if management does not fully obtain the information that can affect the stock market, then the market will respond to that information as a signal reflected by changes in stock prices and stock returns.

2.3 Event Study

Kothari and Warner in Halim [9] state that, basically, the event study focuses on the effect or effect of an “announcement” in the short term to provide a relevant understanding of company decisions/policies. According to them, the event study reflected the impact of the announcement of a company policy or decision.

In financial management literature, company policies can be divided into 3 (three) important decisions, namely investment decisions, financing decisions, and dividend decisions. Aside from being based on an announcement or policy, the event study also discusses/studies the existence of an event, an event that can give effect or reaction to stock trading in the short term. This event can be in the form of political, social, natural disasters, or in the form of a religious day commemoration. All of these events will certainly give an effect or consideration to investors to make a short-term investment decision, especially the investors who want capital gains.

2.4 Annual Report Awards (ARA)

Annual Report Awards are annual awards given to companies as a form of transparency of information on efforts to implement good company management and integrity. The award event was held in collaboration with seven organizing agencies, namely the Financial Services Authority, the Ministry of SOEs, the Directorate General of Taxation, the National Committee on Governance Policy (KNKG), Bank Indonesia, the Indonesia Stock Exchange, the Indonesian Accounting Association (IAI).

2.5 Relationship between Annual Report Awards and Stock Price

Annual Report Awards (ARA) are awards given to companies that meet the completeness criteria in the presentation of annual financial statements, especially for information on the company profile, disclosure of the company’s vision and mission relating to the implementation of Good Corporate Governance, analysis and management discussion on company performance, reports finance in accordance with accounting principles and applicable capital market regulations, and other information relevant to the needs of stakeholders (Bapepam 2002, in Ekawati, [1]). This award is expected to make a positive contribution to efforts to restore investor confidence and national economic recovery in general.

The award is a signal for investors in conducting transactions on the Indonesia Stock Exchange. If the award has information content, then the market will respond as reflected through share price movements. This happens because by winning the Annual Report Award, the company’s image will be better in the eyes of investors and further enhance investor confidence in the company [1].

2.6 Prior Research
The previous studies supporting this research include:


b. Research conducted by Darmawan [10] on the Effects of the Individual Report Awards (ARA) (Event Study in ARA Recipient Companies 2009-2012). The value of the company in this study is measured through these prices, abnormal returns, and stock trading volume. The results showed that there were differences in average stock prices before and after the Announcement of Annual Report Awards (ARA) on the Indonesia Stock Exchange.

2.7 Hypothesis

Based on the theoretical foundation and previous research that has been stated above, the hypothesis in this study is that there is a significant difference in stock price before and after the announcement of the Annual Report Awards to the banking sector on the Indonesian Stock Exchange.

3 Research Method

3.1 Population and Sample

The population in this study is the banking sector companies listed on the Indonesia Stock Exchange, amounting to 43 banking sector companies. The sample in this study uses a purposive sampling method, namely the determination of the sample by determining certain criteria in accordance with the objectives of the study. The criteria in this study are:

a. Banking companies that received the 2018 Annual Report Awards.

b. The banking company is actively traded in shares during the research period.

Based on the specified sample selection criteria, 6 banking sector companies were obtained as the research samples.

3.2 Operational Definitions

1. Annual Report Awards

Annual Report Awards are awards given to companies that meet the completeness criteria in the presentation of annual financial statements. Annual Report Awards 2018

2. Stock Price

The stock price used in this study is the daily closing price of shares of banking sector companies listed on the Indonesia Stock Exchange as the research sample. The observation period taken is the stock price 30 working days before and 30 working days after the announcement of the Annual Report Awards.

3.3 Analysis Method

The analytical method used in this study is a quantitative descriptive method, which is
a research method using a numerical approach. In this case, the stock price data of the banking sector before and after the announcement of the 2018 Annual Report Awards were then analyzed using statistical calculations.

1. Normality Test
   Data normality test in research is used before hypothesis testing to determine whether the data is normally distributed or not, which will determine the use of statistical test equipment. Test for normality in this study using Kolmogorov Smirnov.

   According to Ghozali [11], Kolmogorov Smirnov’s decision-making criteria are:
   a. Significance value or probability value <0.05, the distribution is not normal.
   b. Significance value or probability value > 0.05, the distribution is normal.

2. Paired Sample T-test
   Based on the problem to be discussed and the hypothesis to be tested, the analytical tool used is the Paired Sample T-Test technique, with the window period is the stock price 30 days before and after the announcement of the Annual Report Awards on listed banking sector companies on the Indonesia Stock Exchange.

   According to Gujarati [12], different test paired sample t-test is done by comparing the difference between the two average values with the standard error of the average difference of the two samples. To measure and analyze this research, the SIBS SPSS Version 20.0 was used. Paired Sample T-Test is used to determine whether there are differences in stock prices of banking sector companies before and after the announcement of the Annual Report Awards. According to Gujarati [12] Paired Sample T-Test.

4 Research Result and Discussion

4.1 Research Result

This study aims to analyze and determine differences in stock price before and after the announcement of the Annual Report Awards in the banking sector on the Indonesia Stock Exchange.

Descriptive statistics in this study were used to provide information about the research variables used in the form of stock prices in the banking sector. Descriptive statistics for stock prices can be seen as follows:

<table>
<thead>
<tr>
<th>Table 2. Descriptive Statistics Stock Price Banking Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Before After</td>
</tr>
<tr>
<td>00</td>
</tr>
<tr>
<td>30</td>
</tr>
</tbody>
</table>

Valid N (listwise)
Source: Data is processed Using IBM SPSS Version 20.0

Based on table 2 it can be seen descriptive statistics of the banking sector stock
prices before and after the announcement of the Annual Report Awards (ARA) which can be explained as follows:

a. Share Prices Before Annual Report Awards (ARA)
   The lowest banking stock price before the announcement of the Annual Report Awards (ARA) of Rp3,675.83, the highest price of Rp3,805.83, and an average share price of Rp3,749.6945 with a standard deviation value of Rp34.61032

b. Share Price After Annual Report Awards (ARA)
   The lowest share price of the banking sector after the announcement of the Annual Report Awards (ARA) of Rp3,663.33, the highest share price of Rp3,909.17, and an average share price of Rp3,763.6388 with a standard deviation value of 50.79608.

4.2 Analysis Result

This study used a paired sample t-test analysis tool with IBM SPSS Version 20.0.

a. Data Normality Test
   The data normality test in this study uses the Kolmogorov Smirnov Test. The basis for making the Kolmogorov Smirnov Test is that the null hypothesis (H0) is accepted, and the alternative hypothesis (H1) is rejected if the probability is <0.05, then the data distribution does not follow the normal distribution. Instead, the null hypothesis (H0) is rejected, and the alternative hypothesis (H1) is accepted if the probability is > 0.05, which means that the data distribution follows the normal distribution. The results of the Kolmogorov Smirnov Test on the banking sector stock prices before and after the announcement of the Annual Report Awards (ARA) can be seen as follows:

<table>
<thead>
<tr>
<th>Stock Price Data Normality Test One-Sample Kolmogorov-Smirnov Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
</tr>
<tr>
<td>------------------------</td>
</tr>
<tr>
<td>before ARA</td>
</tr>
<tr>
<td>after ARA</td>
</tr>
</tbody>
</table>

Based on table 3 the normality test results can be explained using the Kolmorov Smirnov Test as follows:

1) The probability value of the stock price of the banking sector before the announcement of the Annual Report Awards (ARA) of 0.991 z 0.05. This means that the stock price data of the banking sector prior to the announcement of the Annual Report Awards (ARA) is normally distributed.

2) The probability value of the stock price of the banking sector after the announcement
of the Annual Report Awards (ARA) of 0.557 * 0.05. This means that the banking sector stock price data after the announcement of the Annual Report Awards (ARA) are normally distributed.

b. Research Hypothesis Testing
Based on the results of the normality test on the stock prices of the banking sector before and after the announcement of the Annual Report Awards (ARA), it can be concluded that the stock price data is normally distributed that it can then be tested for research hypothesis using the Paired Sample T-test (paired sample test). Paired Sample T-test is used to analyze whether there is a significant difference between the stock prices of the banking sector before and after the announcement of the Annual Report regards (ARA). The hypothesis in this study states that there are allegedly significant differences in stock prices before the announcement of the Annual Report Awards (ARA) in the banking sector on the Indonesia Stock Exchange. The final results of the hypothesis test for the stock price of the banking sector on the Indonesia Stock Exchange before and after the announcement of the Annual Report Awards (ARA) can be seen as follows:

1. Paired Sample Statistics
Paired Sample Statistics is used to see the increase/decrease in average stock prices of the banking sector before and after the announcement of the Annual Report Awards (ARA). Paired sample statistics test results of the banking sector’s stock prices before and after the announcement of the Annual Report Awards (ARA) can be seen as follows:

<table>
<thead>
<tr>
<th>Table 4. Paired Sample Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>BEFORE</td>
</tr>
<tr>
<td>AFTER</td>
</tr>
</tbody>
</table>

Source: Data is Processed using IBM SPSS Version 20.0

From the results of paired samples statistics seen in table 4, it can be seen that the average stock price of the banking sector before the announcement of the Annual Report Awards (ARA) was Rp3,749,6945 while after the announcement of the Annual Report Awards (ARA) of Rp3763.6388, which means an increase in the price of shares in the banking sector by Rp13.94433.

2. Paired Sample Correlations
Sugiyono (2012:184) states that Paired Sample Correlations are values that indicate the strength and direction of the linear relationship between random variables. The results of paired sample correlations of banking sector stock prices before and after the announcement of the Annual Report Awards (ARA) can be seen as follows:

<table>
<thead>
<tr>
<th>Table 5. Paired Sample Correlations</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>BEFORE &amp; AFTER</td>
</tr>
</tbody>
</table>

Source: Data is processed using IBM SPSS Version 20.0
Based on table 5, it can be seen that the correlation coefficient is 0.090, with a significance level of 0.637. This means that there is a weak and insignificant relationship between the stock prices of the banking sector before and after the announcement of the Annual Report Awards (ARA).

3. Paired Sample T-Test
The paired sample T-test results of the banking sector stock prices before and after the announcement of the Annual Report Awards (ARA) can be seen as follows:

<table>
<thead>
<tr>
<th>Paired Differences</th>
<th>MeaFl</th>
<th>Std. Deviation</th>
<th>T</th>
<th>Of</th>
<th>Sig. (2-tailed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEFORE</td>
<td>-</td>
<td>58.84146</td>
<td>-1.298</td>
<td>29</td>
<td>.205</td>
</tr>
<tr>
<td>AFTER</td>
<td>13.94433</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 6. Paired Sample T-Test

Table 6 shows that the significance test from the Paired Sample T-Test for the stock prices of the banking sector in the Indonesian stock exchange before and after the announcement of the Annual Report Awards (ARA) show a significance value * alpha = 0.205 * 0.05, which is equal to 0.0205 * 0.05, then the hypothesis is nil (H0) is accepted, and the alternative hypothesis (H1) is rejected.

Thus the results of the hypothesis test showed that the hypothesis stating that there were allegedly significant differences in share prices before and after the announcement of the Annual Report Awards (ARA) in the banking sector on the Indonesia Stock Exchange was denied.

5 Discussion

This study aims to analyze and determine differences in stock price before and after the announcement of the Annual Report Awards in the banking sector on the Indonesia Stock Exchange. The research period used in this study is 30 days before and after the announcement of the Annual Report Awards to the banking, sir, on the Indonesia Stock Exchange. This study uses a sample of 6 banking sector companies on the Indonesia Stock Exchange and falls into the Annual Report Awards (ARA) category.

The paired samples statistics test results show that the average stock price of the banking sector on the Indonesia Stock Exchange before the announcement of the Annual Report Awards (ARA) was Rp3.749.6945 while after the announcement of the Annual Report Awards (ARA) of Rp3,763.6388, which meant an increase in the banking sector stock price of Rp13,94433.

Based on the results of the paired sample correlation analysis, a correlation coefficient of 0.090 was obtained with a significance level of 0.637, which means that there was a weak and insignificant relationship between the stock prices of the banking sector list on the Indonesia Stock Exchange before and after the announcement of the Annual Report Awards (ARA).
The result of the significance test of the stock price using Paired Sample T-Test shows a significance value of 0.205 $\pm$ 0.005 (5%) which means that there is no significant difference in the stock prices of banking sector companies on the Indonesia Stock Exchange before and after the announcement of the Annual Report Awards (ARA). Although there was an average increase in the share price of Rp13.94433, the increase was not significant and based on statistical calculations using the Paired Sample T-Test. The increase in share price after the announcement of the Annual Report Awards (ARA) was considered to be no different from the stock price before the Annual announcement Report Awards (ARA).

The results of this study indicate that the announcement of the Annual Report Awards (ARA) has no information content for investors, so investors do not respond to the announcement of the Annual Report Awards (ARA). It can be concluded that the 2018 Annual Report Awards (ARA) publication information is not effective information in the capital market, thus being able to influence investors’ decisions to invest in banking sector shares included in the Annual Report Awards (ARA). This is thought to have happened due to the following factors:

1. Banking companies that won the 2018 Annual Report Awards (ARA) are large banking companies, well known to the public, and stable in performance. so investors assume that the company is already good in terms of corporate governance. Therefore, although it received an award, it did not change the desire of investors to invest in banking companies that won the 2018 Annual Report Awards (ARA). Nittayagasetwat in Kemala and Ulupui [13] argues that information on the publication of the Annual Report Awards (ARA) from year to year only shows that the concern of companies in Indonesia for the openness and completeness of the presentation of financial statements and the implementation of good corporate governance is starting to grow. Therefore the publication of the Annual Report Awards (ARA) is more beneficial to companies participating in this award compared to investors, where companies can find out how well the presentation of financial statements and the implementation of corporate governance conducted by the company based on the evaluation of the jury of the Annual Report Awards (ARA).

2. Investors are taking a wait and see attitude towards the situation in the capital market around the day of the announcement of the Annual Report Awards (ARA). This is because inflation data for the period August 2018 to October 2018 shows an increase in inflation of 0.52% i.e., amounted to 2.79% in August 2018, 3.07% in September, and 3.31% in October 2018 (bi.go.id). Therefore investors are cautious in conducting stock transactions due to the inflation increase.

The results of this study contradict the research conducted by Ekawati [1], which stated that there were differences in stock prices before and after the announcement of the Annual Report Awards (ARA).

6 Conclusions and Suggestion

6.1 Conclusions

The aim of this research is to analyze and find out the differences in stock rises before and after the announcement of the Annual Report Awards in the banking sector on the Indonesia Stock Exchange. Based on the risks of research and discussion, it can be
concluded that there are no significant differences in the prices of shares of banking sector companies in the Indonesia Stock Exchange before and after the announcement of the Annual Report Awards (ARA).

6.2 Suggestions

1. For Investors
   It is expected that investors consider the publication of the Annual Report Awards as a way to make investment decisions by collecting shares that are included in the category of Annual Report Awards (ARA). This is important for investors because by investing their shares in companies that are transparent in presenting reports financial and good corporate governance will make investors feel safer in investing in these companies and can minimize the risk of an investment that will arise.

2. For Further Researchers
   It is expected that further researchers will increase the number of research samples by examining all companies listed on the Indonesia Stock Exchange and included in the category of Annual Report Awards (ARA). In addition, it is expected that future researchers will examine other variables such as stock returns and use shorter research periods in order to find out investor attitudes regarding the announcement of Annual Report Awards (ARA) in the short term.

References


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Abstract. This study examines the effect of human resources on performance expectancy, social influences, facilitating conditions, use behavior, and system quality by making use of information technology systems of regional finance to produce a qualified financial report in the government of Enrekang Regency. The object of this research states the civil apparatus having a position in the financial management unit consisting of 31 OPD. The sample consisted of 95 respondents selected proportionally. The result of the study indicate that (1) performance expectancy has a positive and significant on the quality of the financial report, (2) social influence does not significantly effect of the quality of the financial report, (3) facilitating conditions has a positive and significant effect on the quality of financial report, (4) use behavior has a positive and significant effect on the quality of the financial report, and (5) system quality has a positive and significant effect on the quality of the financial report.

Keywords: Performance expectancy, Social influence, facilitating conditions, Use behavior and System quality

1 Introduction

The development of science and technology at this time has provided opportunities in various activities. Both are engaged in business activities and in government organizations. With the rapid growth of science and technology, every company or organization must prepare itself in the face of increasingly fierce competition.

In carrying out government activities and public services (public service), local finance becomes the holder of a very important role. Therefore, the management must be carried out effectively and efficiently to be effective and successful. The manager must be able to provide the necessary financial information that is accurate, relevant, timely, and reliable in order to support the implementation of regional autonomy. According to Dewi, et al. [1], the regional financial system that is reliable and relevant reporting are required so that the later can provide information that can be justified.

The phenomenon of the poor quality of financial statements requires that each financial manager must have a good knowledge of financial statements so that published reports can be presented fairly free from material errors in the presentation of figures, which are not in accordance with reporting. So that can have a bad impact on the report users and the report presenters themselves.
Referring to the LK audit conducted by the BPK on the State Financial Examination Standards (SPKN) stipulated in BPK Regulation Number 1 of 2007, based on that reporting on the audit results of the Government Financial statements on the type of opinion. There are four types of views that can be given by audit, namely: unqualified opinion (WTP), qualified Opinion (WDP), adverse opinion (TW), disclaimer/no opinion (TMP).

The use of technology in information systems should consider the user (user) because as time goes by it is not seldom to find that the technology applied in the information system is frequently not appropriate or it is not maximally utilized by the individual user of information the system so that the information system does not give the sufficient utilization in improving the individual performance. Information technology is a very supporting factor in the information system application representing an organization's management approach in solving the existing financial reporting problems.

The importance of information technology today is much felt by users of information technology in a company or government, especially in the financial sector. There are several online and offline applications that are used by the Enrekang District Government in managing their regional finances. The habit of utilizing Financial Information Technology Systems is still lacking; there are still some employees who have not been active in using information technology, as seen from the work facilities of employees who still do not have computers or other information technology tools. This also becomes one of the reasons why employees are not fully able to utilize information technology in their work.

This research discusses the influence of performance expectations (performance expectancy), coworkers (social influence), technological facilities that support (facilitating conditions), interest in utilization, and quality of technology system. It is expected that applying the UTAUT model can explain the behavior of financial information technology utilization while the independent variable is the quality of the financial statements. But to adjust to the situation and condition of the research environment, in this study, the researchers did not use the moderator variable.

In this regard, several studies have been conducted that reveal the extent to which employees use information technology systems. Government financial statements are a representation of the financial position of transactions carried out by a government. To be able to produce financial statements, of course, requires adequate infrastructure, accompanied by learning of human resources that are owned by in order to understand and implement a new system of financial management.

By considering the background and previous studies, the authors are motivated to conduct this research to obtain evidence of the influence of performance expectations, coworkers, technological support, interest in utilization, and quality of the system.

2 Research Method

This was quantitative research. Quantitative research is a process of finding out the knowledge using the data in the form of the figures as the instrument to find out information regarding the objectives of the research. Related to this, this type of research uses a questionnaire or observation and a brief interview. A questionnaire containing 29 question items was distributed to respondents who were involved in the financial management process, namely the head of finance and the staff at the OPD (regional device organizations) in Enrekang. The questionnaires used in the analysis of this research model were 95
questionnaires according to the number of respondents; this type of research is non-experimental because there is no respondent special treatment. The validity of the data in this study was tested using the SPSS 20.0 software application.

3 Findings

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>Df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Regression</td>
<td>946.273</td>
<td>5</td>
<td>189.255</td>
<td>69.912</td>
<td>.000</td>
</tr>
<tr>
<td>Residual</td>
<td>240.927</td>
<td>89</td>
<td>2.707</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1187.200</td>
<td>94</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

a. Dependent Variable: The quality of financial statements (Y)
b. Predictors: (Constant), performance expectancy (X1), coworkers (X2), Facilitating conditions (X3), interest in utilization(X4), and the quality of technology system(X5).

Based on the results obtained in Table 1, it is known that the significance level of hypothesis testing is, that is, the significance level of $0.00 \leq \alpha = 0.05$.

It can be concluded that the hypothesis is accepted or, in other words, performance expectancy, coworkers, technology facilities, interest in utilization, and the quality of technology system simultaneously have a positive and significant effect on the quality of financial statements.

It means that, with the high knowledge of regional financial management, it would show that each Regional Device Organizations is able to compile financial statements in accordance with government regulation no. 24 the year 2005.

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
</tr>
<tr>
<td>(Constant)</td>
<td>3.122</td>
<td>1.573</td>
</tr>
<tr>
<td>Performance Expectancy</td>
<td>.347</td>
<td>.084</td>
</tr>
<tr>
<td>(X1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Co-Workers</td>
<td>.056</td>
<td>.051</td>
</tr>
<tr>
<td>(X2)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Based on the results obtained in Table 2 shows that the significant influence of on performances expectancy, coworkers, technology facilities, interest in utilization, and the quality of technology system on the quality of financial statements, the work expectation variable obtained a significance value of 0.000 < \alpha = 0.05, conditions variables that facilitate significance value obtained 0.017 < \alpha = 0.05, the variable use interest obtained a significance value of 0.001 < \alpha = 0.05. and the variable interest in use obtained a significance value of 0,000 < \alpha = 0.05. It can be concluded that the hypothesis is accepted or, in other words, on performance expectancy, coworkers, technology facilities, interest in utilization, and the quality of technology system partially have a positive and significant effect on the quality of financial statements. Whereas the variable coworkers obtained a significant value of 0.277 > \alpha = 0.05, which means that the coworker variable does not significantly influence the quality of financial statements.

Based on the results of the F-test and the t-test described above, the results of testing this research model can be presented in the following figure:

![Fig. 1. Conceptual Framework using the UTAUT Model](image)

<table>
<thead>
<tr>
<th>Facilitating Conditions (X3)</th>
<th>.180</th>
<th>.074</th>
<th>.138</th>
<th>2.436</th>
<th>.017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest in Utilization (X4)</td>
<td>.294</td>
<td>.090</td>
<td>.204</td>
<td>3.284</td>
<td>.001</td>
</tr>
<tr>
<td>The Quality Of Technology System (X5)</td>
<td>.533</td>
<td>.078</td>
<td>.439</td>
<td>6.801</td>
<td>.000</td>
</tr>
</tbody>
</table>

a. Dependent Variable: The quality of financial statements (Y)
4 Discussion

4.1 The Effects of Performance Expectations (X1) on Financial Report Quality (Y) in Enrekang Regency

Performance expectancy of Information Technology Systems significantly affects the quality of financial statements. Local Government Agencies in the regional government of Enrekang Regency use Technology systems. This is in accordance with the theories used to obtain the factors of performance expectancy, namely: 1) Perceived usefulness in TAM, to what extent someone believes that using a particular system will improve his or her work performance. 2) relative advantage in IDT, to what extent the implementation of innovation perceived better than using its predecessor. 3) The outcome expectancy in SCT, outcome expectations is related to the consequences of the use of technology on performance expectancy and personal performance expectancy. 4) Extrinsic motivation in MM, the perception desired by the user to carry out activity because it is considered as a tool in achieving valuable results that are different from the activity because it is considered as a tool in achieving different results from the activity itself, such as, work performance and promotions. 5) The job-fit in MPCU, work suitability, which is seen from the capabilities of a system in increasing individual work performance.

4.2 Effects of Coworkers (X2) on Financial Report Quality (Y) in Enrekang Regency

Based on the test results of hypothesis 2, it showed that the proposed hypothesis is rejected. The output shows that the t-statistic value for the construct of the effects of coworkers on the quality of financial statements to utilize the Financial Technology System is smaller than the t-table value (1.093), which is 1.984, so that the effect given by colleagues on financial report quality is proven insignificant.

This indicates coworkers (RK) do not significantly affect the quality of financial statements to utilize financial information technology systems. This is in accordance with the theory found by Venkatesh et al. [2], when studying the model analyzed to create UTAUT [2]. They claim that this happens because the probability of someone to fulfill someone else's expectations is greater when someone is able to give a gift [2].

Analyzed use of Internet banking in the elderly. He found that social norms, in this case, the effects of coworkers is a variable that has less significant influence compared to other variables. On the other hand, Yuen et al. (2010) analyzed the factors that affect the acceptance of developed countries and developing countries using UTAUT model, which also found that coworkers (Social Influence) did not affect one's desire to use the system in both countries. They further explain that friends do not have a significant influence on the decision to use the internet because users tend to access it themselves for security reasons. According to them, it is different from banking technology systems; another information technology has an important social effect because some applications become more useful when there are more users, and users try to encourage people they know to use the application.
4.3 Effects of Supporting Technology Facilities (X3) on Financial Report Quality (Y) in Enrekang Regency

Based on the test results of hypothesis 3, it shows that the proposed could be accepted. This indicated that the variable of technology facility support has a significant and positive effect on the quality of financial statements.

The technology facilities factor got a t-table of 2.436 or was rounded up to 2.4. Thus, the regional financial management system in terms of the variable of supporting technology facilities (Facilitating Conditions) showed strongly agree and agree. This means that technical support has a good value for the utilization and acceptance of regional financial management technology application systems in the Enrekang Regency.

From the results, it can be interpreted that the amount of acceptance of technological support to the quality of financial statements is satisfactory. Therefore, it can be concluded that the supporting technology facilities variable is a good factor and needs to be improved in producing qualified financial reports.

4.4 Effects of Interest in the Utilization of Information Technology (X4) on Financial Report Quality (Y) in Enrekang Regency

From the testing result of hypothesis 4, there is evidence indicating the significant effect between the information technology utilization interest and financial report quality, and their correlation is positive. The greater the influence of the information technology utilization on the financial report quality, the better the financial report quality value produced by the government. The respondents’ confession that the new technology system use is very different from old IT. The old IT limitations are difficulty in reading the database in the server, the inability of Old IT to become the support. By the use of the new IT, IT users have more spirit to use it because the old IT limitations can be overcome by the new IT.

The research is consistent with the finding of Venkatesh et al. [2], which states that there is a direct and significant correlation between IT utilization interest and information system use. To improve the final users’ spirit to accomplish their work, their interest must previously be improved on IT use.

4.5 Effects of the Quality of Technology System (X5) on Financial Report Quality (Y) in Enrekang Regency

The test results of Hypothesis 5 are the Information Technology Quality has a significant and positive effect on the quality of financial statements. The results of multiple linear regression show that the effect of technology quality on report quality with the help of SPSS 20.0 for windows. The amount of the t-test was 6.81. It means that if the quality of the information technology system is good, then it would affect the quality of the financial statements. Thus, H5 is accepted. Significant test results of t on the quality of information technology variable obtain a significant level of 6.80, which is smaller than 1.98, which means that the quality of information technology has a significant and positive effect on the quality of financial statements. Therefore, H5 is accepted.

The quality of information technology systems has a positive influence on the quality of financial statements. The results of the study also support the results of research conducted, which states that the quality of the technology system has a significant effect on the quality of
financial statements. The results of the data analysis state that the higher the quality of the information technology system, the higher the quality of the financial statements.

5 Conclusion and Suggestions

5.1 Conclusion

Based on the results of research and discussion, it can be concluded as follows:

1. Performance expectancy has a positive and significant effect on the quality of financial statements. Respondents believe that using a technology system would help to increase profits when attaching financial reporting results.

2. Coworkers have an insignificant effect on the financial report quality in the utilization of the financial information technology system. The social or work environment, in this case, Coworkers, does fully comprehend the technology system used.

3. Supporting technology facilities have a positive and significant influence on the quality of financial reports in utilizing financial management information technology systems. The more respondents supporting facilities such as training and better service access, respondents tend to produce more qualified financial reports.

4. Interest in utilization has a positive and significant effect on the quality of financial statements. Respondents have the intention and interest to utilize financial management information technology systems.

5. The system quality (SQ) has a positive and significant impact on the financial report quality. Respondents feel that the report presented by the system (application) has met the quality standards in regional financial reporting.

5.2 Suggestions

Based on the research limitations, the suggestions which can be proposed are as follows:

1. For the needs of future studies, it is advised to the researchers to accompany the respondents and conduct an interview process in the process of filling out the questionnaire to minimize bias towards the results of the study due to the respondents’ conditions that are different from the actual conditions.

2. The regional government should place the employees in the finance department who understand the financial management process and have experiences and the ability to use computers.

Reference


Effect of Dual Role Conflict (Work Family Conflict, Workload and Job Stress) on the Performance of Employees of PT Bank Negara Indonesia (Persero) Tbk Pare-pare

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Universitas Hasanuddin, Makassar, Indonesia¹,²,³

Abstract. The aim of this research is to determine the impact of multiple role conflicts, such as work-family, workload, and work stress, on the performance of female staffs at PT. Bank Negara Indonesia (Persero) in Pare-pare. The data collected in this study is quantitative and qualitative and were analyzed by using path analysis. This study demonstrates that both multiple role conflicts and workload directly affected work-related stress on the female employees. The correlation between the two variables suggests that increase in workload is directly aligned to the work stress of female employees. Moreover, direct work stress influences the female employees’ performance negatively which means as the work stress increases, the performance would decrease.

Keywords: Multiple roles, workload, employee performance.

1 Introduction

Dual roles have become a phenomenon in the world of work that we often encounter, with not a few women are participating in the industrial world. The contribution of women in economic development can be seen from the tendency of women's participation in the workforce. As one indicator, participation in the economy is shown in the rate of increase in women's participation in the workforce.

The existence of globalization that occurs results in intense competition at work, this competition does not only include men, but also women began to flock to enliven this work competition. This illustrates that the world of work now really provides fierce competition that must be responded by prospective employees with qualities that are in accordance with what is desired by the company that will be his or her goal [1].

It can be seen that the boundaries between women and men in work are increasingly eroded due to technological growth, and women who are aware of the importance of education choose to study as high as possible. With high education, of course, women choose to become a career woman. It was further explained that working in the perspective of women in addition to earning money and also in addition to the economy was also related to the awareness of the position of women both in the family and society that requires them to strengthen their abilities and empower themselves to work [2].
The phenomenon of many women working is to earn extra income as well as to express themselves in the midst of family and community [1]. The demands to work for Indonesian women are not solely caused by demands for meeting the needs of the household but are also based on the desire to participate and get an appreciation for their struggles and achievements. However, no doubt, the main role of women who are married is taking care of the household.

A dual role becomes something that inevitably undergoes, which in turn is confronted with a conflict between his role in the family and the role in his career. Work-family conflict explains the conflict between work responsibilities at home and work in his career Frone & Chopeer (1992) [3]. Employees who cannot divide or balance the time for family and work affairs can cause conflict, namely family-work conflict, or often called dual role conflict. Work-family conflict is one form of inter-role conflict where the role pressure is from work roles and family roles, and there are discrepancies between these roles in some respects. Three forms of dual role conflict namely; (a) time-based conflict, where time spent on one role makes it difficult for individuals to participate in another role. (b) strain-based conflict, this is consistent with fatigue or irritability dimensions, where fatigue or irritability in one role affects the performance of individuals in other roles. In other words, the role is incompatible due to fatigue or irritability caused by one role resulting in difficulties in fulfilling the demands of the other role. (c) behavior-based conflict, where the pattern of individual behavior in one role is not in line with expectations in other roles.

The dual role conflict and workload that occurs to an employee who has a dual role does not rule out the possibility that the employee will experience work stress. Every job can be said to be a cause of stress, because it is based on too much workload, role conflict, and the process of adjusting relationships with others. Stress that occurs at work is the result of emotional and physical reactions due to the failure of individuals to adapt in the work environment where there is a mismatch between expectations and reality. Job stress is a process that causes a person to feel sick, uncomfortable or tense due to work, workplace or certain work situations.

Past research carried out by Silviana et al. (2016) [4], with the title Effect of Dual Role Conflict and work load on performance with work stress as an intervening variable on employees of PT Bank Mandiri (Persero) Tbk branch of Jember alun alun shows that partially conflicting dual roles has a positive effect and significant to work stress, work stress influence negatively and significantly on employee performance, dual role conflict has adversely and significantly affect the employee performance, dual role conflict has a negative and not significant impact on performance through employee work stress.

Based on the foregoing, this research seek to discover the effect of dual role conflict (work-family conflict, workload and work stress on the performance of the employees of PT Bank Negara Indonesia (Persero) for pare-pare branches.
2.1 Conceptual Framework

**Fig. 1. Conceptual Framework**

<table>
<thead>
<tr>
<th>Information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>X1 = Dual-Role Conflict</td>
</tr>
<tr>
<td>X2 = Workload</td>
</tr>
<tr>
<td>Y1 = Work Stress</td>
</tr>
<tr>
<td>Y2 = Performance</td>
</tr>
<tr>
<td>H1 = Dual role conflict has a positive and significant effect on work strain for female employees</td>
</tr>
<tr>
<td>H2 = Workload positively and significantly influences the work strain of female employees</td>
</tr>
<tr>
<td>H3 = Dual role conflict has a negative and significant impact on the performance of female staff</td>
</tr>
<tr>
<td>H4 = Workload has a negative and significant effect on staff performance</td>
</tr>
<tr>
<td>H5 = Job strain has a negative and significant effect on the performance of staff</td>
</tr>
</tbody>
</table>

2 Methodology

The location of this research was carried out at the office of PT Bank Negara Indonesia (Persero) Tbk. The Parepare branch is located on Jl. Veterans, Ujung Sabbang, Parepare City. The population of this study is all employees of the office of PT Bank Negara Indonesia Branch of Parepare who are married, and the total of their children is 36. Then the sample is drawn by a purposive sampling method so that the number of samples is 36 people.

2.1 Method of collecting data

Data collection was carried out using a closed type questionnaire, which consisted of a series of questions used to obtain data on several factors that formed the variable dual role conflict (work-family conflict), workload, and stress on the performance of PT Bank BNI (Persero) Tbk Parepare Branch.

2.2 Data analysis technique

Data collection in this research was carried out through questionnaires containing a number of statements along with a Likert scale answer form column with a range of 1-5. The data analysis technique was carried out using path analysis with the help of the SPSS 16.00 program.
3 Women's Dual Role Conflict (Work Family Conflict)

Frone, Rusell & Cooper (1992) define conflicting dual roles as the inability of a person to balance work and family [3]. Boles et al in Dian (2008) Conflicting dual roles (work family conflicts) are conflicts that occur due to an imbalance of roles between responsibilities at the residence and at the workplace [5]. Job demands are related to pressures emanating from the workplace, such as work to be done in a hurry and dead line. Family demands relate to the time needed to handle household chores and look after children.

3.1 Workload

Kusnadi (2014) Workload is a condition that arises from the relationship between task demands, work environment, skills, behavior and employee perception of the work he does. From an ergonomic point of view, every workload received by a person must be appropriate and balanced with the physical and psychological abilities of the workers who receive the workload [6]. Workload can be in the form of physical workload and psychological workload.

Different point of view in defining workload. Webster put forward the workload as the amount of work or work time expected to workers and the total amount of work that must be completed by a department or group of workers in a certain period of time.

3.2 Work stress

Define work stress as a physical or psychological division of the normal human condition caused by stimuli from the work environment while defining work stress as a process that causes people to feel sick, uncomfortable, or tense due to work, workplace, or certain work situations.

Greenberg (2001) argues that work stress is an individual anxiety reaction that is caused by interactions between requirements in the environment and individual characteristics, and stress is the response or cause for early warning of excessive information in several aspects, and when stress occurs at work, it is called work pressure [7].

3.3 Performance

States that performance is the result of the quality and quantity of work attained by an employee in carrying out their duties commensurate with the responsibilities given to them.

Furthermore, Brahmasari and Suprayetno (2008) suggested that a person's performance is a measure of the degree to which a person's success in carrying out his work duties [8], whereas according to Motowidlo, Borman & Smith (1997), performance is a set of organizational values of discrete behavior where the work results achieved by individuals exceed the standards within the specified time period [9].
4 Result

4.1 Validity and Reliability Test

<table>
<thead>
<tr>
<th>No</th>
<th>Variables/Indicators</th>
<th>r Count</th>
<th>Cronbach’s Alpha</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dual Role Conflict (X1)</td>
<td>0.757</td>
<td>Reliable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dual Role Conflict 1</td>
<td>0.870</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dual Role Conflict 2</td>
<td>0.789</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dual Role Conflict 3</td>
<td>0.804</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Work Load (X2)</td>
<td>0.628</td>
<td>Reliable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Work Load 1</td>
<td>0.882</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Work Load 2</td>
<td>0.827</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Job Stress (Y1)</td>
<td>0.800</td>
<td>Reliable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Job Stress 1</td>
<td>0.849</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Job Stress 2</td>
<td>0.805</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Job Stress 3</td>
<td>0.777</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Job Stress 4</td>
<td>0.738</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Performance (Y2)</td>
<td>0.867</td>
<td>Reliable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Performance 1</td>
<td>0.806</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Performance 2</td>
<td>0.843</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Performance 3</td>
<td>0.845</td>
<td>Valid</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Performance 4</td>
<td>0.889</td>
<td>Valid</td>
<td></td>
</tr>
</tbody>
</table>

Source: Processed Data (2019)

Based on Table 1 above related to the reliability test shows the Cronbach Alpha value > 0.60 so that it can conclude the four reliable variables, while based on the value of r arithmetic of each indicator shows the value of r count > t table so that it can be concluded that all indicators that form the four variables are valid.

4.2 Hypothesis Test

<table>
<thead>
<tr>
<th>Path Coefficient</th>
<th>t count</th>
<th>t table</th>
<th>Sig</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>X1 -&gt; Y1</td>
<td>0.585</td>
<td>4.576</td>
<td>2.035</td>
<td>0.001</td>
</tr>
<tr>
<td>X2 -&gt; Y1</td>
<td>0.272</td>
<td>2.131</td>
<td>2.035</td>
<td>0.041</td>
</tr>
<tr>
<td>X1 -&gt; Y2</td>
<td>-0.385</td>
<td>-2.821</td>
<td>2.035</td>
<td>0.008</td>
</tr>
</tbody>
</table>
Based on the calculation above, it is known that the direct effect of Dual Role Conflict on work stress is 0.585 or 58.5% with a $t$ value $> t$ table value of 4.576 $> 2.035$. This is also reinforced by a significance value of 0.001, which is smaller than the 0.05 confidence level. This indicates that the alternative hypothesis (Ha) is accepted, meaning the Dual Role Conflict has a positive and significant effect on the Work Stress of PT Bank BNI (Persero) Tbk Pare-Pare Branches. This is supported by several theories which state that undergoing two roles at the same time, as a worker as well as a housewife, is not easy. Female employees who are married and have children have heavier roles and responsibilities than single women. The dual role is experienced by the woman because besides having a role in the family, the woman also plays a role in her career. Employees who cannot divide or balance time for family and work affairs can lead to conflicts that are family conflicts and work conflicts, or often referred to as Dual Role Conflict women between family and work. Conditions like the above often trigger conflicts that occur in the life of the company; if not taken seriously will have a very significant impact on efforts to achieve company goals, one of which is the low overall employee performance will affect company productivity [10]. But not only that is caused by conflicts that are not handled appropriately and wisely, it can also have a direct impact on employees because they are in a state of awkward atmosphere that causes mental stress (stress). This is also explained [1] that task demands are a source of work stress where things that include task demands are the amount of work that must be done. As for the factors that affect stress such as: excess Work Load, responsibility for others, career development, lack of group cohesion, inadequate group support, organizational structure and climate, areas within the organization, task characteristics, and the influence of Ivancevich and Matteson (1990) leaders [11]. In addition, the strength of the relationship or the correlation coefficient of 0.467 or 46.7% there is a positive relationship between Dual Role Conflict work stress of female employees. This shows that the higher the Dual Role Conflict, the higher the work stress of women at the University of Indonesia administration.

### 4.4 Work Load is a significant contributor to the work stress for female employees

Based on the calculation above, it is known that the direct effect of Work Load on Work stress is 0.272 or 27.2% with a calculated $t$ value $> t$ table value of 2.131 $> 2.035$. This is also reinforced by the significance value of 0.041, which is smaller than the 0.05 confidence level. This indicates that the alternative hypothesis (Ha) is accepted, meaning that Work Load has a positive and significant effect on Work Stress of Employees of PT Bank BNI (Persero) Tbk Pare-Pare Branch. This is supported by Ahmad Ahid Mudayana's statement (2010) which explains that Job Stress high affect employees who hold a double on the work that is actually not part of the work (excessive work load), employees also become ineffective at doing work [12]. In addition [13] states that shifts or night work often causes fatigue for employees due to excessive work load that accumulates causing stress due to the inability of individuals to cope...
with excessive work load. The theory is supported by the findings of Aster Andriani Kusuma (2014) [14] showing that the Work Load variable has a positive effect on work stress with a t value of 49.553 greater than t table 1.96 and an estimated coefficient of 0.924, the coefficient is a positive sign that when increasingly the higher the Work Load, the higher the work stress of PT. Apie Indo Karunia's employees in Sidoarjo Surabaya and the results of research from Denizia Rizky & Tri Wulida Afrianty (2018) show the coefficient of the Work Load path towards the 34res Work as 0.347 with the direction of a positive relationship [15], a significant direction meaningful that with the increase in Work Load will give rise to the Job Training at the East Java Provincial Office in Surabaya)

4.5 Dual Role Conflict adversely and significantly affect the performance of female employees

Based on the calculation above, it is known that the direct effect of Dual Role Conflict on Performance is -0.3385 or -38.5% with a calculated t value < t table value that is -2.821 < -2.036. With a significance value of 0.008 smaller than the 0.05 confidence level. This indicates that the alternative hypothesis (Ha) is accepted, which means the Dual Role Conflict has a negative and significant effect on the Performance of Staffs of PT Bank BNI (Persero) Tbk, the Pare-Pare Branch. Conflicts between family roles and work that have occurred can reduce role performance, reduce verbal communication, poor marital adjustment, and other negative impacts on mothers and fathers in careers. The impact of the Dual Role Conflict is not much different from the impact of the conflict mentioned earlier. But the impact of Dual Role Conflict does not only affect Performance as an employee of a company but also has an impact on daily life in the household because Dual Role Conflict certainly occurs in a woman who is married even has children. Someone who has a dual role has more than one role, namely as an employee, a wife and also as a mother. This is also supported by findings in research from Atik Diana Nasekhah (2016) [5]. The results of the study indicate that there is a negative influence between women's Dual Role Conflict on Performance shown by the significance value smaller than the 0.05 confidence level and the regression coefficient has a negative value of -0.491 shows that the negative effect has an impact on the declining Performance of female employees in LPP RRI Yogyakarta. And the results of research from Mega Silviana et al (2017) with the path coefficient of -0.318 so that the Dual Role Conflict affects the level of Performance of PT. Bank Mandiri (Persero) Tbk Branch employees Jember Square where the higher the level of Dual Role Conflict that occurs, the lower the performance of the employee [16].

4.6 Work Load lead to an undesirably significant effect on employee performance

Based on the calculation above, it is known that the direct effect of Work Load on Performance is -0.235 or -23.5% with the calculated t value < t-table value that is -2.064 < -2.036. With a significance value of 0.047 smaller than the 0.05 confidence level. This indicates that the alternative hypothesis (Ha) is accepted meaning that Work Load has a negative and significant effect on the Performance of Staffs of PT Bank BNI (Persero) Tbk Branch of Pare-Pare. The findings in this study support the results of research from Sinta Monika (2017), there is a negative influence of Work Load on Employee Performance can be seen from t count = -7.647 < t table = -2.010. Which means Work Load increases, employee performance will decrease at PT Glamedia Bandung Perkasa. And research from Aster Andriani Kusuma et al (2014) where the results of the study with the results of estimate
coefficient of -0.60 so it was concluded that Work Load has a negative and significant effect on Performance at PT Apie Indo Karunia. Job Stress has a negative and significant effect on the performance of female employees. The direct effect of Job Stress on Performance is -0.370 or -37.0% with the value of t count <-t table value that is -2.544 <-2.036. This is also reinforced by the significance value of 0.016 smaller than the 0.05 confidence level. This indicates that the alternative hypothesis (Ha) is accepted or Ho is rejected, it means that Work Stress has a negative and significant effect on the Performance of Employees of PT Bank BNI (Persero) Tbk. Pare-Pare Branch. The high is a drastic decline in employee performance. According to Ivancevich and Matteson (1980), the cause of stress is caused by the role of someone in undergoing a particular profession, especially jobs related to public services. This is also supported by research findings from Ria Puspita Sari (2015) where work stress variables negatively affect employee performance at Jambuluwuk Malioboro Boutique Hotel Yogyakarta with the results of the beta coefficient (β -0.323 (* p <0.05) where target indicators and company expectations are not achieved, employees feel stressed due to not achieving job target set by the company, the impact of the company is declining employee performance [17]. As well as research from Ade Agus Diama Purwa Diaputra (2019) where the results of research with beta coefficients (β -0.283), these results mean that Job Stress has a negative and significant effect on employee performance at PT Destination Asia Bali in Bali.

4.7 Work stress has a negative and significant effect on the performance of female employees

The direct effect of Job Stress on Performance is -0.370 or -37.0% with the value of t count <-t table ie -2.544 <-2.036. This is also reinforced by the significance value of 0.016 smaller than the 0.05 confidence level. This indicates that the alternative hypothesis (Ha) is accepted or Ho is rejected, it means that Work Stress has a negative and significant effect on the performance of personnel of PT Bank BNI (Persero) Tbk. Pare-Pare Branch, this is in line with the negative impact of stress at the critical level is a decrease in employee performance drastically. According to Ivancevich and Matteson (1980), the stress is caused by the role of someone undergoing in a particular profession, especially jobs related to public services. This is also supported by research findings from Ria Puspita Sari (2015) where work stress variables negatively affect the performance of Jambuluwuk Malioboro Boutique Hotel Yogyakarta employees with the results of the beta coefficient (β -0.332 (* p <0.05) where the target indicators and company expectations are not achieved, the employees feel stressed due to not achieving job targets set by the company, the impact is declining employee performance [17]. The results of the study with beta coefficient values (β -0.283, these results have the meaning that work stress has a negative and significant effect on employee performance at PT Destination Asia Bali in Bali.

5 Conclusion

The level of Dual Role Conflict and Stress of female employees at PT Bank Negara Indonesia Pare Pare Branch is classified as high. While the level of workload and performance of female employees at PT. BNI (Persero) Tbk, the Pare-Pare branch is in the medium category. The highest Dual Role Conflict indicator is (Strain based conflict) while the Work Load indicator are Jobs which often requires the employees to do a lot of work. The highest
work stress indicator is that the employees will lose their appetite if the burden the work is solid and the last Performance indicator is the indicator that there are still workloads that are often done not on time.

Dual Role Conflict directly has a significant effect on the work strain of female staffs of PT. Bank Negara Indonesia (Persero) Tbk. The correlation between Dual Role Conflict to work stress are positive which means that increasing Dual Role Conflict can increase the work strain of female staff of PT. Bank Negara Indonesia (Persero) Tbk. Work Load directly has a significant effect on the work strain of female employees of PT. Bank Negara Indonesia (Persero) Tbk.

The correlation between work load on work stress are positive which means that increasing Work Load can increase the work strain of BNI female staffs. Dual Role Conflict directly has a negative effect on the performance of BNI female employees through work stress, meaning that when Dual Role Conflict increases, work stress will also increase, increased employee work stress will result in decreased female employee performance. Work Load directly has a negative effect on the performance of BNI female employees through work stress, meaning that when Work Load increases, work stress will also increase. Increased Job Stress for female employees will reduce the performance of female employees.

Job stress directly has a negative effect on the performance of female staffs of PT. Bank Negara Indonesia (Persero) Tbk which means that when work stress increases, Performance will decrease.

The leaders and executives of PT Bank Negara Indonesia is advised to be sensitive to several things that can increase Dual Role Conflict experienced by female employees considering the enormous effect on decreasing Performance through work stress. This is based on the results of research showing that Dual Role Conflict felt by female employees including the high category is using the indicator of (Strain based conflict). Therefore there are several things that can be done by the leaders and executives to reduce the high Dual Role Conflict to be lower are to make policies that can facilitate the needs of female employees. Leaders must be sensitive to the conditions of work stress of female employees and suppress them as early as possible so that the work stress of female employees remains at the optimum level. This is consistent with the results of research that shows that work stress affects performance. Increased work stress can reduce the performance of female employees, thus leaders plan activities that can refresh the minds of employees. This can be done by holding sports activities together every week and holding gatherings once a year. With this program the activity is expected to reduce work stress even though the Dual Role Conflict and Work Load done increases.

Reference
The Important Role of Organizational Justice as Predictor of HR Performance

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Abstract. This study aims to examine the effects: Organizational justice towards organizational commitment, OCB and employee performance. The survey was conducted on three companies with a sample of 90 employees. Data is collected through a questionnaire and then analyzed using Structural Equation Modeling. The results showed that: The influence of organizational justice on organizational commitment, OCB and employee performance is significant. So that it contributes both practical and theoretical to the need for company leaders to prioritize fair treatment in the reward system for employees in the process of improving their performance going forward.

Keywords: person-organization Fit (PO Fit), Organizational Justice, Organizational Commitment, OCB, Job Satisfaction, Human Resources Performance

1 Introduction

The study of person-organization Fit (PO Fit), organizational justice, job satisfaction and organizational commitment and OCB is a study in the field of organizational behavior [1] which is very important because it combines individual aspects and organizational aspects as determinants to the performance of employees and organizations especially in SOEs in South Sulawesi. Aspects of the organization are identified through PO Fit, which reflects the extent to which the practice of recruitment and placement of employees is carried out appropriately based on the suitability of competencies, goals and values held between individuals and organizations. Other aspects of the organization are identified through organizational justice variables that reflect the extent to which the practice of rewards or compensation given by the organization is felt fairly by employees. While individual aspects will be identified through job satisfaction, organizational commitment, citizenship behavior (Organizational Citizenship Behavior = OCB) and the performance contributed by employees to their organizations, so this research becomes very important and different from previous studies on the same thing both in terms of scope and organization of the object of study. The findings of this study certainly will contribute to the development of science, especially to the science of Organizational Behavior and Human Resource Management.

The argument supporting the importance of this research is that an unsuitable (unfit) employee placement system will give birth to employees who are incompetent and dissatisfied and not committed and will not even behave as good organizational citizenship (Organization Citizenship Behavior = OCB) so that it will adversely affect performance achieved [2],[3], [4], [5], [6]. Likewise, if employees are not valued fairly and fairly both financially and non-
financially (career) will give birth to people who are dissatisfied with work, no commitment, let alone OCB behavior is very difficult to expect so that organizational performance can continue to decline. Thus, any organization, whether business, public or social, needs to be supported by people who are competent fit and gets a fair and fair award so that their performance can be realized as expected [6], [7].

The descriptions above are the main reasons for the importance of this study to re-examine the suitability of people with the organization (PO Fit) and their work, especially if combined with the perception of organizational justice (Organizational Equity) in valuing employees can improve the performance of employees contributed to the organization through satisfactory work and perceived organizational commitment, and voluntary behavior of employees at work, especially for state-owned organizations.

2 Literature review

Sekiguchi (2007) describes Person-Organization Fit (PO Fit) as the suitability of prospective employees with organizational attributes [8]. This suitability is described by Kristof (1996) includes four aspects: the suitability of the value (value congruence), fitness for purpose (goal congruence), meeting the needs of employees (employee need fulfillment), and suitability characteristics-personality culture (culture personality congruence) [8]. When individual and organizational values are the same, this will increase job satisfaction and performance and will reduce employee work stress. The suitability of Individual values will make individuals feel interested and comfortable working [9] and interacts easily and efficiently with organizational systems. Thus, it will provide job satisfaction, reduced stress, reduce uncertainty, prevent conflict and increase intrinsic motivation [10], organizational commitment, OCB, and employee performance [2], [6], [8]. This has been proven by Chadwell, Chatman and O'Reilly (1991) the influence of PO Fit on job satisfaction and performance, although in the study of Aurthy & Daugherty (2003) found the opposite situation where PO Fit had no effect on job satisfaction [4].

Furthermore, organizational justice (organizational justice) is defined by as employees' perceptions of neutrality in terms of procedures, interactions and results obtained in the workplace. Organizational justice is guided by the theory of justice which states that employees tend to compare between what they get (output: salary, facilities, positions, etc.) from their work in return for contributions made (inputs: effort, energy, experience, education, skills, creativity, creativity) etc.) compared to what other people or coworkers get (comparative output) compared to the contribution made by their coworkers (comparative input). If the results of the comparison are equal, then it means there is justice, on the contrary if the results of the comparison are not equal or different then it means there is injustice [11].

Organizational justice can be judged on the basis of three classifications of circumstances namely the results they receive from the organization (distributive justice), formal policies or processes by which an outcome is allocated (procedural justice), and the treatment given by decision makers between individuals within the organization (interactional justice) [12]. States that the perception of organizational justice is an antecedent of positive organizational justice and citizenship behavior (OCB), job satisfaction, and organizational commitment. Several previous studies have shown a close relationship between organizational justice and citizenship behavior (OCB) and higher performance and job satisfaction [12].
Performance is an activity related to work and how these activities are carried out [13]. Performance is related to work results and behavior. Armstrong added, as a behavior, performance is a human activity that is directed at the implementation of organizational tasks assigned to it. Employee performance is also related to how much they contribute to the organization which includes the quantity of output, the quality of output, and the period of output, workplace attendance and cooperative attitude.

Several studies have proven several performance antecedents including job satisfaction [14], [15],[16], [17], [18], [19], [20], [21]. organizational commitment and OCB [20].

3 Research methods

The study uses cross-sectional data from three SOEs located in Makassar City, South Sulawesi with a total sample of 30 non-managerial employees from each SOE so that the total sample is 90 people. A questionnaire is used as a data collection instrument, with alternative answers prepared and expressed in a Likert scale of 1-5. Data is processed using Structural Equation Modeling (SEM).

4 Research result

4.1 Descriptive Characteristics of Respondents

Characteristics of respondents in terms of gender, male (93.33%) far more than female respondents (only 6.67 %). The highest age is between 31 - 40 years as much as 63.33%, aged 21-30 years as much as 12.22% and above 40 years as much as 24.45%. The education level of respondents showed the highest number, namely Strata One (S-1) ie 67.78%, Strata Two (S2) 18.89%. Diploma education level is 11.11%, and high school is 2.22%. The most work period is above 11 years is 75.56%, while the rest is less than 10 years of work is 24.45%.

4.2 Descriptive Research Variables

<table>
<thead>
<tr>
<th>No</th>
<th>Variable</th>
<th>Average Variable</th>
<th>Highest indicator</th>
<th>Lowest indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Person-Organization Fit</td>
<td>3.91</td>
<td>X141 - Suitability of performance appraisal (4.34)</td>
<td>X111 - Submission of values (3.47)</td>
</tr>
<tr>
<td>2</td>
<td>Organizational justice</td>
<td>3.84</td>
<td>X221 - Detailed compensation (4.06)</td>
<td>X212 - Fair standard salary (3.53)</td>
</tr>
<tr>
<td>3</td>
<td>Job satisfaction</td>
<td>3.85</td>
<td>Y121 - Methods of work (4.06)</td>
<td>Y131 - Relationship with coworkers (3.61)</td>
</tr>
<tr>
<td>4</td>
<td>Organizational Commitment</td>
<td>3.93</td>
<td>Y212 - Responsibilities (4.05)</td>
<td>Y222 - Feelings of debt of gratitude (3.83)</td>
</tr>
</tbody>
</table>
The above table shows that the variables with the highest average values are: organizational commitment (3.93), PO Fit (3.91), job satisfaction (3.85), organizational justice (3.84) and employee performance (3.44).

### 4.3 Structural Model Test

The T-value (Critical Ratio) of the majority of the variable relationship path shows a CR value of 1.960, which indicates a positive and significant effect, except the relationship between person organization fit to organizational commitment and OCB shows an insignificant effect based on a CR value smaller than 1.960. A detailed path coefficient is presented in the following table:

**Table 2. Results of Structural Model Analysis of Relationships Between Variables**

<table>
<thead>
<tr>
<th>Influencing variable</th>
<th>Variable affected</th>
<th>Estimate</th>
<th>T value (Critical Ratio)</th>
<th>p-value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Organization Fit</td>
<td>Job satisfaction</td>
<td>0.450</td>
<td>2.560</td>
<td>0.010</td>
<td>Significant</td>
</tr>
<tr>
<td>Person Organization Fit</td>
<td>Organizational Commitment OCB</td>
<td>0.213</td>
<td>0.971</td>
<td>0.331</td>
<td>Not significant</td>
</tr>
<tr>
<td>Person Organization Fit</td>
<td>OCB</td>
<td>0.192</td>
<td>0.854</td>
<td>0.393</td>
<td>Not significant</td>
</tr>
<tr>
<td>Organizational Justice</td>
<td>Organizational Commitment OCB</td>
<td>0.228</td>
<td>2.389</td>
<td>0.017</td>
<td>Significant</td>
</tr>
<tr>
<td>Organizational Justice</td>
<td>OCB</td>
<td>0.199</td>
<td>2.208</td>
<td>0.027</td>
<td>Significant</td>
</tr>
<tr>
<td>Organizational Justice</td>
<td>Job satisfaction</td>
<td>0.228</td>
<td>3.143</td>
<td>0.002</td>
<td>Significant</td>
</tr>
<tr>
<td>Organizational Commitment Job satisfaction</td>
<td>Employee performance</td>
<td>0.347</td>
<td>2.919</td>
<td>0.004</td>
<td>Significant</td>
</tr>
<tr>
<td>OCB</td>
<td>Employee performance</td>
<td>0.405</td>
<td>2.049</td>
<td>0.040</td>
<td>Significant</td>
</tr>
</tbody>
</table>

Source: Primary Data After Processing, 2019
5 Discussion

5.1 Implications of PO Fit on Job Satisfaction, Organizational Commitment, OCB and employee performance

The coefficient of influence of the PO fit variable (X1) on job satisfaction (Y1) is 0.450 with a t value of 2.560, with a probability value of 0.010, indicating that PO fit has a positive and significant effect on job satisfaction. The meaning of this finding is that the employee will be satisfied to work if he feels he gets a suitable job and this will have implications for better performance. This finding is in line with the principle of employee placement "The right man on the right place" needs to be applied to the SOE companies that are the object of this study.

The coefficient of influence of the PO fit variable (X1) on organizational commitment (Y2) is 0.213, with a t value of 0.971 and a probability value of 0.331. This means that PO fit does not have a significant effect on organizational commitment, so it can be stated that the suitability of work between individuals and the organization does not guarantee employees to commit to the organization and its goals and maintain its presence in the organization. Even though the employee feels suitable for the job and the organization, there is still the possibility of leaving the job when he feels there are other more attractive job options. Conversely, the incompatibility of employees with their work and organization cannot always be a motivating factor for employees to immediately leave their work and look for other jobs, especially for employees who feel they have less choice of other jobs that are better than the current job.

The coefficient of influence of the PO fit (X1) variable on OCB (Y3) is 0.192 with a t value of 0.854 and a probability value of 0.393. This means that PO fit also has an insignificant effect on OCB. The findings of this study reflect that PO fit does not necessarily make employees willing to go the extra mile beyond their responsibilities. The argument that can support this finding is that OCB is closely related to one's personality. So even if someone has competency suitability with his job, it may be constrained by the limits of authority possessed by each employee to do something outside of his main duties. In addition, the competencies possessed are not necessarily compatible with the competencies required by other jobs that require assistance.

5.2 Implications of Organizational Justice for Organizational Commitment, Job Satisfaction and OCB and Employee Performance

The coefficient of influence of the organizational justice variable (X2) on organizational commitment (Y2) is 0.228 with a t value of 2.389, with a probability value of 0.017. This means that organizational justice has a positive and significant effect on organizational commitment. This finding can be interpreted that the more equitable treatment of employees both distributive, procedurally and interactively will further strengthen employee attachment to the organization both mentally/emotionally (affective commitment) and physically, both because of conscience considerations (affective commitment), profit and loss (profit) continuity commitment and rules (normative commitment).

The coefficient of influence of organizational justice variables (X2) on OCB (Y3) is 0.199 with a t value of 2.208 with a probability value of 0.027. This means that organizational justice has a positive and significant effect on OCB. The meaning of the finding is that the higher the fair treatment felt by employees, the more the spirit of employee generosity to get more work done, even though it is outside the responsibilities or demands of work, even more...
eager to help other coworkers complete their work without expecting any reward or repayment from co-workers assisted. This behavior really is voluntary behavior, like and voluntary behavior means there is the sincerity of doing it. A sincere person means expecting no reward, not expecting praise or reward.

The coefficient of influence of organizational justice variables (X2) on job satisfaction (Y1) is 0.228, with a t value of 3.143 with a probability value of 0.002. The coefficient shows that the organizational justice variable (X2) has a positive effect on job satisfaction (Y1). This means that an increase in organizational justice (X2) will be followed by an increase in job satisfaction (Y1), assuming other factors that affect the size of job satisfaction are considered constant.

This finding indicates that BUMN (State-Owned Enterprise) employees will increasingly feel satisfied and happy if they feel treated fairly. If employees are treated fairly then, they will get more passion of working because they realize that their work will be valued equally. Whoever works a lot will get more rewards too, conversely whoever works less will get a few rewards too.

5.3 Implications of Organizational Commitment, Job Satisfaction and OCB on Employee Performance

The coefficient of influence of organizational commitment variable (Y2) on employee performance (Y4) of 0.347 with a t value of 2.919, the coefficient shows that the variable of organizational commitment (Y2) has a positive effect on employee performance (Y4). This means that an increase in organizational commitment (Y2), will be followed by an increase in employee performance (Y4). The findings of this study indicate that employees who have high commitment to work will produce higher performance, conversely, if employees’ work commitment is low then the resulting performance will also be low. This indicates how important the work commitment of employees is built to support the development of performance.

The coefficient of influence of job satisfaction (Y1) variable on employee performance (Y4) is 0.405 with a t value of 2.049 with a probability value of 0.040. This means that job satisfaction (Y1) has a positive and significant effect on employee performance (Y4). This finding means that the more satisfied employees are with everything received from the company (salary, promotion, supervision, relationships with colleagues and fun jobs) will encourage them to perform better. In other words, “happy worker is a productive worker” is the real thing in this study.

The coefficient of influence of the OCB variable (Y3) on employee performance (Y4) is 0.242 with a t value of 2.352, with a probability value of 0.019. This means OCB (Y3) has a positive and significant effect on employee performance (Y4). Thus it can be said that the higher the OCB employees the higher the performance will be. Employees who have high OCB will manifest in the form of work behavior that is willing and happy to help. They want to do work beyond the standard set for him without intending to get praise, rewards let alone financial rewards but solely because of the sincerity that comes voluntarily from him. Of course, if employees like to help others, coworkers or anyone else, then, of course, their own work will be completed much more perfect before helping others perfect their work sincerely and sincerely (unconditionally).
6 Conclusions and Recommendation

Based on the results of hypothesis testing and the discussion in the previous chapter, it was concluded that: Person Organization Fit has a significant effect on Job Satisfaction while on Organizational Commitment, OCB and employee performance, the effect is not significant. Organizational justice has a positive and significant influence on Organizational Commitment, OCB, job satisfaction and employee performance. Furthermore, organizational commitment, job satisfaction and OCB, all three, have a positive influence on employee performance. Thus, organizational justice plays a more important role in influencing job satisfaction, organizational commitment and performance of State Owned Enterprise employees according to PO Fit so that it is recommended that SOE leaders need to treat all employees fairly, without having to look at their work, position or rank.

References


The Effect of Corporate Governance Mechanism on Financial Distress in State-Owned Enterprises

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Abstract. This study aims to analyze the influence of corporate governance on a company's financial distress. In discussing corporate governance specifically, it is seen from specific aspects which include the independence board, CEO ownership, executive director ownership, family ownership, independent audit committee, and audit committee expertise in terms of the financial condition of the affected company. There are 16 state-owned enterprises that are presented in the Indonesia Stock Exchange, where 8 companies are indicated to be depressed and 8 companies that are indicated to be healthy in the 2015-2018 period. After doing research, it was found that corporate governance variables did not have a significant effect on corporate financial difficulties, such as the return on asset (ROA) variable that influenced the company's financial distress variables, so it can be explained how corporate governance cannot be used as a tool to improve performance corporate finance in Indonesia.

Keywords: Good Corporate Governance, Independence Board, CEO Ownership, Executive Director Ownership, Family Ownership, Independent Audit Committee and Audit Committee Expertise.

1 Introduction

In the current business environment, the issue of corporate governance continues to increase, becoming a major focus for regulators, investors, creditors, and other stakeholders throughout the world financial markets [1]. The issue of corporate governance is attracting attention because of several Asian countries affected by the financial crisis which began in 1997; many experts are of the opinion that weaknesses in corporate governance are one of the main sources of economic insecurity which causes the deterioration of the economies of these countries in 1997 and 1998. Even in the UK in the late 1980s corporate governance issues became a public concern as a result of the publicity of corporate problems such as creative accounting issues, company bankruptcy on a very large scale, misuse of stakeholder funds by managers, limited role of auditors, the unclear link between executive compensation and company performance, mergers and acquisitions is detrimental to the economy as a whole.

As a result, good corporate governance is increasingly considered important; this is due to the opening of large-scale financial scandals such as the scandal of the president director of PLN, Pertamina's Managing Director, Division II Head of PT Waskita Karya, Head of Finance, PT Waskita Karya, and Managing Director of PT Pelindo which was revealed early in 2019. Issues regarding corporate governance in the current business environment continue to increase and become the main focus for regulators, investors, creditors, and other stakeholders in all world financial markets [1].
Predicting the company's financial distress is important to obtain early signs of bankruptcy as part of an early warning system for management. Management can anticipate and take steps to improve company performance. For stakeholders, especially shareholders and creditors, this prediction is the basis for making decisions to face various bad possibilities related to the company's financial stability in the future.

Financial distress or financial difficulties will be experienced by the company before bankruptcy occurs. Financial distress is a condition of the economic crisis in which the company suffers losses in recent years because it is considered unable to pay obligations when due. The economic downturn in the company needs to be watched out by the management. Therefore, management should take action by making early predictions in order to improve the company's economic conditions. Financial distress arises from various situations until the company faces the problem of economic difficulties.

The crisis in Indonesia has led to a multidimensional level. The most prominent thing is in the economic aspect, namely the decline in economic activity because more companies are being liquidated and an increasing number of unemployed workers. The cause of this crisis is not because of weak economic fundamentals, but because foreign private debt has reached a considerable amount. The fall in the rupiah is currently the most difficult in the two decades after the 1998 crisis. This has led to a prolonged crisis that eliminates estimates from speculation and maturities on large amounts of foreign loans at the same time, which also increases dollar demand. Additionally, many natural disasters have resulted in the exchange rate of the rupiah getting weaker. Things that are not much different also happen to various companies in Indonesia that experience financial conditions that are not good. Indications of differences in interests between internal and external parties may result in misuse of financial statements.

BUMN (Public Company) is a State-Owned Enterprise that is an important pillar in the driving force of the national economy. According to Law Number 19 of 2003, BUMN has a definition of a business entity in which entire or most of its capital is owned by the state through direct participation from the separated state assets. All BUMN entities have been under the supervision and management of the Ministry of BUMN since 2001. The Ministry of BUMN in carrying out its functions, is led by the Minister of BUMN. The government issued Presidential Instruction (Inpres) No.17 of 1967 concerning Direction and Simplification of State Enterprises. The Inpres classifies state-owned companies into three forms, namely Perusahaan Perseroan (Persero), public companies (Perum) and Perusahaan Jawatan (Perjan). Companies out of the total number are not yet listed on the Indonesia Stock Exchange (IDX). The Persero is a BUMN in the form of a limited liability company whose capital is in the form of shares. The ownership of these shares is wholly or partly, with a minimum of 51% owned by the government or country, which has the main goal of pursuing profits.

2 Research Methodology

2.1 Research Approach

This research uses a quantitative approach that is using deductive thinking, which shows that thinking in research is based on general or universal patterns and then leads to narrower or specific patterns [5]. In discussing corporate governance specifically, this can be seen from the specific aspects which include the independence board, CEO ownership, executive director
ownership, family ownership, independent audit committee, and audit committee expertise in terms of the financial condition of companies affected in state-owned companies.

2.2 Research Types

Based on the research objectives, this research is an explanatory research. This explanatory research is a study that tests a prediction of a theory or principle [3]. The purpose of the explanatory research also explains the pattern of relationships that occurs between two or more variables, in addition, this study tries to see and explain the effect of corporate governance on the possibility of companies experiencing financial distress.

Based on the time dimension, this research is a pooled cross-section (panel data) study. Panel data observes the same thing in two or more time periods as indicated by the use of time-series data. Panel data can explain two kinds of information, namely: cross-section information on differences between subjects and time series information that reflects changes in the subject of time. When both of the information is available, panel data analysis can be used. In this study, data from the BUMN companies' financial statements in 2013-2018 will be observed.

This research observed the data collection techniques, including quantitative data collection techniques, namely existing statistics [3] in the form of financial statements published by the company. In addition, this study uses two studies in data collection, namely through library studies and field studies.

2.3 Population and sample

The population in this study is all state-owned companies that publish GCG and financial reports as well as those listed on the Indonesia Stock Exchange (IDX) from 2013 and are still registered until 2018. The samples in this study were selected using the purposive or judgmental sampling method, namely sampling based on some criteria. Maudos & Solís (2009) states that purposive or judgmental sampling allows the use of researchers' judgment in sample selection to answer research questions and also adjusts to the research objectives to be achieved [4]. To investigate the influence between corporate governance and the possibility of companies experiencing financial distress, this study focused on the time period from 2015-2018.

The researcher uses negative Earning Per Share (EPS) value over a long period of time. In this study, six consecutive years in a company as a key indicator. EPS is a reflection of how a company conducts its operations. However, based on Ellouni & Gueyié (2001), the classification of companies that is in financial distress in this study, if the company experiences negative EPS for three years in a row, the latest paper has classified the companies that experience financial distress on an annual basis [5].

A company is classified as a company that experiences financial distress in 2015 if the company has experienced negative EPS in the two years before 2015, and includes 2015 itself. Likewise, for 2016, 2017 and 2018, the procedure is the same as in 2018. In short, for a company that can be included in the final sample of this study must meet the financial distress criteria, experiencing negative EPS for six consecutive years from 2013 to 2018 due to this research focuses on the 2013-2018 period.
2.4 Research variable

The dependent variable in this study is a dummy variable. In Ulum, Ghozali, & Chariri (2008), dummy or qualitative variables indicate the presence or absence of quality or an attribute. The way to quantify the qualitative variables above is by forming an artificial variable with a value of 1 or 0.1 indicates the existence of an attribute and 0 indicates the absence of an attribute. Then the scoring in this study is a value of 1 for a distressed company and 0 (zero) for a healthy company [6].

The independent variable in this study is related to the independence board, CEO ownership, executive director ownership, family ownership, independent audit committee, and audit committee expertise corporate of governance. Board independence is a proportion of the number of independent directors to the total number of directors on the board. CEO ownership is a comparison percentage of common shares owned by the company's CEO or managing director with the total number of common shares outstanding. If the owner is less than 5%, then it will be given the number 1, and 0 if vice versa. Executive director ownership is a proportion of the ordinary shares owned by all executive directors with the total number of ordinary shares owned by the company in circulation. If the percentage of ordinary shares owned is less than 5%, then it will be given the number 1, and 0 if vice versa. Family ownership is a proportion of ordinary shares owned by family members where family members here have a relationship with the board compared to the total outstanding shares. Share ownership of less than 10%. Then it will be given the number 1 and 0 if vice versa. An independent audit committee is a comparison of the number of independent directors on the audit committee with the total number of the company's audit committee members. Audit committee expertise, if there are no members of the audit committee who have expertise or knowledge about finance, then it will be given the number 1, and 0 if vice versa.

The control variable used in this study is ROA (return on assets) measured by comparing the net income with the company's total assets. This ratio is able to provide benchmarks to assess the effectiveness and efficiency of the company's operational activities. Another variable used in this study is leverage. The leverage variable is seen from the total liabilities of the company divided by the total assets used as a proxy in seeing the company's ability to manage its assets to be able to pay its obligations.

2.5 Research Models

Logistic regression is a research tool used in research because it requires dummy variables that are part of the dependent variable and independent variables. The dependent variable used in this research is a binary variable, that is whether the company is experiencing financial distress or not. The independent variables used in this model are board independence, CEO ownership, executive director ownership, family ownership, independent audit committee, and audit committee expertise. Then the estimated logistic regression models that will be used in this study are as follows:

\[ FD = BIND + CEOWN + EDOWN + FOWN + ACIND + ACEXP + LEV + ROA + \varepsilon \]  (1)
2.6 Data analysis techniques

![Data analysis technique diagram]

Fig 1. Data analysis technique

3 Result and Discussion

Table 1. Descriptive statistics of distress firms and healthy firms

<table>
<thead>
<tr>
<th></th>
<th>Distress</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BIND</td>
<td>ACIND</td>
<td>LEV</td>
<td>ROA</td>
</tr>
<tr>
<td>Mean</td>
<td>0.12777</td>
<td>0.10764</td>
<td>0.33902</td>
<td>-0.05017</td>
</tr>
<tr>
<td>Maximum</td>
<td>0.03344</td>
<td>0.11111</td>
<td>0.09293</td>
<td>0.01358</td>
</tr>
<tr>
<td>Minimum</td>
<td>0.11111</td>
<td>0.00000</td>
<td>0.00082</td>
<td>-0.34452</td>
</tr>
<tr>
<td>Std. Dev.</td>
<td>0.02475</td>
<td>0.01964</td>
<td>0.02690</td>
<td>0.06453</td>
</tr>
<tr>
<td>Observations</td>
<td>32</td>
<td>32</td>
<td>32</td>
<td>32</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Healthy</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BIND</td>
<td>ACIND</td>
<td>LEV</td>
<td>ROA</td>
</tr>
<tr>
<td>Mean</td>
<td>0.35714</td>
<td>0.11111</td>
<td>0.18579</td>
<td>0.02413</td>
</tr>
<tr>
<td>Maximum</td>
<td>0.03344</td>
<td>0.11111</td>
<td>0.24629</td>
<td>0.10407</td>
</tr>
<tr>
<td>Minimum</td>
<td>0.08333</td>
<td>0.11111</td>
<td>0.05554</td>
<td>-0.00125</td>
</tr>
<tr>
<td>Std. Dev.</td>
<td>0.02436</td>
<td>0.00000</td>
<td>0.05195</td>
<td>0.02411</td>
</tr>
<tr>
<td>Observations</td>
<td>32</td>
<td>32</td>
<td>32</td>
<td>32</td>
</tr>
</tbody>
</table>
Based on Table 1, the minimum board proportion (BIND) owned by distressed firms is 33.3%, and a maximum of 50% of all boards of commissioners with an average of 38.3% and a standard deviation of 0.02475 whereas board independence (BIND) owned by healthy firms has a minimum proportion of 25% and a maximum of 50% with an average of 35.7% and a standard deviation of 0.02436. The descriptive statistical results show that the average board independence composition of distressed firms and healthy firms is almost the same and there is no significant difference. The proportion of independent audit committees (ACIND) in distressed firms is at least 0% and a maximum of 33.3%, with an average of 32.2% and a standard deviation of 0.01964. The proportion of independent audit committees in healthy firms has a minimum, maximum, and average value of 33.3%. The descriptive statistical results above show that distressed firms and healthy firms have almost the same proportion of independent audit committees with no significant difference.

The maximum leverage value (LEV) of distressed firms is 0.09293 with an average of 0.33902 while in healthy firms, the maximum value of the leverage is only 0.24629, with an average of 0.18579. These results indicate that the use of debt as a source of funding for distressed firms is greater than for healthy firms, as indicated by the average value of leverage that is greater in distress firms. The minimum value of return on assets (ROA) owned by distressed firms is -0.34452, and the maximum one is 0.10407 with an average of 0.01358 while for healthy firms, a minimum of -0.00125 and a maximum of 0.10407 with an average of 0.02413. From the results of descriptive statistics, the above can be seen that the average indication of ROA in healthy companies is greater than companies that are distressed.

### Table 2. Descriptive statistics of the entire study sample

<table>
<thead>
<tr>
<th></th>
<th>BIND</th>
<th>ACIND</th>
<th>LEV</th>
<th>ROA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean</td>
<td>0.12341</td>
<td>0.10937</td>
<td>0.262409</td>
<td>-0.013016</td>
</tr>
<tr>
<td>Maximum</td>
<td>0.03344</td>
<td>0.11111</td>
<td>0.09293</td>
<td>0.10407</td>
</tr>
<tr>
<td>Minimum</td>
<td>0.08333</td>
<td>0.00000</td>
<td>0.00082</td>
<td>-0.34452</td>
</tr>
<tr>
<td>Std. Dev.</td>
<td>0.02436</td>
<td>0.13889</td>
<td>0.30623</td>
<td>0.06113</td>
</tr>
<tr>
<td>Observations</td>
<td>64</td>
<td>64</td>
<td>64</td>
<td>64</td>
</tr>
</tbody>
</table>

From the results of descriptive statistical testing, the average board independence in the 16 companies that became the sample of this study in 2015-2018 was 0.37024 while the minimum board independence is 0.250 and the maximum is 0.500. Based on the average value of board independence, it is known that the average proportion of the number of independent commissioners compared to the total board of commissioners is 37.02%. On other word, some companies already have a proportion of independent commissioners exceeding one-third of the commissioners in a company and have also fulfilled the provisions made by The Indonesia Stock Exchange, which is at least 30% of the Board of Commissioners is an Independent Commissioner. The standard deviation of the board independence variable is 0.073097, which means there is a deviation of 0.073097 against the average calculation. The standard deviation of the independent audit committee variable is 0.041667. Obtained deviation on the average calculation with a value of 0.041667. In addition, the results of 0.7872292 or 78.72% are required from the ratio between the total assets of 16 companies as a whole. The standard deviation of the LEV variable is 0.62147234. This means that there is a deviation of 0.62147234 to the average calculation. The minimum value of leverage is 0.00247, while the maximum value is 2.78814. Based on the results of the average value of
leverage, we can find out that the companies included in this research sample funded most of their assets from debt, although there are also companies that only use a little debt as a source of funding during the study period. The average return on assets for these 16 companies is -0.0390498, so it can be said that the companies that are sampled companies are still not effective in managing their assets. Where the minimum value of the ROA is -1.03358 and the largest value is 0.31223. The standard deviation of the ROA variable is 0.18341362. This means that there is a deviation of 0.18341362 against the average calculation.

Table 3. Results Correlation between independent variables

<table>
<thead>
<tr>
<th>Variabel</th>
<th>BIND</th>
<th>CEOOWN</th>
<th>EDOWN</th>
<th>FOWN</th>
<th>ACIND</th>
<th>ACEXP</th>
<th>LEV</th>
<th>ROA</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIND</td>
<td>1.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CEOOWN</td>
<td>-0.018</td>
<td>1.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EDOWN</td>
<td>0.018</td>
<td>2.000**</td>
<td>1.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOWN</td>
<td>0.028</td>
<td>1.810**</td>
<td>0.905**</td>
<td>1.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACIND</td>
<td>-0.450*</td>
<td>-0.082</td>
<td>-0.041</td>
<td>-0.037</td>
<td>1.0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACEXP</td>
<td>-0.018</td>
<td>-0.696**</td>
<td>-0.696**</td>
<td>-0.818**</td>
<td>0.134</td>
<td>1.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LEV</td>
<td>-0.134</td>
<td>-0.206</td>
<td>0.206</td>
<td>0.196</td>
<td>-0.312</td>
<td>0.196</td>
<td>1.0</td>
<td></td>
</tr>
<tr>
<td>ROA</td>
<td>-0.484*</td>
<td>-0.262</td>
<td>-0.262</td>
<td>-0.206</td>
<td>-0.084</td>
<td>0.022</td>
<td>-0.730**</td>
<td>1.0</td>
</tr>
</tbody>
</table>

In table 3 found an indication that the correlation where the value of $r$ is equal to 1000, with a $p$ value of less than 0.01, from here it is found that there is a correlation of independent variables that form a perfect positive correlation between the ownership variable with the CEO and executive ownership, this proves that the company has share ownership with the CEO is then directly proportional to managerial ownership as well. The existence of this perfect correlation causes redundancy in the matrix design on the results of the subsequent logistic regression, where $\text{EDOWN} = \text{CEOOWN}$. There is also a strong significant positive correlation between $\text{CEOOWN}$ and family ownership ($\text{FOWN}$) ($r = 0.905$, $p$-value <0.01) and executive director ownership ($\text{EDOWN}$) and $\text{FOWN}$ ($r = 0.905$, $p$-value <0.01). This indicates that the company owned by the CEO is also owned by the managerial and there is a possibility that the CEO or executive director member of the company is also a family member.

The relationship between audit committee expertise and executive expertise committee with CEO ownership of ($r = -0.696$ with a $p$ value less than <0.01), executive director ownership with ($r$-value -0.696 with a $p$-value of less than <0.01), and family ownership with ($r$-value of -0.818 with $p$-value less than <0.01). From the above data it can be seen that it shows negative with significant accuracy. Then demonstrated experience and skills with a high index audit board inversely proportional to managerial board ownership and ownership is still low. Board independence (BIND) and return on assets (ROA) have a moderate but significant negative relationship ($r = -0.484$, $p$-value <0.05) which shows that a company with
a higher board independence will reduce the company's performance which is reflected in the value ROA. Board independence (BIND) with an independent audit committee (ACIND) also has a negative but significant relationship ($r = -0.450$, p-value <0.05) which shows that a company with a higher board independence does not cause the proportion of independent commissioners on the committee audits are also getting higher. Leverage and ROA have a moderate but significant negative relationship ($r = -0.730$, p-value <0.01) meaning that companies with higher leverage will have lower ROA, this result is in accordance with the findings by Daily & Dalton (1994), Charitou, Lamberides, & Trigeorgis (2007) and (Yusoff, Mohamad, & Darus (2014). [6], [7], [8]

In Table 3 the correlation between the dependent and independent variables and the control variables in this study can be seen. The results of the correlation analysis between the independent variables and the independent variables stated that there was a significant relationship between the dependent variable and the independent variables CEOWN, EDOWN, FOWN, and the two control variables.

Distress conditions have a significant positive correlation with CEOWN and EDOWN, which means companies that are distressed by shareholders by the CEO and by managerial share ownership less than 5% of the total outstanding shares. The significant positive correlation between the condition of distress and FOWN indicates the ownership of shares by family members who have a relationship with members of the board of commissioners is below 10% of the total shares of the company in circulation.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Distress</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIND</td>
<td>0.362</td>
</tr>
<tr>
<td></td>
<td>(0.154)</td>
</tr>
<tr>
<td>CEOWN</td>
<td>0.644**</td>
</tr>
<tr>
<td></td>
<td>(0.010)</td>
</tr>
<tr>
<td>FOWN</td>
<td>0.582**</td>
</tr>
<tr>
<td></td>
<td>(0.020)</td>
</tr>
<tr>
<td>ACIND</td>
<td>-0.252</td>
</tr>
<tr>
<td></td>
<td>(0.322)</td>
</tr>
<tr>
<td>ACEXP</td>
<td>0.152</td>
</tr>
<tr>
<td></td>
<td>(0.552)</td>
</tr>
<tr>
<td>ROA</td>
<td>-1.226</td>
</tr>
<tr>
<td></td>
<td>(0.000)</td>
</tr>
</tbody>
</table>

Significant correlations were also found between the two control variables with pressure conditions with ($r$ value at leverage of 1.492 and a p value of less than < 0.01) while the return on assets (ROA) with ($r$ value of -1.226 and a p value of less than < 0.01). This indicates that companies that are in a state of distress have a higher level of leverage which results in a decrease in the value of return on assets (ROA). This finding supports the results found by Charitou et al. (2007) and Yusoff et al. (2014) where companies that are experiencing
financial difficulties are found to have a negative correlation with company performance (ROA) and are positively related to leverage.

3.1 Multivariate Analysis

Table 5. Classification tables block 0

<table>
<thead>
<tr>
<th>Step</th>
<th>Distressed</th>
<th>0</th>
<th>1</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>0</td>
<td>32</td>
<td>0.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>32</td>
<td>75.0</td>
</tr>
<tr>
<td>Overall Percentage</td>
<td></td>
<td></td>
<td></td>
<td>35.0</td>
</tr>
</tbody>
</table>

The table shows a classification table that presents information about the accuracy of the predictions. By using only constants, the accuracy of the prediction is 35%, while Table 5, variables in the equation, displays the Wald test. If using only a constant without entering the independent variable, the value is not significant at $\alpha = 5\%$ in influencing companies experiencing financial distress.

Table 6. Variables in the equation

<table>
<thead>
<tr>
<th>Step</th>
<th>B</th>
<th>S.E.</th>
<th>Wald</th>
<th>df</th>
<th>Sig.</th>
<th>Exp(B)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Constant</td>
<td>0.000</td>
<td>0.500</td>
<td>0.000</td>
<td>1</td>
<td>1.00</td>
</tr>
</tbody>
</table>

Table 7. Hosmer and Lemeshow test

<table>
<thead>
<tr>
<th>Step</th>
<th>Chi-square</th>
<th>df</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.605</td>
<td>8</td>
<td>0.434</td>
</tr>
</tbody>
</table>

Based on the table above, it shows that the value of the results of the Hosmer and Lemeshow's Goodness of Fit test shown in the Chi-square value is 7.605 with a significance of 0.438. At $\alpha$ of 0.05 with a significance level of 0.434 is greater than the $\alpha$ value of 5%. It can be concluded that H0 is not rejected (accepted). This means that the hypothesized model is appropriate or suitable so that the model is able to predict the value of obesity.

Table 8. Chi Square Test Likelihood overall fit

<table>
<thead>
<tr>
<th>Iteration</th>
<th>-2 Log Likelihood</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5.469</td>
</tr>
<tr>
<td>2</td>
<td>5.469</td>
</tr>
<tr>
<td>3</td>
<td>5.469</td>
</tr>
<tr>
<td>4</td>
<td>5.630</td>
</tr>
<tr>
<td>5</td>
<td>7.1407</td>
</tr>
</tbody>
</table>
Chi square test for the whole model of the data is done by comparing the value between -2 log likelihood at the beginning of the block number 0 results with the value of -2 log likelihood at the end of the block number 1 results [8]. Table 8 is a depiction of the decline in value of -2 log likelihood in this study. If there is a decrease in the value of -2 log likelihood in the results of block number 0 and block number 1, then the model can be said to show a good regression model. In the block number 0 test where the logistic regression model only has constants, the value of -2 log likelihood is 49.4417. When compared to the value of -2 log likelihood in block number 0 with block number 1, the value has decreased low to reach the value of -2 log likelihood in the seventh iteration of 11.473 in block number 1.

Table 9. Omnibus test of model coefficients

<table>
<thead>
<tr>
<th>Step</th>
<th>Chi-square</th>
<th>df</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block</td>
<td>72.684</td>
<td>1</td>
<td>0.000</td>
</tr>
<tr>
<td>Model</td>
<td>72.684</td>
<td>1</td>
<td>0.000</td>
</tr>
</tbody>
</table>

Testing the overall regression coefficient (overall model) of six independent variables and two control variables as a whole is done using the omnibus test of model coefficient. As explained earlier, this study uses the stepwise method. The results will be displayed in several steps where the last step will produce independent variables that affect the dependent variable. In the final step, the seventh step of this test produces one variable that affects the likelihood of a company experiencing financial distress, the ROA control variable. The value of Chi squares in Table 9 is the difference in the value of the -2 log likelihood model by only consisting of constants contained in the beginning of block 0 with the estimated model. Chi squares model value is 72.684 with df of 1 and the value of chi-squares is significant (sig 0.000). With an α level of 0.05, the significance value is smaller than α. Which means that the control variable, called the company's ROA, influences the financial distress condition in the company.

Table 10. Cox and snell’s R Square and Nagelkerke’s Square Test Results

<table>
<thead>
<tr>
<th>Step</th>
<th>-2 Log Likehood</th>
<th>Cox &amp; Snell R Square</th>
<th>Nagelkerke’s Square</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>16.039</td>
<td>0.679</td>
<td>0.905</td>
</tr>
</tbody>
</table>

The value of Cox & Snell R Square in table 10 is 0.679. this means that the variables contained in the logit model in this last step can explain a company experiencing financial distress or not at 67.9%. Whereas based on Nagelkerke's R Square, the amount of 0.905 shows that the variability of the dependent variable, namely, financial distress, can be explained by the variability of the ROA variable of 90.5% and by other variables of 9.5% outside the model.
Table 11. Classification Table 2x2

<table>
<thead>
<tr>
<th></th>
<th>Observed</th>
<th>Predicted</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Distress</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step 7</td>
<td>0</td>
<td>31</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>1</td>
<td>31</td>
</tr>
<tr>
<td>Overall</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 11 shows that out of 32 firm years that have sound financial condition (non-financial distress), 32 companies or 94.9% can be accurately predicted by this logistic regression model, whereas 1 sample is not accurately predicted by the model. Whereas of 32 companies experiencing financial distress, 32 samples or 96.9% of companies were accurately predicted by this logistic regression model, while only 1 other company was estimated to deviate from its observations. Overall, it means that 32+32=64 samples from 64 observations or 96.9% observations can be predicted accurately by this logistic regression model. The high percentage of accuracy of the classification table supports the absence of significant differences in the results of prediction data and observational data that show as a good logistic regression model.

This study uses a dependent variable, namely financial distress which has two categories (dichotomous). They are distress firms and healthy firms. In discussing corporate governance specifically, it is seen from specific aspects which include the independence board, CEO ownership, executive director ownership, family ownership, independent audit committee, and audit committee expertise in terms of the financial condition of the affected company on financial distress. The researchers analyze the data by using the logistic regression model.

Table 12. Variables omitted in the logistic regression model

<table>
<thead>
<tr>
<th>Step</th>
<th>Variable</th>
<th>Coefficient</th>
<th>Std error</th>
<th>Wald stat</th>
<th>Df</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FOWN</td>
<td>-5.4096</td>
<td>27979.0568</td>
<td>0.000</td>
<td>1</td>
<td>1.000</td>
</tr>
<tr>
<td>2</td>
<td>ACIND</td>
<td>28.8134</td>
<td>84405.2601</td>
<td>0.000</td>
<td>1</td>
<td>0.969</td>
</tr>
<tr>
<td>3</td>
<td>BIND</td>
<td>13.4528</td>
<td>10.7884</td>
<td>1.0892</td>
<td>1</td>
<td>0.424</td>
</tr>
<tr>
<td>4</td>
<td>CEOWN</td>
<td>-11.976</td>
<td>8989.6422</td>
<td>0.000</td>
<td>1</td>
<td>0.969</td>
</tr>
<tr>
<td>5</td>
<td>ACEXP</td>
<td>9.7132</td>
<td>278.6364</td>
<td>0.007</td>
<td>1</td>
<td>0.680</td>
</tr>
<tr>
<td>6</td>
<td>LEV</td>
<td>5.6217</td>
<td>4.9889</td>
<td>0.889</td>
<td>1</td>
<td>0.182</td>
</tr>
</tbody>
</table>

Table 13. Results from Logistic regression models

<table>
<thead>
<tr>
<th>Variable</th>
<th>Coefficient</th>
<th>Std error</th>
<th>Wald stat</th>
<th>Df</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROA</td>
<td>-62.93</td>
<td>22.9068</td>
<td>5.2829</td>
<td>1</td>
<td>0.0042</td>
</tr>
<tr>
<td>Constant</td>
<td>-0.226.8</td>
<td>.639</td>
<td>0.1799</td>
<td>1</td>
<td>0.4284</td>
</tr>
</tbody>
</table>

Based on the hypothesis testing table shows that the board independence variable (BIND) has a correlation beta value of 13.4528 with a significance of 0.424. Significance
values above 0.05 indicate no significant effect of the BIND variable on the company's financial distress so that H1 is rejected.

Related to the company's ownership structure, based on the family ownership (FOWN) variable table has a correlation beta value of -5.4096 with a significance of 1.000. The significance value above 0.05 indicates that there is no significant effect of the FOWN variable on the company's financial distress condition so that H4 is rejected. The CEO ownership variable (CEOWN) obtained a correlation beta value of -11.976 with a significance of 0.969. Significance value above 0.05 indicates that there is no significant effect of CEOWN variable on the company's financial distress condition so that H2 and H3 are rejected.

Hypothesis testing results on independent variables related to internal control of the company stated that the independent audit committee variable (ACIND) obtained a correlation beta value 28.8134 with a significance of 1.000. Significance value that is above 0.05 indicates that there is no significant effect of the ACINDP variable on the company's financial distress condition so that H5 is rejected. The audit committee expertise variable (ACEXP) has a correlation beta value of 9.7132 with a significance of 0.680. The significance value above 0.05 indicates that there is no significant effect of the ACEXP variable on the company's financial distress condition so that H6 is rejected.

The control variable used in this study, namely leverage (LEV). Obtained a correlation beta value of 5.6217 with a significance of 0.182. The significance value above 0.05 indicates that there is no significant effect of the LEV variable on the company's financial distress. As for the return on asset (ROA) control variable. A correlation beta value of -62.93 was obtained with a significance of 0.0042. The significance value below 0.05 indicates a significant effect of the ROA variable on the company's financial distress. So it can be concluded. The results of the study show that companies that are in a state of distress between public companies on the Indonesia Stock Exchange are more determined by how the operations of these companies are represented by the value of the company's return on assets (ROA). Corporate governance may not be an effective measure in reducing company failures caused by distressed financial companies.

4 Conclusion

There is no significant effect related to the board structure, in this case board independence on the condition of financial distress experienced by the company. The insignificance of the relationship between the proportion of independent directors and the company's financial distress condition indicates that the existence of independent directors has not been able to act as an effective oversight to prevent the company from financial distress.

There is no significant effect related to the ownership structure. Namely CEO ownership, executive director ownership, and family ownership on the condition of financial distress experienced by the company. The results of this study are in line with research (Yusoff et al. 2014) which proves that ownership of company shares by CEOs. Executive directors and also family members do not have a significant impact in preventing companies from experiencing financial distress. This indicates that share ownership has not been able to work as a mechanism to resolve conflicts of interest between agents and owners.

There is no significant influence related to company internal control which includes the existence of an independent audit committee and audit committee expertise in a company on
the condition of financial distress. It can be concluded that the company's internal control is through the existence of an audit committee.

Reference

The Influence of Budgetary Participation, Work Experience, and Role Conflict on Managerial Performance with Motivation as Intervening Variable

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Abstract. This study aims to analyze budget participation planning, work experience, and role conflict on managerial performance. This study has selected several lecturers from one of the private universities in South Sulawesi. The data collected were analyzed using path analysis. The results prove that budgetary participation is significantly positive for motivation, while work interactions and interactions are not significant on motivation. Furthermore, budgetary participation and role conflict significantly influence managerial performance. The work experience is not expected on managerial performance. The participation in budget planning and indirect work participation is greater than the direct comparison of the improvement in managerial performance. In the role conflict, the motivation is direct to managerial performance. These results indicate that indirect motivation participation in budget planning is significantly positive on managerial performance. Furthermore, indirect work experience through motivation for managerial performance. Finally, significant direct role conflict on managerial performance through motivation.

Keywords: Managerial performance, budget participation, work experience, role conflict, motivation, path analysis.

1 Introduction

Managerial performance is the performance of individual members of the organization in managerial activities, including coordination planning, supervision or supervision, staff selection, negotiation, and representation [1]. Performance appraisal is one of the key factors for developing an organization to be more effective and efficient. One of the things that can be used as a tool to assess the performance of an organization is the budget by controlling in terms of direction and control of individuals involved in the organization. Budgeting must be guided by the objectives, strategies, and main policies of the organization that have been set. Need to evaluate performance to measure the level of achievement of the plan set with the goals to be achieved. Thus the budgeting needs to be done so that organizational goals can be achieved. Participation in budgeting occurs when there are involvement and level of influence felt by individuals. In fact, the participation of lecturers or campus experts is very low in the budgeting process. According to Sukrino in Pikiran Rakyat Online (2014), the impact of fluctuating budgets on universities or colleges is due to the lack of participation from lecturers, so the budget tends to be of poor quality and full of interests. Weak lecturer participation in budgeting decision making weakens the commitment,
satisfaction, and performance of lecturers. In addition, such a budget weakens the control and quality of higher education budgeting [2].

Improving the quality of service at the university is very necessary in order to compete with other universities so that employees should be required to have good work experience and have high professionalism. Skills or skills possessed to make it easier to do work that is his responsibility and is expected to improve performance at work. Skill or the ability of someone to carry out their duties and activities is obtained along with the working period in the occupied field. Therefore work experience is considered important in evaluating the performance of an organization.

One of the problems that often occur at universities or colleges, especially private universities, is the conflict between lecturer and stakeholders. Conflicts occur because professional workers have norms and value systems that clash with the norms, rules, and value systems that apply. Conflicts that often occur are role conflicts, i.e., conflicts that arise because of the multiple roles that must be undertaken by individuals/lecturers that have the potential to cause adverse impacts on the organization. Some empirical evidence shows that professional workers who work in bureaucratic organizational environments experience role conflict [3]. This is because, in general, role conflicts arise because of the existence of two different commands that are received simultaneously, and the execution of one command can lead to the neglect of the other command. According to Assegaf (2005), this conflict arises because, in addition to being a member of an organization, a professional employee is also a member of a profession governed by a code of ethics and professional performance standards, whereas as a member of the organization, he is obedient and is subject to the prevailing norms and regulations, and to hierarchical authority and supervision [4].

In addition to work experience, or participation in budgeting, there are other things that can affect performance, namely motivation. Motivation is the driving force in someone's heart to do or achieve a goal. Motivation not only affects budgeting participation and work experience, but also affects the occurrence of role conflicts in individual/college lecturers, with the motivation arising in a person to do something, and then the work can be done well. Conversely, if there is no underlying motivation for someone to do a job, then the possibility to do a job with a maximum is very minimal. Related to the role conflict itself, with a large motivation on one of the roles carried out by someone, then the individual will choose to carry out the orders of the role with the greater motivation that can cause problems in the organization.

2 Literature Review

2.1 Goal-Setting Theory

The goal-setting theory was developed in 1990 by Lock and Latham, who stated that the efforts made by individuals to achieve an individual's goals and commitments to his goals are important factors that influence individual behavior. Interest has two dimensions of content and intensity. The dimension of content refers to the object or desired outcome and is more directed at several external aspects. Intensity refers to several factors and the integrity of the goal-setting process, and the effort needed to set goals. Someone who wants to achieve their short-term and long-term goals, then goals will influence their behavior.
The goal-setting theory states that individual behavior is governed by one's ideas (thoughts) and intentions. Targets can be seen as goals or levels of performance that individuals want to achieve. If an individual is committed to achieving his goals, then this will affect his actions and affect the consequences of performance. This theory also explains that setting goals that are difficult and measurable results will be able to improve work performance, followed by ability and work skills. The theory of goal setting is assumed that achieving optimal performance must be adjusted to individual and organizational goals.

2.2 Budgeting Participation

According to Robinson (1982), in Putra (2013) states "participation in budgeting is a process in which individuals are involved in budgeting, then the individual is evaluated for performance and is rewarded based on budget targets." Based on these statements indicate that the role of budget participation is very important in increasing employee behavior and performance [5].

Participation in budgeting requires contributions from various parties. This statement is in accordance with the opinion of Anthony and Govindarajan (2005) in Dina (2014), which states that there are three approaches in budgeting, namely [6]:

a. Top-down approach
b. Approach from the bottom up
c. Combination approach between Top-Down and Bottom-Up or Participation approach.

Based on this approach implies that, if the preparation of the budget is only based on the wishes of superiors without accompanied by the participation of subordinates, it can cause difficulties for subordinates to meet their budget targets. The second approach implies that if the preparation of the budget is only based on the wishes of subordinates can cause a lack of motivation for subordinates to meet organizational targets. Whereas what is meant by the participation approach is a combination of the Top-Down approach and the Bottom-Up approach. This approach is considered as the most effective approach because it requires cooperation and interaction between superiors and subordinates in preparing the budget. This is considered to produce a budget that is truly appropriate because it has the support of both parties, so it is expected that there is a strong commitment to implementation. Budgeting participation is a budgeting activity that involves every level of manager. In higher education, the budget is prepared based on performance, namely the preparation of a budget based on performance planning, which consists of programs and activities to be carried out as well as performance indicators to be achieved.

2.3 Work experience

Work experience shows the ability or skills possessed by someone. Someone who has work experience in a field or in a particular field will be easier to understand the work compared to people who do not have work experience. Thus, work experience means the level of mastery of one's knowledge and skills at work, which can be measured from the knowledge of the skills possessed and the years of service. In fact, the longer the employee works, then it will be more and more experience of these employees. Conversely, the shorter the working period they have, the less experience gained. The limited work experience causes the level of expertise and skills possessed will be increasingly low.
Through one's work experience consciously or not, that person will have technical skills, as well as skills in dealing with his work. Work experience and employee training will make it easier to complete the work that is charged. Thus, work experience is very important, because by gaining work experience the assigned tasks can be done well so that it affects managerial performance. The statement explains how work experience relates to managerial performance.

2.4 Role Conflict

According to Robbins and Judge, translated by Saraswati and Sirait (2015: 183), role conflict is a situation in which individuals are faced with different role expectations [7]. According to Kreitner and Kinicki, translated by the Alchemist Language Bureau (2014: 15), role conflict occurs when members of different role orders expect different things from the recipient [8]. Handoko (2012: 349) said that role conflict in an individual is something that occurs when an individual faces uncertainty about the work he expects to carry out, when various job requests conflict with each other or if the individual is expected to do more than his ability. That is, role conflict arises because there are two different commands that are received simultaneously, and one of them is contrary to what is expected by the recipient of the role [9].

Conflicts role is defined as the pressure of the pressure groups of two or more simultaneously so that adherence to one group will lead to difficulty or impossibility to comply with the other [10]. According to Abernethy and Stoelwinder (1995), the level of role is influenced by how far professionals want to maintain their professional attitude in the company and to what extent the prevailing control environment in the company threatens the autonomy of these professionals [11]. Role conflict has a negative impact on employee behavior such as the emergence of work tension, increased job turnover (the number of workers moving), decreased job satisfaction, decreased commitment to the organization, and decreased overall performance [12]. De Luis Carnicer et al. (2005) define role conflict as the simultaneous condition of two or more forms of pressure on the workplace, where the fulfillment of one role makes it more difficult to find other roles. That is, role conflict occurs when someone carries out one particular role and feels difficulty in fulfilling his other roles. This conflict can be a trigger in the destruction of the organization through the creation of a dividing wall between coworkers, poor performance, and even resignation or dismissal [13].

2.5. Motivation

According to Herzberg and Frederick cited by Luthans (1992), which are classified as motivational factors include achievement, recognition or appreciation, work itself, responsibility, and development. Motivation originating from outside the self, which also determines a person's behavior in a person's life, known as hygiene factors [14]. According to Herzberg cited by Luthans (1992), classified as extrinsic motivations are policy and administration, interpersonal relations, working conditions, and wages [14].

The basic principle of motivation is the level of ability and individual motivation that can be said that the performance of a person or group is based on the ability and motivation they have. According to these principles, no task can be carried out properly without being supported by the ability to carry it out. The ability is an individual or group talent to carry out tasks related to the goal, but the ability is not sufficient to guarantee the achievement of good performance; therefore one must have the desire (motivation) to achieve the best performance. Motivation is a motivator from someone's heart to do or achieve something. In other words,
motivation is a process for achieving a goal. With motivation, it means that someone has the power to achieve success or dreams in life.

2.6 Managerial Performance

Januarita (2014) states that managerial performance is the performance of individual members of the organization in managerial activities, including: planning, coordination, supervision or supervision, staff selection, negotiation, and representation. For an organization, managerial performance can be a measure of the extent to which managers carry out management functions [1]. From the above understanding, it can be concluded that managerial performance is the result achieved by individuals who have authority over all managerial activities, such as planning activities, organizing activities, directing activities, and control activities in which all of these activities are used for the decision making process and the decision is made a tool strategy for achieving the goals of an organization.

1. Planning for which is the action that is based on facts and assumptions that will come in order to achieve the desired objectives. Planning aims to provide guidelines and procedures for the implementation of objectives, policies, procedures, budgeting, and work programs so that they are carried out in accordance with established targets.

2. The investigation, namely the efforts made to collect and prepare the information in report form. Record and analyze the work to be able to measure the results of its implementation.

3. Coordination is the process of collaborating with other parts of an organization through the exchange of information associated with adjusting work programs.

4. Evaluating is an assessment made by the managerial of the plans that have been made and are intended to assess employees and records of work results so that the results of the assessment can be taken the necessary decisions.

5. Supervision is an assessment to get confidence that planning, coordinating, compiling, and directing have been running effectively.

6. Election Staff, which is often referred to as the preparation of the personnel management functions with regard to recruitment, withdrawal, placement, giving exercise to employees, promote employees, and transferring to the employee who is certainly attention to an employee's skills and needs of an organization.

7. Negotiations, in this case, with regard to decision-making, either in one part or as a whole in an organization with align between the needs of the organization with the special needs of employees especially in the budgeting process and the achievement of budget targets.

8. Representative, which convey information about the vision, mission and activities of an organization by attending community events and approaches to the public to promote the general objectives of an organization.

3 Research Methods

This study uses quantitative research methods to obtain empirical evidence about the Effect of Budgeting Participation, Work Experience, and Role Conflict on Managerial Performance with Motivation as an Intervening variable in private universities in Makassar. The type of data in this study is Primary Data. The data source comes from the answers to the
questionnaire distributed to respondents. Data collection is done by submitting a questionnaire to respondents with a questionnaire guide containing questions based on the proposed indicators. Data collection is carried out using the direct distribution method (i.e. the direct distribution method), which is to go to the respondents directly to be sent or collected the questionnaire. Respondents responded to fill in the form of Likert scale in the number of categories containing five levels.

The number of participants was 50 people, the number of employees was 50 people, and the number of staff was 75 people. The sample selection in this study was conducted by purposive sampling. The research samples in this study are officials who have structural positions and officials who are related to the budget. The conceptual framework in this study can be seen in Figure 1 as follows.

![Research Conceptual Framework](image)

**Fig. 1. Research Conceptual Framework**

4 Results

4.1 Line I Coefficient

This section examines the amount of contribution (contribution) shown by the path coefficient of the causal relationship between variables X1, X2, and X3 to the variable Y. Based on the results of the regression model of model 1 in table 1, it can be seen that the significance value of the three variables is X1 = 0.004, X2 = 0.234, and X3 = -0.176. These results provide conclusions brought to the regression model 1, the budgeting participation variables that have a significant effect on Z.

Table 2 shows the R-value of 0.368, which means that the correlation between managerial performance and budget participation, work experience, and role conflict is 36.8%, while the remaining 63.2% was influenced by other variables not examined in this study. Meanwhile, for the value of e1 = 0.7949. Thus the path diagram for structure model 1 is as follows:
Table 1. Statistical Test Results

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>154.494</td>
<td>30.762</td>
<td>5.022</td>
</tr>
<tr>
<td></td>
<td>Budget Participation</td>
<td>1.413</td>
<td>.443</td>
<td>.501</td>
</tr>
<tr>
<td></td>
<td>Work Experience</td>
<td>1.431</td>
<td>1.176</td>
<td>.190</td>
</tr>
<tr>
<td></td>
<td>Role Conflict</td>
<td>-.806</td>
<td>.579</td>
<td>-.219</td>
</tr>
</tbody>
</table>

a. Dependent Variable: Motivation

Table 2. Determination Coefficient Test Results

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. An error of the Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.606 a</td>
<td>.368</td>
<td>.295</td>
<td>13.34225</td>
</tr>
</tbody>
</table>

a. Predictors: (Constant), Role Conflict, Work Experience, Budget Participation
4.2 Line Model II Coefficient

Because this research uses path analysis, so it needs to be done twice regression. This section is used to test the magnitude of the contribution (contribution) shown by the path coefficient on each path diagram of the causal relationship between variables X1, X2, and X3 on Y and its impact on Z with the aim to determine the direct and indirect effect of a set of independent variables on the variable dependent. Based on table 3 shows the R-value of 0.52, this means that the influence of budgeting participation, work experience, role conflict, and motivation on performance is 52%, and the remaining 48% is a contribution from other variables not examined. The value of $e_2 = 0.6928$. Thus obtained the path model II structural model as follows:

![Fig. 3. Structure Diagram Path Model II](image)

Hypothesis Test Results
1. Analysis of the Effect of X1 on Y: from the results of the analysis above, obtained a significance value of X1 of 0.004 > 0.05. So it can be concluded that there is a significant direct effect on budgetary participation on motivation.
2. Analysis of the effect of X2 on Y: from the results of the analysis results, it was obtained that the significance value of X2 was 0.234 > 0.05. So it can be concluded that there is influence.
3. Analysis of the Effect of X3 on Y: From the results of the analysis of the data obtained, the significance value of X3 was 0.176 < 0.05. So it can be concluded that role conflict does not directly influence motivation.
4. Analysis of the Effect of X1 on Z: from the results of the analysis above, obtained a significance value of X1 of 0.020 < 0.05. So it can be concluded that there is a significant direct effect on budgetary participation on managerial performance.
5. Analysis of the Effect of X2 on Z: from the results of the analysis above, obtained a significance value of X2 of 0.07 > 0.05. So it can be concluded that there is no significant direct effect of work experience on managerial performance.
6. Analysis of the Effect of X3 on Z: from the results of the analysis above, obtained a significance value of X3 of -0.014 <0.05. So it can be concluded that there is a significant direct effect of role conflict on managerial performance.

7. Analysis of the Effect of X1 through Y on Z: note the direct effect given X1 on Z is 0.020, whereas the indirect effect of X1 through Y on Z is 0.353. Then the total effect given X1 on Z is 0.020 + 0.353 = 0.373. Based on the results of these calculations, it is known that the value of the indirect effect is greater than the value of the direct effect. These results indicate that indirect participation in budgeting through motivation has a significant influence on managerial performance.

8. Analysis of the Effect of X2 through Y on Z: it is known that the direct effect of X2 on Z is 0.07, whereas the indirect effect of X2 through Y on Z is 0.133. Then the total effect given X2 on Z is 0.07 + 0.133 = 0.203. Based on the results of these calculations, it is known that the value of the indirect effect is greater than the value of the direct effect. These results indicate that indirect work experience, through motivation, has a significant influence on managerial performance.

9. Analysis of the Effect of X3 through Y on Z: it is known that the direct effect given X3 on Z is -0.014 whereas, the indirect effect of X3 through Y on Z is -0.158. Then the total effect given X3 on Z is (-0.014) + (-0.158) = -0.172. Based on the calculation results, it is known that the value of the direct effect is greater than the value of the indirect effect. These results indicate that direct role conflict, through motivation, has a significant influence on managerial performance.

5 Discussion

Based on the analysis and testing of the above hypotheses, it is known that budgetary participation, work experience, and role conflict with their influence on motivation, only the budget participation variable has a significant positive effect on motivation. So, it can be concluded that the results of this study accept hypothesis one, and reject hypotheses two and three.

Based on the results of data analysis and hypothesis testing above, it is known that budgetary participation has a significant positive effect on managerial performance. This means that the four hypotheses are accepted, and the null hypothesis is rejected. This is because the budget at private tertiary institutions is structured by involving management from the lower to upper levels so that participation is more maximal. In contrast to budgeting in state universities, usually, the budget in state universities has been allocated by the government, therefore, in this case, the participation of managers becomes ineffective because budget allocations have been provided even though sometimes not fully in accordance with the needs or plans that have been made.

From the results of the hypothesis analysis above, it is known that the work experience variable does not significantly influence managerial performance. This means that this research rejects hypothesis five, which states that work experience directly influences managerial performance. This is because, in this organization, most of the lecturers who have structural positions are those who, from the beginning, had a large share in the organization and have held their positions for several periods. In addition, in this tertiary institution,
training for improving the quality of work still lacks so it does not greatly affect managerial performance.

Furthermore, from the results of data analysis and hypothesis testing above, it is known that role conflict has a significant negative effect on performance, so it can be concluded the results of this study accept the sixth hypothesis, which states that role conflict influences managerial performance. This is because the number of lecturers or structural officials who have more than one role or position in this organization so that the possibility of role conflict is very large.

In the results of the analysis and testing of hypothesis seven, which assesses the effect of budgetary participation on managerial performance, motivation is considered capable of acting as an intervening variable. This is because there is a significant relationship between the independent variable budgeting participation with the mediator variable motivational and motivational mediator variables significantly influence the dependent variable, in this case, managerial performance. Thus hypothesis seven are accepted, with the indirect effect of the motivational variable being greater than the direct effect.

Furthermore, based on the results of the analysis and testing of hypotheses, it is known that there is an indirect effect between budgeting participation on managerial performance through motivation. Based on the test results, it is proven that it is not able to influence the relationship between work experience and managerial performance. Thus, the motivation variable here cannot be said to be an intervening variable because the relationship between the independent variables of work experience is not significant with the mediator variable, which is motivation.

Finally, in relation to motivation as a mediator, role conflict also has a direct effect on managerial performance through motivation. Based on this, this result means that hypothesis nine is accepted, and the null hypothesis is rejected. However, motivation in the interaction of role conflict on managerial performance is only as a mediator, not as an intervening variable. Because role conflict can occur due to two different functions where the two functions have two different objectives, so, that role conflict will arise if one of the goals of a role, both as a lecturer and manager is not reached to the maximum because one of the roles does not work as it should. Role conflict arises because there are two or more pressures that appear simultaneously aimed at someone so that the role bearer tends to choose to carry out the role in accordance with the amount of motivation he has.

6 Conclusion

Based on the results of research conducted to determine the effect of budgeting participation, work experience, and role conflict on managerial performance with motivation as an intervening variable is as follows: First, budgetary participation has a significant influence on managerial performance. This is because, in private tertiary institutions, the budget is prepared by involving managers from low to top-level managers. Second, both motivations are intervening variables because of the interaction between budgeting participation in managerial performance and being moderated by motivation. This is because the independent variable budgeting participation affects the mediator variable motivation, and motivation affects the dependent variable managerial performance. The analysis shows that budgetary participation has a significant influence indirectly through motivation on managerial performance.
Third, work experience does not have a significant effect on managerial performance. This is because, in the organization, most of the lecturers who have structural positions are those who, from the beginning, have a big hand in the organization and have occupied their positions for several periods. Fourth, the motivation variable does not act as an intervening variable in effect between work experiences on managerial performance. These results indicate motivation does not affect performance in terms of improving work experience. This is because, in this organization, training programs to improve the quality of work of employees are still lacking. The analysis shows that work experience indirectly influences managerial performance through motivation.

Fifth, role conflict has a significant negative effect on managerial performance. Role conflict, which is one of the most common problems in tertiary institutions, causes this variable to be negative. This is because most structural officials in private tertiary institutions, especially these organizations, carry more than one role, both as lecturers and as employees. Sixth, motivation acts as a mediator variable because of the interaction between role conflict and managerial performance. This is because the relationship of role conflict to motivation is not significant, and only the relationship of motivation that significantly influences managerial performance. The analysis shows that role conflict directly through motivation influences managerial performance.

The author is aware of the limitations of this study so that this limitation might affect the achievement of the desired results. Some limitations in this study are the sample selection of only one private tertiary institution in the city of Makassar, so the results of this study may not affect the overall validity of the results. In addition, this study uses a questionnaire method without being equipped with interviews so that the possibility of the validity of results is less efficient. Respondents' answers do not necessarily reflect the real situation.

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Baruga Kare Guesthouse Makassar Financial Reporting System Based on FASS of MSMEs

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Abstract. The purpose of this study is to analyze the implementation of the Financial Accounting Standard System (FASS) cycle for Micro, Small, and Medium (MSMEs) entities using Wisma Kare Guesthouse as a case. Data were collected using observation and financial reporting document examination. It is found that financial documents were still very limited. The financial report only records cash for a month without proper debit – credit allocation for each transaction. This is a case study in a small guesthouse in the Indonesian cultural context. It needs more verification from other similar enterprises. The practical implication is an accounting report system in small business entities are still need more attention. Social implications of this study are that in order to contribute optimally for economic development, accounting system for small business in accommodation still need to be developed. The paper includes guidelines for implementing the Indonesian Accounting Standard system and relevant.

Keywords: Accounting cycles, reporting techniques, guesthouse, SMEs

1 Introduction

Accommodation business is a business entity that using a building or part of a building to be used for overnight accommodation, breakfast, lunch, and dinner, and another related service for payment [1]. In the broader scope, accommodation existence supports local economic development, especially for the tourism sector [2]. Accommodation enables tourism to enjoy cheap holidays [3] or comfortable meetings [4]. Accommodation business also may have a positive impact on society for providing supporting business facilities as well as providing employment for the workforce around the establishment.

Guesthouses offer products that comprise tangible and intangible elements that combine into a unique combination of production and service [5]. While room provision is a pure service activity, food, and beverage functions involve processing, and retailing processes are additional services [2], [6]. In order to survive and succeed, a business has to make sure that it is producing the goods or services that the customer wants [3], [7] that it gets its quality right, and that it delivers on time [8]. There is a growing body of evidence that customer satisfaction leads to customer loyalty [2]. So providing accommodation along with excellent service would boost consumer’s loyalty.

Each organization has certain objectives, including guesthouse establishment [9]. Management of a guesthouse needs to decide the best allocation of resources to achieve the predetermined objectives [10]. In order to make an optimal decision, financial information is
needed [11]. In this context, financial information has a close relation to the accounting system [12]. Accounting provides useful information for management to manage the enterprise as well as another stakeholder to evaluate performance and the enterprise condition [13].

Financial information is needed, both external and internal stakeholders [14]. Management is an internal stakeholder that needs financial information in managing enterprise activities [10]. While external stakeholders such as investors, creditors, suppliers, government, and societies also need financial information. Financial information for external stakeholders is called general financial information [11].

1.1 Guidance to Create Financial Statements Based on Financial Accounting Standard

Financial Accounting Standards used by an enterprise that doesn’t have significant public accountability and provide financial statements for the public (general purpose financial statement) is Financial Accounting Standards for the public financial entity for public accountability [15]. In the MSMEs, however, simple accounting standards are needed due to human resource limitations [9], [14], [16]. FASS for small guesthouse entity needs simple [15]. The FASS is expected to stimulate MSMEs to create a good financial statement and provide reliable financial information.

MSMEs FASS states that financial statements' purpose is to provide a financial position, financial performance, and cash flow for an establishment [12]. The information is useful for management to make an economic decision and for all related stakeholders [15]. Minimal financial statements based on the FASS are end of book financial information, income statement and additional relevant financial records.

Baruga Kare Guesthouse's financial transaction records are still very simple. Financial transactions were recorded manually and cash-based using daily cash book. The book only records cash in and cash out. Error in recordings is possible in the manual recording system. Cash in and cash out recapitulation are made at the end of every month to discover cash in hand. The information is used as a basis to estimate if the cash in hand can cover cash need for the coming month, such as to pay salary, electricity bill, and other bills.

The Baruga Kare Guesthouse provides less reliable financial information because it cannot provide detail of the financial transaction. The managerial team doesn’t have information about the details of assets. As a consequence, decision making is made without proper financial information.

Currently, Baruga Kare Guesthouse is improving room and new hall facilities. Fund for the improvement is gained from non-banking credit and donations from sponsors and individuals. Unfulfilled standard of financial statements makes the guesthouse is difficult to get funding from a bank.

The study is intended to implement FASS on MSMEs context, the Baruga Kare Guesthouse. The research result is expected to help the business owner to provide bankable financial statements as well as to create financial information based on the FASS in order to make good decision making for all stakeholders.
2 Literature Review

2.1 Micro, Small and Medium Entities

Law of the Republic Indonesia Number 20 the Year 2008 regarding Micro, Small, and Medium entities verse 1 states that micro establishment is a productive enterprise owned by individuals and/or sole proprietorship with a total worth of no more than Rp. 50,000,000,- (fifty million rupiahs) excluding land and building or annually total sales up to Rp. Rp300,000,000,00 (three hundred million Rupiah). Small enterprise is a productive economic entity owned by an individual or sole proprietorship, not an affiliation or a branch of a large enterprise with a total worth of sales between Rp300,000,000.00 (three hundred million Rupiahs) and 2,500,000,000.00 (two billion five hundred million Rupiah). Medium enterprises are those owned by an individual or sole proprietorship with a net worth between Rp. 500,000,000.- (five hundred million Rupiah) and Rp10,000,000,000.00 (ten billion rupiah) excluding building and land or sales between Rp2,500,000,000.00 (two billion five thousand million) and Rp50,000,000,000.00 (fifty billion Rupiah).

2.2 Accounting Cycle

The accounting cycle is the accounting process from analyzing and recording transactions and end with closing balance sheet [9], [12]. Warren et al. (2016:176) identify steps in accounting cycles as follow [13].

a. Analyzing and recording transaction into a daily journal
   The first step of accounting cycles is analyzing and recording transactions in a journal using debit and credit patterns.

b. Posting the transactions into the ledger
   Periodically, the transactions in the journal are posted into the ledger. Debit and credit for each transaction are posted into ledger account based on transaction dates order.

c. Preparing an unadjusted trial balance
   Unadjusted trial balance is prepared to determine if there is an error in posting transactions. The unadjusted trial balance only to make sure if the total of the debit side is equal to the total of the credit side.

d. Analyzing adjustment transaction data
   Prior to financial report creation, accounts have to be adjusted. There are four accounts that need adjustments, such as prepaid cost, received income (account receivable), and actual expense. In addition, depreciation expense is adjusted, excluding land.

e. Preparing worksheet
   Although the worksheet at the end of the accounting period maybe not be so needed, the worksheet is still very useful to provide accounting information path. In addition, the worksheet can be used to analyze the influence of the adjustment on the final financial statement.

f. Journalizing adjusting entries and posting the journal into the ledger.
   Each transaction influences at least one profit and loss statement. Explanation of each journal adjustment usually needed.

g. Preparing financial statements
The most important of accounting cycles is financial statements. The income statement is created first, followed by equity statements and finally financial position. Financial statements can be created from adjusted trial balance or worksheet.

h. Journalizing closing entries and posting to ledger

Four item closing journals are made at the end accounting period in order to prepare the accounts for the next financial period.

The four closing journals are:

i. Debiting all income and crediting income summary.

ii. Crediting all costs and debiting income summary.

iii. Debiting income summary and crediting owner capital.

iv. Crediting withdrawal and debiting capital

i. Preparing a post-closing trial balance

The final steps in preparing a closing balance sheet. The purpose of the balance sheet is to make sure the ledger is ready for the next financial period. All accounts and their balance in the closing balance on the final financial statements are presented in the closing financial statement positions.

Source: Warren et al. (2016) [13].

Fig. 1. Manual accounting cycle

2.3 Financial Statements

Financial statements provide financial information and performance of an entity [14]. The financial statements are useful for economic decision-makers and all relevant stakeholders who don’t have privilege access on financial statement. Possible users of the financial statements are resources provider such as creditors and investors. Financial statements show managerial responsibility in resources deployment to produce valuable products.
Financial statement components are:

a. Assets. Assets are resources owned by a business entity as a result of previous economic transactions, which is expected to earn more economic values during the entity business activities.

b. Liability. Liability is defined as the future sacrifices of economic benefits that the entity is obliged to make to other entities as a result of past transactions or other past events, the settlement of which may result in the transfer or use of assets, provision of services or another yielding of economic benefits in the future.

c. Equity. Often the word equity is used when referring to an ownership interest in a business. Examples include stockholders' equity or owner's equity. Occasionally, equity is used to mean the combination of liabilities and owner's equity. For example, some restate the basic accounting equation $Assets = Liabilities + Owner's Equity$ to become $Assets = Equities$.

d. Income. Income is the revenue a business earns from selling its goods and services or the money an individual receives in compensation for his or her labor, services, or investments.

e. Expense. An expense in accounting is the money spent or cost incurred in an entity's efforts to generate revenue. Expenses represent the cost of doing business where doing business is the sum total of the activities directed towards making a profit.

Minimum financial statements for micro, small, and medium entities are:

a. Financial statements at the end of the financial period. Financial statements provide information on assets, liability, equity at the end of the financial year. Financial statements include the following accounts:
   i. cash and cash equivalent
   ii. account receivable
   iii. inventories
   iv. fixed assets
   v. liabilities
   vi. bank liabilities
   vii. equity

b. Income statements. The income statement shows the financial performance of a business entity for one financial period. The income statement includes:
   i. income
   ii. financial cost
   iii. tax

   The firm provides account and details of the account in profit and loss statement if it has relevance to understand financial performance. FASS for MSMEs regulates treatments of financial policy changes as part of income statements during the process of change.

c. Notes of Financial Statements. Notes of a financial statement consist of:
   i. a statement that the financial statements are created based on FASS for MSMEs.
   ii. accounting policy summary
   iii. additional information and details of a certain account to explain important transactions in order to understand the whole financial statements. The additional information depends on business activities done by the entities. Additional financial records are presented as long as it is needed and relevant.
3 Research Methods

The research was conducted at the Baruga Kare Guesthouse in Makassar. The research is applied research due to its purpose to apply accounting theory to solve a problem. Subjective data were elaborated using in-depth interview while secondary data were assessed using available documents such as transaction record, daily cash record, cash in the bank, cash in and cash out a record and other relevant documents as well as physical data of inventaris in the guesthouse.

Data collection method steps are:

1. Preparatory survey. The first step included interviews and observation of the business process and book-keeping history during the guesthouse activities as well as investigating available transaction records.

2. Planning step. This step included identification of accounting information needs, accounting policy setting, arranging account list, designing accounting cycles based on the research object condition.

3. Implementation stage. This stage included preparation of prior balance sheet for each account, physical counting, and fixed asset value, and then input all transactions based on accounting cycles.

4. Reporting stage. This stage included financial statement arrangement based on Micro-Small and medium enterprises and other relevant financial statements.

4 Research Results

4.1 Preparatory Survey

Baruga Kare Guesthouse is included in the medium-scale entity. The medium-scale business has a net worth between Rp500,000,000.00 and Rp10,000,000,000.00, excluding land and building and has total sales between Rp2,500,000,000.00 and Rp10,000,000,000.00. Baruga Kare Guesthouse provides rooms for overnight accommodation as well as a hallroom for meetings or seminars. It has 64 rooms (48 rooms standards and 16 VIP rooms with three hall rooms. Guests stay overnight for tourism purposes, social service, or other religious activities.

Management applies a very simple book-keeping system. Transaction records are cash-based, only cash in and cash-out transactions are recorded. One employee is responsible for the whole financial transaction of the guesthouse. Financial transactions are recorded based on the transaction invoice and posted in a cash-book once a week. The cash-book provides cash in and cash out records arranged by the transaction date. At the end of the month, the employee makes financial statements. The financial statement shows a cash transaction summary of total income and total expense. Cash expense is used for consumption, salary, transport, inventories, logistic, utility, office inventories, maintenance, and medicines. The financial employee also provides cash on bank statements, including interest and bank administration.

Baruga Kare Guesthouse has not had a financial statement in relation to financial performance(profit or loss) and financial position (assets, liability, and equity). There is no information that relates to fixed assets. Consequently, management cannot manage fixed assets properly. Management also cannot determine the time to add or replace guesthouse assets.
The monthly transactions are between 150 to 200 transactions from January to June 2017. In detail, between 5 to 15 transactions are cash in the transaction, while about 145 to 195 transactions are cashed out. Low transaction activities, human resource limitation, and business scale are suitable indicators for the Baruga Kare Guesthouse to use FASS for MSMEs.

4.2 Planning Stage

Baruga Kare Guesthouse meets criterium as medium enterprises, so FASS for MSMEs can be applied in the entity. Financial statements for MSMEs consist of the balance sheet, income statements, and records on the financial statements. The entity has beds, cupboards, tables, chairs, so detailed records of fixed assets are needed.

In making financial statements, accounting policy is stated as follows:

- Financial statements use an accrual basis. Transactions are recorded at any time without waiting for cash receipt or payment.
- Rupiah is used as a currency unit in the financial statement.
- Monthly accounting period (the financial statement is provided for every month).
- Account receivable is presented as the value of the bill.
- Inventories are recorded based on average cost.
- Fixed assets are recorded as the acquisition cost. Fixed assets are assets with a nominal value of more than Rp500,000.00. Depreciation is counted using the straight-line method without residual.
- Revenue recognition is accepted when a service is already offered, and the expense is already paid.

Enterprise account list consists of five groups, current assets, noncurrent assets, liability, net-assets, income, and expense. Account code is numeric that consists of five number and presented as follows:

A-BB-CC

Consecutive number
Sub-group
Group

Baruga Kare Guesthouse accounting cycles are not done manually but are done by using Microsoft Excel software. The usage of this software enables us to make financial statements easily. Financial cycles of the entity are presented in the following figure:

Accounting cycle creation is simpler because of Microsoft Excel software usage. Transaction invoices are recorded at the end of a month. The adjustment process is also recorded on the trial balance sheet at the end of the month. The software also provides an automatic entries process into the ledger. After the entries process, the balance sheet will be automatically updated. Balance sheet data in the form of assets, liabilities, dan equity will be
posted into the balance sheet while income and expense will be posted into the income statement.

4.3 Implementation Stage

Completing the initial survey and planning, the next step is implementing the accounting cycles. Baruga Kare Guesthouse is already well-established. However, financial activities only are recorded in a cash-book. Management has to make a cut-off point to determine initial balance from assets, liabilities, and equity. The initial balance will be the basis for the transaction of the coming financial period. The cut-off point is decided to be the 1st of January 2017.

The initial balance is:

c. Account receivable. Account receivable balance is determined based on debtor invoices.
d. Inventories. Inventory balance is determined based on physical stock-checking and inventories buying invoices.
e. Equipment. Equipment balance is determined based on physical stock-checking and equipment buying invoices.
f. Fixed Asset. A fixed asset balance is determined based on a physical observation record. Fixed asset depreciation is applied from January 1st, 2017.
g. Account payable. Account payable balance is determined based on creditors' invoices.
h. Equity. Equity is determined based on the difference between total assets and total liabilities. In case of debt is equal to zero, the equity is equal to total assets.

Baruga Kare Guesthouse has a great number of fixed assets, so physical count consumes much time. Physical counting and acquisition cost of the fixed assets were conducted following the next steps:

a. Coding and numbering fixed asset using the following form:

```
AAAA-BB-CC-DDDD
```

Sequence number
Month of acquisition
Year of acquisition
Fixed asset group

Where:

- 1210: Land
- 1220: Building
- 1230: Vehicle
- 1240: Machine
- 1250: Guesthouse equipment
- 1260: General equipment

b. Identification of fixed assets by giving identity number, name, and location of a fixed asset.
c. The numbered fixed asset then recorded on fixed assets form physical-checking. The form is presented in figure 4 below.

<table>
<thead>
<tr>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
</tbody>
</table>

Fig. 4. Form of Physical Checking of Fixed Assets

d. Acquisition price determination is based on the normal price. The decision is made because a fixed asset has been owned for a long period of time while no transaction invoice.

e. Based on physical form examination, a form of each fixed asset is made for each group by writing code, name, merk, acquisition price, depreciation, depreciation accumulation, and fixed value of the asset.

After determining the initial balance, the next step is to enter the financial data for January 2017 up to June on the journal column.

Fig. 5. Journal Form of Baruga Kare Guesthouse

Where
a. Transaction date
b. Transaction proof number
c. Transaction description
d. The account number on the debit side
4.4 Reporting Stage

The statement of financial position can be presented in detail as well as the income statement. Details of financial statements show the balance of each account, while financial statements only presented in summary form. The statement of financial position is presented in figure 6, while the income statement is presented in figure 7.

Fig. 6. Statement of Financial Position Form of the Baruga Kare Guesthouse
Statement of Financial Position consists of current assets, fixed assets, short-term liabilities, long-term liabilities, and equity (net asset), while income statement consists of operating income, operating expense, other income, and other expenses.

5 Conclusion and Suggestion

Baruga Kare Guesthouse makes a simple financial transaction record. A recording is made manually using daily cash-book. At the end of a month, the financial staff recapitulates cash-in and cash-out to discover cash balance. The financial information provided is still not enough because the management team and relate stakeholders only find limited information about the financial condition. To meet enough accounting information, Baruga Kare Guesthouse should apply Micro, Small, and Medium Enterprises (MSMEs) Financial Accounting Standard (FAS) as the basis of making financial statements. The standard is a simpler standard and regulates general transactions for MSMEs.

In order to generate accounting information, a set of steps are needed. The steps are presurvey to make sure if an enterprise meets criteria as MSMEs and suitable to use FAS. They were then followed by planning steps to set accounting policy, account list preparation, and accounting cycle design. The next step is the development of FAS, including recording transactions into the journal, reporting stage that presenting statements of financial position, income statement, and notes to the financial statement.

It is suggested that Baruga Kare Guesthouse provide financial statements based on FAS for MSMEs on a predetermined time. The financial statements are expected to provide reliable financial information for all related stakeholders to make the best decision either to develop the entity or to evaluate financial performance. Human resource skills and expertise in accounting need to be developed in order to enable the FAS application in the Baruga Kare Guesthouse.
References

The Effect of Honesty (Integrity) Auditors, Genders and Education Levels on Audit Quality

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Abstract. The purpose of this research is to find out the integrity quality of the Auditors, the quality of gender, and the quality of the education level on each auditor. The study uses primary data obtained from questionnaires and measurements using a Likert scale. The purposive sampling technique is used to get sampling. The auditors worked at the Inspectorate office on the Selayar islands are 37 of them as the sample on this subject. The test of multiple linear regressions is used on data analysis techniques. This research shows that: (1) There is a significant relationship between the Honesty (Integrity) of the Auditors towards the audit quality, (2) There is a significant relationship between Gender on the audit quality, and (3) There is a significant relationship between the education level of audit quality.

Keywords: Auditor integrity, gender, education level, audit quality.

1 Introduction

In the research, MGbame et al. (2012) said the relevance value on the audit depends on the quality of the audit [1]. However, Moizer (1997) notes that the assessment of the quality measurement index (quality) of audit services faces challenges because audit quality is usually not observable) [2]. An audit can be categorized as an exquisite type of trust according to Hay and Knechel (2011); therefore the Auditor gives responsibility for the company's financial statements by expressing the correct and impartial opinion but only in so far for the user of the financial statements on considering the assumption [3]. Houghton and Jubb (2003) state that audit services get value because of the client trust gets through the Auditor [4].

Kris et al. (2010) said that The market perception in regards to the value report of the Auditors, which is the outcome competency and the quality audit, is not only linear function from the competency of the Auditor and the independency Auditors and perception of independency Auditors [5]. By using this perception, the quality of the audit refers to the audit opinion credibility that is a measure of the trust value given by users of the information provided by the Auditor. According to MGbame et al. (2012) research found that gender is the cause that determines audit quality [1].

Research conducted by Gold et al. (2009) said that, on average, women, Auditors considered less competent compare to male Auditors [6]. There is also an opinion that woman Auditors tend to be careful, also pay attention to details, are more trusted, not lie. Which is another cause
of audit quality besides gender is also caused by the level of education and honesty (Integrity) of the Examiner (Auditor).

Research relating to the level of education, gender, and honesty (Integrity) of the Auditor on the audit quality is: Findings by Ittonen and Peni (2009) support the idea that Auditor gender might be organize related to the audit quality [7]. In other research shows that the busyness of the Auditor (Auditor's education level) is negatively related (positively (Significant)) with the quality of the audit [8]. The empirical finding made by Bouhawia et al. (2015) is that the test results show that Honesty (Integrity) has a positive effect on the audit research results quality [9].

In addition to empirical evidence and some previous studies, researchers conducted research in the Selayar Archipelago District because the Selayar Archipelago Government was 6 times in a row, namely during the administration period 2005 - 2010 and the 2011 -2015 administration the results of audit opinions issued by the Supreme Audit Board ( BPK) South Sulawesi Province does not give an opinion.

1.1 Audit Theory

According to Mautz and Sharaf (1961), Theory Audit is a guide to conduct audit normative [10]. Auditor has to comply with generally accepted standards and regulations to conduct a quality audit. Audit quality is measurement using generally accepted audit standards and regulations.

1.2 Quality Audit

Quality results of audits occur when the examiner carrying out their duties have to carry out appropriate audit standards and code ethics of the accountant's. A quality audit also defined as the characteristic or a description of the practice and the result of the examination in accordance with auditing standards and control standard of quality that measurement function on the professional duties and responsibilities of Audit (Auditor). Some good work accomplished than the criteria set relating to Quality audit.

1.3 Gender

According to Fakih (2003), Gender is the character that attached to men and women who are constructed socially and culturally [11]. Research conducted by Jamilah et al. (2006) that women usually have a higher level of moral judgment than men. Moral consideration in question is a step in making decisions and information on auditing client companies [12].

1.4 Level of education

General audit standards emphasize the personal qualities of an Auditor must-have, namely:

a. Having adequate technical expertise and training, which means having a formal education in accounting, especially mastering audits, getting adequate training, and having to attend continuing professional education,

b. Have an independent mental attitude, and

c. Conduct audits using their professional expertise carefully and thoroughly because formal education and technical expertise and adequate training will create competent auditors.
1.5 Honesty (Integrity)

Sukriah in Harjanto (2014: 33) states that which public trust and is a benchmark for members on testing all their decisions, is the definition of honesty (Integrity). The Auditor must be honest, transparent, brave, wise and responsible in conducting the Audit. Honesty is an indicator for Examiners (Auditors) who have competence. Honesty (Integrity) is the quality that underlies public trust and is a benchmark (benchmark) to the Inspector (Auditor) on testing all the decisions they make [13]. Sukrisno in Yusuf (2014: 6), stated four indicators of honesty behavior (Integrity), namely [14]:

a. Understand and recognize behavior in accordance with the code of ethics
b. Take action that is consistent with values and beliefs
c. Acting on value even though it is difficult to do so Acting on value despite significant risks or costs

Fig. 1. Conceptual Framework

1.6 Research Hypothesis

Research conducted by Gold et al. (2009) said female examiners were less competent than male auditors [6]. Another opinion says Inspector (Auditor)) women tend to be more accurate, detail and be more trustworthy and honest. Then research conducted by Ittonen and Peni (2009) provides support for the idea that gender auditors are systematically linked to audit quality [7].

Ocak (2018) said that the main estimation results show that the busyness of the Auditor education level of the Auditor (Auditor) is negatively related positively (significant) with the quality of the audit. The formal level of education of the Auditor minimizes the negative effect of the work of the Auditor on the quality of the Auditor. Also, I find that the negative effect of the busyness of the Auditor on the quality of the audit is clearer in the case of the less educated Auditor [8]. Results of research conducted by Bouhawia et al. (2015) found that the results of the test showed that Honesty (Integrity) has influence is positive (significant) towards quality audit results. Based on this, the hypothesis that was built was [9]:

H1: Honesty (integrity) examiner (auditor) has a positive (significant) effect on audit quality.
H2: Gender has a positive effect (significant) on audit quality.
H3: Education level has a positive effect (significant) on quality audits.


2 Research Methodology

2.1 Types of research

Quantitative research used in this research design. This study uses variables, namely Integrity Auditor, gender, and formal education level, are independent variables. Meanwhile, the dependent variable in this study is audit quality.

2.2 Population and Sampling Techniques

The study used a population of Auditors working in the Selayar Islands Regency Inspectorate Office with a total of 40 Auditors. The number of samples that followed the total population was less than 100, as many as 40 questionnaires were distributed, and as many as 37 questionnaires were returned. Method convenience sampling was used as a sampling technique. The convenience sampling method is used because the researcher has the freedom to choose a sample quickly from population elements whose data is easily obtained by the researcher.

2.3 Data analysis technique

Analysis of the data used in this study is (1) quality test data consisting of validity and reliability tests, (2) hypothesis testing using multiple linear regression tests with a classic assumption test consisting of normality test, multicollinearity test, heteroscedasticity test, and test autocorrelation.

3 Result and Discussion

The results of normality test data use Asympt statistical figures. Significant (2 -tailed) is higher than 0.05 for the Kolmogorov-Smirnov Z statistic. Based on the normality test criteria, the data are normally distributed when the significant value is higher than 0.05; an Asymp number is shown. Significant (2 -tailed) of 0.484 can be seen in Table 1.

<table>
<thead>
<tr>
<th>Table 1. Normality Test Results.</th>
<th>Nonstandard Residuals.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kolmogorov-Smirnov One Sample Test.</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>37</td>
</tr>
<tr>
<td>Normal</td>
<td>0000000</td>
</tr>
<tr>
<td>Parameter a, b</td>
<td>2.81427643</td>
</tr>
<tr>
<td>The Most</td>
<td>0.000000</td>
</tr>
<tr>
<td>Positive (significant)</td>
<td>0.484</td>
</tr>
<tr>
<td>Kolmogorov-Smirnov Z</td>
<td>0.838</td>
</tr>
<tr>
<td>Asymp. Sig. (2-tailed)</td>
<td>0.484</td>
</tr>
</tbody>
</table>

Source: Data processed (2019)
This shows that the distribution of gender data, education level, honesty (Integrity) of the Auditor, and the quality of the audit is normally distributed. In Table 2 the results of multicollinearity testing use the Variance Inflation Factor. (VIF) Shows the VIF value of each independent variable is less than 10, namely 1.020 for the Auditor (Integrity) variable, 1.013 for the Gender variable, and 1.020 for the Auditor Education level variable (Auditor). The tolerance value is greater than 0.1, which is 0.980 for the Auditor (Integrity) variable, 0.987 for the Gender level variable, and 0.980 for the education level variable.

### Table 2. Multicollinearity Test Results

<table>
<thead>
<tr>
<th>Model</th>
<th>Collinearity Statistics</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tolerance</td>
<td>VIF</td>
</tr>
<tr>
<td>(Constant)</td>
<td>0.980</td>
<td>1.020</td>
</tr>
<tr>
<td>X1</td>
<td>0.987</td>
<td>1.013</td>
</tr>
<tr>
<td>X3</td>
<td>0.980</td>
<td>1.020</td>
</tr>
</tbody>
</table>

Source: Data processed (2019)

Based on tolerance and VIF values, the correlation between independent variables can be said to have a weak correlation. Thus among the independent variables, no correlation or multicollinearity did not occur in the linear regression model. The results of heteroscedasticity testing using the Glejser test show that the significance value between the independent variable and absolute residue is greater than 0.05, which is 0.432 for the gender variable, 0.955 for the educational level variable, and 0.00 for the Auditor (Integrity) variable smaller than 0.05 shown in Table 3. Thus, no heteroscedasticity problems were found in the regression model.

### Table 3. Heteroscedasticity Test Results.

<table>
<thead>
<tr>
<th>Model</th>
<th>Non-Standard Coefficients</th>
<th>Standard Coefficient</th>
<th>T</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Beta</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Constant)</td>
<td>12.718</td>
<td>4.541</td>
<td>2.801</td>
<td>.008</td>
</tr>
<tr>
<td>X1</td>
<td>.515</td>
<td>.108</td>
<td>.643</td>
<td>4.769</td>
</tr>
<tr>
<td>X2</td>
<td>.787</td>
<td>.991</td>
<td>.107</td>
<td>.795</td>
</tr>
<tr>
<td>X3</td>
<td>.064</td>
<td>1.138</td>
<td>.008</td>
<td>.057</td>
</tr>
</tbody>
</table>

Source: Data processed (2019)

There are three (3) hypotheses proposed in this study. Multiple linear regression analysis is used in hypothesis testing. The impact of the determination coefficient analysis can be seen in Table 4, the Adjusted R Square value obtained was 0.359.

### Table 4. Determination Coefficient Test Results

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R. Square</th>
<th>Adjusted R. Square</th>
<th>Standard Estimated Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.642 *</td>
<td>.412</td>
<td>.359</td>
<td>2.93942</td>
</tr>
</tbody>
</table>

Source: Data processed (2019)
This shows that the quality (quality) of the audit, can be described together with changes in the variable Honesty (Integrity) Examiner (Auditor), Gender, and the level of education of the Examiner (Auditor) of 35.9%, while the remaining 64.1% by other factors. The results of multiple regressions between the Integrity Auditor (X1), Gender (X2), the Auditor's education level (X3) to the regional audit quality (Y) can be seen in Table 5.

Table 5. Recapitulation of Results of Analysis of Multiple Linear Regression Equations

<table>
<thead>
<tr>
<th>Model</th>
<th>Non-Standard Coefficients</th>
<th>Standard Coefficient</th>
<th>T</th>
<th>Significant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Standard Error</td>
<td>Beta</td>
<td></td>
</tr>
<tr>
<td>(Constant)</td>
<td>12.718</td>
<td>4.541</td>
<td></td>
<td>2.801</td>
</tr>
<tr>
<td>X1</td>
<td>0.515</td>
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<td>0.064</td>
<td>1.138</td>
<td>0.008</td>
<td>0.057</td>
</tr>
</tbody>
</table>

Source: Data processed (2019)

The multiple linear regression equation models based on table 5, namely:

\[ Y = 12.718 + 0.515X_1 + 0.787X_2 + 0.064X_3 \]  

(1)

See the description shown in the model regression equation that, a decision that is made is as follows:

1. The regression coefficient for the gender variable (X1) is 0.515; the direction of the coefficient is positive (significant), which shows that gender has a Significant relationship on audit quality. Positive influence (significant) indicates that the relationship of gender and audit quality (quality) is unidirectional. It acquired a significance level of less than 0.05 because the value of t count obtained at 4.769. This can be concluded that there is a significant relationship between genders to audit quality. So, there is a positive and significant influence between the sexes on audit quality.

2. The regression coefficient for the Auditor (X2) Honesty (Integrity) variable is 0.787, the direction of the positive coefficient (Significant), which indicates that the Auditor Honesty (integrity) has a positive (Significant) effect on the audit quality. Positive influence (significant) show that the relationship between the Honesty of the auditor and of the quality audit is one way. Based on Table 5, the t count of 0.795 was obtained with a significance level of less than 0.05. It can be concluded that there is a significant influence between the Honesty (Integrity) of the auditor on the quality of the audit. So, there is a positive (significant) and significant relationship between Honesty (Integrity) of the examiner (auditor) of the quality audit.

3. The regression coefficient for the Auditor's formal education level variable is 0.064, the efficient positive direction (significant) which shows that the Auditor's formal education level has a positive (Significant) effect on the audit's quality. Positive influence (Significant) explains that the level of formal education of the Auditor and the quality of the audit is to have a direct relationship. If the level of formal education of the Auditor is higher, the quality of the audit will also be higher. Based on Table 5, the t count of 0.057 was obtained with a significance level of less than 0.05. It can be concluded that there is a significant influence between the levels of formal education of the Auditor on the quality of the audit. So, there is a significant relationship between the formal education level of the Auditor and of the quality audit.
Independent variables have a significant relationship to the quality of audit results simultaneously and partially of the three variables. The most dominant variable that affects the quality of audit results is honesty (Integrity) audit because it has the largest coefficient and t arithmetic.

The results of this research indicate that the honesty (Integrity) of the Auditor on the quality of the audit results is significant (0.000), also positively related (significant). The result is related to the Auditor's understanding of behavior according to the code of ethics. Auditor Performs Actions Consistent with his Values and Beliefs, even though it is difficult to do and the Auditor acts based on Value even though Risk or Cost is quite large, this inline the research conducted by Pujaastuti (2014) that honesty has a positive parameter on the quality of the audit, meaning that the higher the level of honesty (Integrity) the better quality of the audit. Honesty (Integrity) is an honest, brave, wise attitude and the responsibility of the auditor on carrying out audits.

The result of gender towards the audit quality has a significant relationship (0.432) and a positive correlation (significant). This is related to the experience of conducting audits, following general standards, the involvement of leaders, and the involvement of the audit committee. According to Fakih (2003) states Gender is a trait that is inherent in men and women who are instructed socially and culturally [11]. According to the theory of balance emphasizes the concept of partnership and harmony in the relationship between women and men. According to Meyer & Levy in Jamilah (2007) states that female auditors tend to be more careful in processing information by using complete information and re-evaluating that information and not easily giving up. Women are relatively more efficient than men in accessing information [12].

The education level of the auditor on the results of the quality of the audit has a significant effect (0.955) and is positively correlated (significant). This research is in line with Cheng et al. in Pebryanto (2013), who states that the educational achievements of the auditor can improve the quality of government audits, as well as educational attainment, to guarantee the quality of the workforce. Empirically the results of this study are consistent with the results of previous studies conducted by Pebryanto (2013), which shows that the level of education of the auditor has a positive (significant) and significant effect on the quality of the audit [15].

4 Conclusion

1. Honesty (integrity) auditor has a relationship that is positive (significant) towards quality audit results.
2. Gender me have a relationship that is positive (significant) towards quality audit results.
3. The education level of the auditor has a positive (significant) relationship to the quality audit results.

As a result of the t-test, the honesty (integrity) variable of the Auditor has the calculated t value and the largest beta coefficient. Therefore, the honesty (integrity) examiner (auditor) variable has the most powerful influence than other variables so that the honesty (integrity) variable has the strongest influence on the quality of audit results.

Based on empirical evidence in this study, there are a number of suggestions that can be given to future researchers.

1) For the auditor, it is necessary to increase the honesty (integrity) of the auditor and the level of education of the auditor to improve the quality of the audit results.
2) For further researchers, can develop this research by adding other variables or can examine other factors that can affect the quality of audit results.

References


Government Perception of Parepare Cities Towards Acceptance of Regional Financial Management Information System (SIPKD)

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Abstract. Government and public sector organizations are expected to provide transparency and accountability of financial management to the public. This study aims to analyze user acceptance Fiscal Management Information System (SIPKD) in the city of Parepare. The survey method was used with questionnaires completed by 84 respondents and data users is analysis with AMOS. The results of this study indicate that: (1) perception of significant complexity to the perception of usefulness, but no significant effect on the use of technology; (2) perception of volunteerism affect significant to perceived ease, but no significant effect to use of technology; (3) perceptions of the usefulness and effect to use of technology; (4) perceived ease no significant effect on the use of technology; (5) experience as moderating variables significantly influence the perception of the usefulness in relationship to use of technology and significant relationship between perceived ease to use of technology with experience as moderating variable.

Keywords: Technology Acceptance Model, SIPKD, experience, complexity, voluntariness.

1 Introduction

The development of technology in the world at this time has reached a stage that is so fast, as is the case in Indonesia. The use of technology has entered various aspects, such as in the aspects of education, economic, social, government, entertainment, and even religion have also used technology. The government, as a public sector organization in using information systems, is expected to be able to provide transparency and accountability in financial management as accountability to the public. In the context of public accountability, local governments must conduct financial management in an economical, efficient, and effective manner (Value for Money) to improve the welfare of the community [1]. The implementation of information systems in government is an effort to realize good governance.

The Regional Financial Management Information System (SIPKD) is an application developed by the Ministry of Home Affairs in the context of accelerating data transfer and efficiency in collecting regional financial data. This is supported by the promulgation of Law Number 33 of 2004 concerning Financial Balance for the central government. Related to
regional financial information has been regulated in PP no 56 of 2005 concerning regional financial information systems.

The implementation of SIPKD requires professional human resources. In addition, the experience is also needed in the application of SIPKD. The implementation of SIPKD forwarding has been carried out in the city of ParePare, which is in the Province of South Sulawesi. As is the case in other regions, SIPKD in the city of ParePare can also assist the regional government of ParePare in managing regional finances, starting from the budgeting process, administration, accounting, and reporting. It is thus helping to create transparency in the financial management of the city government of ParePare.

In previous studies, researchers have examined technology acceptance using TAM such as Davis Research (1989), regarding technology acceptance models, the interest in using technology can be predicted with perceived ease of use and perceived usefulness. Previous studies have also used experience a lot like an external variable [2].

Research that uses experience as an external variable includes Igbria et al. (1995), Taylor & Todd (1995), Szajna (1996), and Gardner & Amoroso (2004) [3]–[6]. Research Taylor & Todd (1995) found a significant difference between experienced system users and users who have no experience in determining to use the system [7].

Research Gardner & Amoroso (2004), experience (experience) is the second external variable used in research that affects the perceived usefulness (perceived usefulness) and behavioral (behavior) [6]. Jogiyanto (2007) mentioned in Ajzen & Fishbein (1980) states, experience (experience) is also mentioned is a determinant of behavioral (behavior) [8]. Venkatesh & Davis's research (2000), which developed TAM by incorporating two new constructs, namely social influence and cognitive instrumental processes, known as TAM2, uses experience (experience) as a moderating factor. The results are both significant constructs on technology acceptance [9].

This study modifies research from Gardner & Amoroso (2004), which makes the experience as an external variable a moderating variable [6]. Research Gardner & Amoroso (2004) states, examines internet technology for consumer organizations [6]. Like Gardner & Amoroso (2004), TAM research is mostly conducted in the private sector, while this research is to look at technology acceptance in the public sector [6].

This study seeks to analyze the factors that influence the actual use of technology in the Regional Financial Management Information System (SIPKD) in the Regional Government of ParePare. The study was conducted at the Regional Government of ParePare City, which is within the scope of North Maluku Province.

This study aims to analyze the user acceptance of the Regional Financial Management Information System (SIPKD) of the city of ParePare by using the Technology Acceptance Model (TAM). Next, this study analyzes data to find out and explain the complexity of usefulness (perception of usefulness) in the use of Regional Financial Management Information Systems (SIPKD), knowing and explaining voluntariness variables towards perceived easy of use at ease. Use of Regional Financial Management Information System (SIPKD), knowing and explaining variable complexity (complexity), voluntariness (volunteerism), perceived usefulness (perceived usefulness), perceived ease of use (perceived ease) of actual use technology (use of real technology) in the system Regional Financial Management Information (SIPKD), knowing and explaining experience variables that moderate the relationship of perceived usefulness and perceived ease of use to actually use technology in the use of Regional Financial Management Information Systems (SIPKD).
2 Research Methodology

2.1 Location and Research Design

The location of the study was conducted on 32 SKPD in the city of ParePare, South Sulawesi Province, by distributing questionnaires to the head of the finance department, treasurer, and financial staff. This research was conducted by taking a sample from a population using a questionnaire as a primary data collection tool to explain the causal relationship (cause and effect) between variables through hypothesis testing. The design of this research is explanatory research, which is research that combines several research variables that have been tested before. The data collection of this study used a survey design by giving questionnaires to respondents, namely the head of finance, treasurer, and financial staff who use SIPKD.

2.2 Population and Sample

The population in this study is SIPKD Users who are spread throughout the Regional Work Unit (SKPD) in the regional government of ParePare. The sample in this study was the head of finance, treasurer, and financial staff of each SKPD who used the SIPKD application.

2.3 Method of Collecting Data

The data used in this study uses primary data. Primary data is data collected through a questionnaire survey that is delivered and taken by the researcher himself. Validity test (Table 1) is done by comparing the value of \( r \) arithmetic with \( r \) table for the degree of freedom (df) = \( n-2 \), in this case (n) is the number of samples. In this study the number of samples (n) = 84 and the amount of df can be calculated \( 84-2 = 82 \) with \( df = 82 \) and \( alpha = 0.05 \) obtained \( r \) table = 0.201, the results obtained for all items have a positive value and \( r \) count greater than \( r \) table, then the items or questions or indicators in this study are declared valid.

The reliability test (Table 2) obtained Cronbach's alpha value of 96.7% > 0.7, which, according to the criteria, can be said to be reliable.

The next, from the results of AMOS 18 processing according to appendix Table 3, the t-statistic value greater than 1.99 in 4.462 with a probability that is 0.00 < 0.05, which means \( H1a \) is accepted, the t-statistic value is smaller than 1.99 which is 1.725 with a probability of 0.084 > 0.05 which means \( H1b \) is rejected, a t-statistic value greater than 1.99 in 5.523 with a probability of 0.00 < 0.05 which means \( H2a \) is accepted, a t-statistic value smaller than 1.99 namely 0.726 with a probability that is 0.468 > 0.05 which means \( H2b \) is rejected. A t-statistic value greater than 1.99 is 3.567 with probability 0.00 < 0.05, which means \( H3 \) is accepted, a t-statistic value smaller than 1.99 is 1.887 with a probability that is 0.061 > 0.05 which means \( H4 \) is rejected. Hypothesis 5 can be seen in table 4 with a t-statistic value greater than 1.99 which is 5.844 with a probability that is 0.00 < 0.05 which means \( H5a \) is accepted, a t-statistic value greater than 1.99 which is 4.454 with a probability that is 0.00 < 0.05 which means that \( H5b \) is received.
3 Result and Discussion

This study shows in accordance with the results of testing hypothesis 1a that complexity has a significant effect on perceived usefulness. Based on the results of the study, it can be explained that the variable complexity (complexity) increases the perceived usefulness (perceived usefulness) in SIPKD users in the City of ParePare, South Sulawesi Province. These findings support research conducted by Igabria et al. (1996) and Gardner & Amoroso (2004) that complexity has a positive relationship with perceived usefulness. Then hypothesis 1b shows that the results of testing hypothesis 1b, which shows that complexity has a significant effect on actual use technology is not accepted [3], [6]. The higher the complexity of the SIPKD used, the lower the actual use technology seen from the user's perception. These findings support research conducted by Igabria et al. (1996) [3]. Research Thompson et al. (1991), which states the more complicated and innovation in information technology, the lower the level of acceptance of the innovation [10]. Research from Igbaria et al. (1995), which found there is a relationship between complexity (usage) and usage (actual use) [3].

Hypothesis 2 testing which states that the results of testing hypothesis 2a which shows that voluntariness has a significant effect on perceived easy of use is accepted. This means that the voluntariness variable increases the ease of use (perceived ease) of SIPKD users in ParePare City, South Sulawesi Province. These findings support research conducted by Sun & Zhang (2003), that behavioral intentions vary between mandatory and voluntary system use. Then testing hypothesis 2b, which shows that voluntariness has a significant effect on use technology, is not accepted [11]. Based on the results of the study, it can be explained that the voluntariness variable does not significantly influence the actual use of technology in SIPKD users in the City of Pare-Pare, South Sulawesi Province.

Hypothesis 3 testing, which states that the results of perceived usefulness (perceived usefulness) significantly influence the actual use of technology, is accepted. Based on the results of the study, it can be explained that the variable perceived usefulness (perceived usefulness) increases the actual use of technology (use of actual technology) in SIPKD users in the City of ParePare, South Sulawesi Province. These findings support research conducted by Davis (1989), which states that perceived usefulness is a significant variable with usage [2].

Hypothesis 4 testing, which states that the variable perceived ease of use has a significant effect on actual use technology, is not accepted. Based on the results of the study, it can be explained that the variable perceived ease of use does not significantly influence the actual use of technology in SIPKD users in the City of ParePare, South Sulawesi Province. Chau (1996) research supports the results of this finding, which states that perceived ease of use does not significantly influence the intention to use the system [12].

Hypothesis 5 testing, which states that the results of hypothesis testing 5a, which shows that there is a significant influence between perceived usefulness and actual use technology, which is moderated by experience, is accepted. This means that SIPKD users in ParePare City, South Sulawesi Province think that experience has to do with the benefits of technology acceptance. The more experienced the user is in using SIPKD-like technology, the easier it will be for users to accept and use SIPKD. These findings support research conducted by Szajna (1996) and Gardner & Amoroso (2004) [5], [6]. Then testing hypothesis 5b, which shows that there is a significant influence between perceived ease of use and ease of use that is moderated by experience, is accepted. This finding shows that perceived ease of use, which is moderated by experience, has a significant effect on SIPKD acceptance. This means that
experienced users will find SIPKD easy to operate compared to inexperienced users. These findings support the research of Igbaria et al. (1995), showing that experience will directly influence technology acceptance [3].

4 Conclusion

The results of the analysis and discussion described previously; it can be concluded that complexity has a significant effect on perceived usefulness but does not significantly influence the actual use of technology. Voluntariness has a significant effect on perceived ease of use but does not have a significant effect on actual use technology. Perceived usefulness has a significant effect on actual use technology, and the results still have a significant effect on being moderated with experience on actual use technology. Perceived ease of use does not have a significant effect on actual use technology but has a significant effect on actual use technology with experience as a moderating variable. Based on the conclusions above, it is recommended that further research be able to examine in depth about other factors that influence the use of SIPKD such as gender (gender) and complexity (complexity), and voluntariness (volunteerism) that become moderation variables.

References

Effectiveness of Good Governance in Government Management of Fixed Assets
(Case Study on Goods and Asset Management Bureau Secretariat Province of South Sulawesi)

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Abstract. This study aimed to analyze the application of the principles of good governance: accountability and transparency in the management of fixed assets of the local government. This type of research is descriptive quantitative research. Respondents in this study of 40 people who are employees of the Asset Management Bureau Goods and South Sulawesi Provincial Secretariat. This study uses a questionnaire (primary data), and the results were analyzed using multiple linear regression analysis. The results showed that the accountability and transparency of a positive influence on the management of fixed assets of the local government.

Keywords: Accountability, good governance, management of fixed assets, transparency.

1 Introduction

Good governance is recognized by the world with good governance. Good governance is becoming known in Indonesia in 1998 on good governance, but the concept itself is already there in the 20th century in the western world. Good governance is governance that is considered most effective in applying in a government. A concept that is considered the world can improve governance is not running properly.

Assets in local government are usually called the property area. Understanding local property according to Permendagri 17 of 2007 are all goods purchased/obtained at the expense of the Regional Budget or other legitimate acquisition so it can be concluded that the property of blood is something that is owned and controlled by local, regional understanding of property is in line with the notion of assets. Local government assets sometimes become problems encountered when an audit for local governments.

Mulalinda and Steven J. (2014) found the process of implementation of systems and procedures for asset/property area has not been effective in several subsystems [1]. Ovine Triski Piri (2016) in his research mentioned asset management in the area of the Integrated Licensing Services Office has not been effective because it does not apply to the whole system and procedure contained in Regulation 17 of 2007. Based on these studies contained in asset management subsystems are prone to run with no maximum as in the process of receiving, storing, distributing assets, inventory, security, and claim for compensation [2].
Implementation of good governance in local governments should be able to be one of the solutions to reduce the risks in asset management. Therefore, the authors are interested in doing a study entitled "Effectiveness of Good Governance in Local Government Fixed Assets Management (Case Study Bureau of Property Manager and Asset South Sulawesi Provincial Secretariat)".

Accountability is an obligation for government officials to act as responsible and personnel accountable for their actions and policies set [3]. Stewardship theory in Jefri (2018:19) is defined as an attitude and behavior that puts the long-term interests of the group above personal goals that serve one's own interests. Accountability for individual activities carried on his work influence the long-term interests of the group. This theory can support the employee/government personnel in carrying out asset management activities to remain accountable for the continuation of the relevant agencies [4]. Based on the theory that has been put forward, the hypothesis in this study summed up as:

**H1: Implementation of accountability have a significant influence on the management of fixed assets of local government**

Transparency in the process of public policy formulation and implementation is the nature of good governance. Pristiani and Amir (2016: 2) [5], stewardship theory describes a situation where the management is not motivated by the goals of individuals but rather aimed at their main objectives for the benefit of the organization. If placed on the public sector as the management of the head, SKPD has contributed to the organizational goals that can only be achieved if the information is true, transparent, and well-directed to any staff/employee there [5]. Locke in Sari (2016: 120) argues that good goal setting is an appropriate goal setting and consistent from top to bottom level. Determination of such objectives can be achieved if information about the spread of overall organizational goals and understandable to employees at the top level to the bottom level of the organization. Transparency is very important in setting the organization's objectives [6]. Based on the theory that has been described previously, then the hypothesis in this study summed up as:

**H2: The application of transparency has a significant influence on the management of fixed assets of local government**

### 2 Research Methodology

#### 2.1 Research design

This research is a quantitative descriptive method. This research method is used to show how much the relationship of good governance in the management of fixed assets and also find out the extent to which good governance has been established in local government by using the data that will be collected and processed by the existing theory. The independent variable in this study is good governance, the rule of law, accountability, transparency, effectiveness, and efficiency as the indicator. The dependent variable in this study is the management of fixed assets.
2.2 Population and Sample

The population in this study is all of the units within the scope of the regional work units (SKPD) that are within the scope of the Bureau of Assets Management and Asset Secretariat of South Sulawesi which includes three sub-parts: 1) part of the administration, use, utilization and removal, 2) the administration business, planning and standardization, and 3) part of the security, maintenance, and supplies. The total population is 60 people. Based on the total population, the sample size was calculated based on the formula below. Once calculated into the formula, then obtained a total of 37.5 which is then rounded up to 40, and thus the total sample in this study was 40.

2.3 Data Analysis

The method for data analysis used in this study is the method of statistical analysis using SPSS. Statistical analysis will be used as a statistical analysis by multiple linear regression method. Data quality testing using test reliability and validity test. Testing the hypothesis in this study was conducted with a simultaneous test (F test), partial test (t-test), and the coefficient of determination (R^2).

3 Result and Discussion

Multiple linear regression equation in this study were obtained as follows:

\[ Y = a + b_1 + b_2 X_1 X_2 + e \]  

Fixed asset management = 12.157 + (0.297) X_1 + (0.342) X_2 + is

Based on the above equation it can be seen a positive constant value amounted to 12.157 show the positive influence of independent variables (accountability and transparency), this means that each increment of the independent variable or influence in one unit then the variable management of fixed assets will rise. Regression coefficient value of variable accountability (X1) for the management of fixed assets (Y) positive worth of 0.297, which means the relationship of accountability variables and variable, fixed asset management is positive. Each increase of one unit of a variable asset management accountability, the variable will be increased by 0.297 or 29.7%. The regression coefficien on the variable transparency (X2) on fixed asset management variable (Y) is positive 0.342, which means that the variable transparency and fixed asset management variables are positively related. The increase of one unit in the variable transparency will increase fixed asset management amounted to 0.342 or 34.2%.

3.1 Effect of Fixed Assets Management Accountability Against

Statistical test the hypothesis testing on accountability variable (X2) found that the value of the regression coefficient of 0.006 and 2.941 \( t_{\text{count}} \) with positive values. This shows that there is a significant relationship between the variables of accountability for the management of fixed assets that are positive. The first hypothesis is acceptable because the regression
coefficient of accountability <0.05 and \( t_{\text{count}} \) greater value \( t_{\text{table}} \) is 0.2030. Based on these results, we conclude that the partial accountability effect on the management of fixed assets.

In the public sector, there is a liability in each period in order to determine the work carried out has reached the target or not. Human nature is responsible mentioned in stewardship theory, which supports the implementation of accountability in the management of fixed assets. Accountability for individual activities carried on his work influence the long-term interests of the group. This theory can support the employee/government personnel in carrying out asset management activities to remain accountable for the continuation of the relevant agencies.

Implementation of accountability that supports the theory of stewardship in the management of fixed assets can improve the performance of the management of fixed assets. The application can also avoid the accountability of collusion, corruption, and nepotism in the asset management area that is a harmful region. Effect of accountability in the management of fixed assets contained in the first hypothesis, which states that accountability significantly positive effect on the management of fixed assets of the local government.

3.2 Effect of Transparency Against Fixed Asset Management

Variable regression coefficient value of 0.02 and positive transparency is \( t_{\text{count}} \) 3.264 on statistical test in hypothesis testing. Sig. Less than 0.05 and greater \( t_{\text{count}} \) than \( t_{\text{table}} \) 0.2030 proves that there is a positive effect on the variable transparency of the management of fixed assets, the second hypothesis is accepted. Based on these results, we conclude that transparency significantly positively related partially to the management of fixed assets.

Stewardship theory according to Pristiani and Amir (2016: 2), describes a situation where the management is not motivated by the goals of individuals but rather aimed at their main objectives for the benefit of the organization. If placed on the public sector as the management of the head, SKPD has contributed to the organizational goals that can only be achieved if the information is true, transparent, and well-directed to any staff/employee there. An understanding of the organization's objectives in this regard the management of fixed assets will have a positive effect and avoid the occurrence of errors in decision making [5]

Application of stewardship theory and the theory of goal setting on transparency can be very supportive in improving the performance of the asset management area. Transparency of information can help local governments to repair bad assumptions in the community about the government that is not released from collusion, corruption, and nepotism in it. With transparency, the public can know the things that have been done by the government and also monitor and provide input to the government in order to improve things that are not running properly.

The relationship of transparency in asset management has a very close relationship. This is consistent with the results described in the second hypothesis. The statement in the second hypothesis is transparency significantly positively related to the management of fixed assets of local government.

4 Conclusion

Accountability and transparency of significant positive effect on the management of fixed assets of the local government. This is evident from every improvement that occurred in these
variables to make improvements to the management of fixed assets. Likewise, if there is a decrease in these variables will lead to a decrease in fixed asset management.

Research suggestions

Subsequent research in order to put on another method by adding some populations and the object of research to get a diverse and accurate data and add another variable to measure the factors that affect the management of fixed assets.

References

Effects of Financial Attitudes, Financial Behavior, and Financial Literacy to Financial Satisfaction in Women Workers (Case Study of Female Lecturer at Andi Djemma Palopo University)

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Abstract. The Financial factors are very important, so we need to think that is used to meet the needs and maintain and develop life. This study tries to provide empirical evidence of the influence of financial attitude, financial behavior, and financial literacy on financial satisfaction in working women. The population of this study were all female lecturers who worked at Andi Djemma University in Palopo City. Sample selection using a census sample in which all populations are sampled. Results of the research indicate that Financial Attitude, Financial Behavior and Financial Literacy, affect Financial Satisfaction both partially and simultaneously.

Keywords: Financial attitude, financial behavior, financial literacy and financial satisfaction.

1 Introduction

Financial aspects are the main thing and need to think about considered after before you start a family wherein the family the need for money is needed. In this case, the money is used to sustain and improve the standard of living of their families in the future. The Directorate General of the Religious Courts (Supreme Court, Supreme Court, 2010) formally presented divorce data showing that from approximately 285,184 divorce cases in Indonesia handled by a religious court in 2010, 67,891 cases (23.8% of the total) divorces were caused by economic reasons or financial aspects. In other words, there are serious problems between married couples regarding financial problems, male or female, which can lead to separation [1].

In addition, it should be noted that what added to the financial aspects and resulting in divorce in the family can also be caused by a lack of education and openness to financial problems, unemployment, and things that are often done by ordinary people. Poor financial management which can leads to losses of income, expensive expenses, unwise decisions, a great desire to spend money. In the end, proper financial management must be done so that family goals and divorce issues can be overcome. The cause of the previous case is due to non-existent knowledge about finance (financial literacy). In addition, some Indonesians rarely consider financial planning; for example, approximately 26% of Indonesia's population does not plan for the decision, approximately 45% of doing people pension planning financial but
with poor management, and approximately 29% of people do their pension financial planning properly [2].

In Indonesia initially, there were not many articles discussing the level of Financial-literacy of the people Indonesian in the industry financial and the level of Financial Attitude about the reactions of Indonesians to their Financial management, and their concern for Financial Satisfaction and Financial Status. As an individual who is married, the responsibility to overcome economic problems is very important. This is caused by economic problems causing crisis an of trust, quarreling, even divorce and separation, [3]. This is the reason why financial satisfaction is very important. Moreover, research conducted by Rajna, Moshiri and Junid (2011) illustrates that 34.6% of Malaysian doctors practice exercise financial management that is very profitable, and some of them have positive financial attitudes, but they do not have financial management practices [4].

Financial success is one of the happiness derived from the results of efforts that have been done by someone. The happiness of one's life can be interpreted as the ultimate achievement of the results of whatever effort has been made. The form of happiness that is mostly produced by someone who has made every effort is one of achieving Financial Satisfaction. The origin of Financial Satisfaction can be seen from the behavior of someone who has to do with how someone is able to manage their income to meet the needs of their lives that come financial income. Financial needs are said to be successful if someone has been able to meet short term consumption and long term needs without slightest lack [5].

Hira et al. (1998) claim that financial satisfaction is a test of personal financial management that has achieved success [6]. Moreover, Joo (2008) states that Financial satisfaction reflects the financial condition of a person. People are happy and free from fear due to personal financial circumstances [7]. Praag et al. (2003) proposed Financial Satisfaction, where financial satisfaction is part of the field of satisfaction (satisfaction domain). Domain satisfaction is related to individual satisfaction related to other fields that vary in different ways, such as health, financial condition and type of work. Mugenda and Hira (1998) suggested that satisfaction with life can be pursued by managing money. A good financial manager will provide financial satisfaction, which is one of the triggers for life satisfaction [6].

James and Garrett (2013) noted that financial satisfaction is often seen as the primary goal for financial therapists and financial advisers, and is a factor related to the client's subjective experience and perceptions that should not be ignored [8]. Joo and Grable (2009) describe a conceptual working model that combines sociodemographic characteristics with stress factors, financial attitude and financial knowledge. Financial satisfaction can also arise from a good financial decision-making process based on good financial knowledge [9]. Joo (2008) provides information about financial knowledge that is part of the financial a person's health, along with financial satisfaction and financial attitude [7].

The state of Indonesia's economic growth has been better experienced a positive improvement influence on income growth that has increased. In addition, there are individuals who have different income levels than most people who can be said to be higher and are unable to manage their finance properly and will face problems in supervise finances. What can happen is the inability to be able to pay bills on time, not being able to pay loans, not having an old age program, and no savings; as a result, the financial satisfaction of these individuals is low [5].

One important component of Indonesian society is women, where women are a part that takes many roles in community life, especially in domestic life. The main focus on how to improve women's financial satisfaction in the household where they are one of the main parts
of the Indonesian community component that greatly family affects welfare but also benefits financial planning and their saving behavior [10]. In addition Kasman et al. (2018) focus more on women who work, because they assume that women who work will face more pressure because they are given the responsibility to be able to balance a professional career in working with the responsibilities of bearing children in the household [11].

From the description of the background of the problems raised, the aim of this study is to determine the effect of financial knowledge, financial attitude, financial behavior, on financial satisfaction.

1.1 Telic theory

Praag et al. (2003) illustrate that the satisfaction of the financial theory with the TELIC theory. It was stated that Financial Satisfaction is part of the satisfaction area (satisfaction domain). Domain satisfaction has a relationship with individual satisfaction in various fields of life satisfaction, such as health, financial, and work situations [12]. Pavot and Diener (2008) suggested that satisfaction domain is a cognitive part of well being subjective where well-being subjective is shown from happiness, life satisfaction and other main areas of life, such as work, health and relationships between people [13].

1.2 Financial Satisfaction

Joo (2008) suggests that financial satisfaction shows a person's financial condition is good and happy people who are free from the anxiety of personal financial conditions [7]. Mugenda and Hira(1998) argued about, financial satisfaction where financial satisfaction an evaluation of the satisfaction of each individual on financial, personal conditions [6].

Draughn el al. (1994) argued that economic satisfaction consists of three components, wherein these components are: (1) financial adequacy related to the sufficiency of revenue to satisfy the needs for economic survival, (2) economic welfare that can be felt, is part of a assessment subjective of economic viability, and (3) satisfaction with the level of life which is a perception of the viability of individuals to meet financial demands [14]. Ju and Lown (1992) explain that financial satisfaction is an assessment of the between difference an actual financial condition and an actual financial condition. Very little distinguishes between true desire and financial circumstances. Where is known that the more financial desires that can be achieved, the higher the financial satisfaction [15].

Mugenda and Hira (1998) clarify about the financial satisfaction can be assessed by several things such as (a) saving, (b) debt, (c) the state of finances at this time, (d) the ability to be able to suit Uhi long-term needs, (c) funds for emergencies, (6) skills in financial management [6].

1.3 Financial Attitude

Financial attitude is defined as an individual's tendency towards financial problems they face. It is the ability to be able to plan for future-forward and keep track of the savings account is pitch important. The financial attitude thing is this, which is the size of the state of thoughts, opinions and judgments concerning finances [16]. Financial attitude defined as beliefs and feelings about the regulation of the money they have (Falahati and Paim, 2011).

According to Parotta and Johnson (1998), financial attitude is a perception of the importance of carrying out activities related to finance [17]. Chandra and Mamarista (2015)
suggested that financial attitude will affect the financial situation of individuals that can increase or decrease financial satisfaction [18]. Attitudes direct to behavior will lead to the level of assessment that will support or not the behavior carried out [19]. Financial attitude is the feelings, thoughts and tendencies of individuals to specific aspects that are at the very visible, both unpleasant and pleasant, toward objects, people, and events [4].

Herdjiono and Damanik (2016) suggested about the existence of a connection between financial attitude and level of financial problems. Thus it can be said that a person's financial attitude also has an impact on how individuals to regulate their financial behavior. Financial attitude can be reflected by the following 6 drafts: 1. Obsession leads to an individual's paradigm about money and his assumptions about the future to manage finances well. 2. Power, which refers to individuals who use money as a tool to manage others and according to them money can solve problems. 3. The effort refers to individuals who feel worthy of having money from what they have done. 4. Inadequacy refers to individuals who will always feel they don't have enough money. 5. Retention refers to individuals who have a tendency not to want secrete money. 6. Safety leads to very traditional individual views about money, such as the assumption that money is better saved only without saving at the bank or for investment [20].

1.4 Financial Behavior

Xiao (2008) states that financial behavior can be said to be human behavior related to financial management [21]. Hilgerth et al. (2003), financial behavior is a composite of flow cash management, management debt, savings, and investment [22]. Dwinta and Ida (2010) explain that financial behavior is related to responsibilities one’s regarding financial management. Effective financial management is setting like a budget, assessing the need to purchase, and debt retires within debt a reasonable time period. Individuals need financial knowledge to create the judgment that will repair the grade of life's future and in the now. Personality behavior reflects the knowledge of application [22].

Atkinson and Messy (2012) explain that there are four questions that will make people give more information and statements about their behavior. The statement includes (1). statement concerning the consideration of making a purchase, which relates elated to whether someone has the ability to pay for his potential purchase. (2) Statements relating to whether respondents normally pay their debts on time. (3), a statement relating to how often the respondent examined the notes connect to financial matters. (4), Representation connect to longterm plan, in which case whether the respondent sets longterm financial goals and how efforts are made to achieve them [23].

Hira et al. (1998) suggested that financial behavior can be interpreted as a personality attitude and behavior in manage they're financial. Where financial behavior is related to spending and savings which are used as benchmarks in investigatigation [6]. Nababan et al. (2012) reported financial behavior relational to how people treat, manage, and use available financial resources [24]. Perry and Morris (2005), Grable et al. (2009), and Kholilah and Iramani, (2013) measure Financial behavior by things several: (a) expenses, (b) bill payments, (c) financial planning, (d) providing money for yourself and family, (e) savings [9], [25], [26]. Indicators of financial behavior variables assessed from the results of research Nababan and Sadalia (2012), namely [24]:

1. Pay bills on time
2. Make an expenditure and expenditure budget
3. Record expenses
4. Providing funds for unexpected expenses (emergency funds)
5. Saving periodically/regularly
6. Comparing prices between stores/supermarkets/supermarkets before deciding to make a purchase.

1.5 Financial Literacy

As per the ASIC 2004 report, it has been recognized that throughout the world that financial literacy is a major part of economic and financial stability and development. Understanding financial literacy is still not entirely clear, where financial literacy has many definitions in several existing studies. This is because financial literacy officials give freedom to researchers, thus making researchers/writers free to express and analyze financial literacy [27]. Financial literacy, financial education, and financial knowledge can be used interchangeably and have the same meaning and become the subject of debate by Al-Tamimi et al. (2009), Howlett, et al (2008) and Yoong et al. (2012) [28]–[30]. In contrast to what was stated earlier, Huston (2010) argues that financial education and financial knowledge are only two dimensions of financial literacy and therefore, financial literacy can exceed both of these [31]. Anthes (2004) stated about the understanding of the elaborative financial literacy of individuals as the ability to be able to know, analyze, manage, and inform about financial conditions that play a role in the financial ability of the individual itself [32].

The OECD (2013) explains financial literacy as a composite of one's abilities, behaviors, awareness, attitudes, and knowledge needed to create good financial decisions and lead to the achievement of financial well-being. From this, it can be defined that three important determinants for testing financial literacy are (1) financial literacy, (2) Financial behavior and (3) Financial Attitude [33]. It is important to know that financial literacy is a composite of knowledge, attitude, and behavior, so it is true that exploring these three components in research can be done [23]. Financial literacy is divided into five aspects consisting of basic financial knowledge, saving and credit, insurance, and investment (Chen et al., 1998). From the previous description, it can be described the relationship between financial attitude, financial behavior, financial literacy on financial satisfaction [34].

1.6 Financial Attitude dan Financial Satisfaction

Halim and Astuti (2015) argued, if a good financial attitude will affect to good financial management, this is because individuals will have the desire to save, invest, and do financial planning for a better future. Individuals can make money as a very valuable thing and make someone to be responsible and caused a person to have good finance and can improve the quality of life so that it will encourage increased financial satisfaction on the individual [35]. Chandra and Memarista (2015) conducted research on Petra students in Indonesia and able to find a positive relationship between financial attitudes and financial satisfaction [18].

1.7 Financial Behavior dan Financial Satisfaction

There is research that has been done before shows the relationship between financial behavior that has an influence on financial satisfaction. The investigation, in which a model was developed by Investigation, was used to predict the level of financial satisfaction between individuals activity in Malaysia. The research results, financial planning and the primary behavior of management finances are a major part of financial satisfaction. The results of the
study Grable, Park, and Joo, (2009) explain that almost all respondents with low levels of financial satisfaction are not ready to set the concept and more modern financial behavior. Using the two variables, behavioral of financial behavior and self-evaluation of financial behavior [9], conducted by (Xiao et al. 2006) where they suggested that the two variables have a relationship positive with financial satisfaction among a sample of consumers who use credit counseling services [36].

Another investigation by Xiao et al. (2009) suggested that fiscal behavior has a positive effect on financial satisfaction and financial attitude and, in turn, has an effect on student life satisfaction [37]. In addition, research conducted by Robb and Woodyard (2011) found how (1). save emergency funds, (2). have credit data, (3). not taking excessive funds, (4). credit card payments, (5) have a retirement account, and (6) the skills to manage financial risk, as the six best financial practices in their research using data taken from The Financial Industry Regulatory Authority (FINRA). From their research, they found a positive relationship between these six best fiscal practices and fiscal satisfaction. This research is also in line with the research conducted Ünal and Düger (2015), where they found a relationship between financial behavior that has a positive influence, such as the practice of saving and investing has on fiscal satisfaction [38].

1.8 Financial Literacy dan Financial Satisfaction

Financial literacy is a very necessary part of one's fiscal ability to achieve financial success. In standard economic theory, consumers who have complete information and are able to choose and rational in carrying out long term planning financial to maximize utility during their lifetime are consumers who have good financial literacy. However, empirical investigations illustrate that respondents who do not have full information, cannot make rational choices when information is available, so they do not have good financial literacy [39], [40]. Low fiscal literacy has been found by researchers in the USA, as has been done by (Bernheim 1998; Hilgert et al. 2003; Mandell 2008; Lusardi 2010) [22], [41]–[43] and other countries [33]. Many financial education programs have been developed to be able to improve public fiscal literacy [44]. The opinion of some researchers is to suggest that financial literacy has a positive effect on fiscal capability, which results in financial satisfaction [45].

Financial literacy can be assessed properly; this assessment can be done objectively or subjectively. Subjective measurement based on consumer's assessment self of the level of knowledge their about the realm of life-related to finance. Whereas objective measurement is usually done with a knowledge quiz with questions about certain areas of life. Both types of knowledge may have different impacts on behavior and ability [46]. In this article, financial literacy and financial knowledge are used as a way to be able to change even though there are small differences between the two terms. Previous research has shown that both types of knowledge have a positive influence on financial behavior but the magnitude of the effect is different [47], [48].

2 Research Methodology

This research was conducted to women workers who work as lecturers and focused at Andi Djemma University, who have criteria as permanent lecturers of the foundation (DTY) and Hired Lecturer (DPK).
The population in this study included all-female college teachers working at Andi Djemma University who were qualified as permanent foundation lecturers (DTY), and 67 lecturers were employed. This study uses a census sampling technique in which the researcher takes all members of the population into a sample of 67 samples.

The data analysis model used is multiple linear regression. Where multiple linear regression analysis is performed to determine the direction of the influence of independent variables on the variable dependent, whether partially or even simultaneously. Where independent variables can have a positive or negative effect on the dependent variable. And also to predict the value of the dependent variable where if the value of the independent variable has upward or mitigate. Multiple linear regression analysis in this study using the software. The formula for multiple linear regression according to (Suprayitno and Sapar, 2012; 77) as follow:

\[ Y = a + b_1 x_1 + b_2 x_2 + b_3 x_3 + e \]  

Which in,

- \( Y \) = Financial Literacy
- \( A \) = Konstanta
- \( X_1 \) = Financial Attitude
- \( X_2 \) = Financial Behavior
- \( X_3 \) = Financial Literacy
- \( b_1, b_2, b_3 \) = KoefisienRegresi \( X_3 \)
- \( e \) = Standar Error

2.1 Types and Sources of Data

The type and source of data used in this investigation is to use data primary, data taken directly from the research, object or respondent, both individuals and groups. This data was collected using instruments in the form of questionnaires or interview material, which contained several questions given to respondents.

2.2 Definition and Measurement of Research Variables

(i) Independent Variable (Independent, X1)

The independent variable is a variable that is thought to influence the variable dependent. Where dependent variables are also known as a predictor variable or commonly called an independent variable [49]. In addition, independent variables are often referred to as influencing variables, predictor variables, independent variables or independent variables. In this study, the variables used are as follows:

a. Financial Attitude as an independent variable (X1)

Financial Attitude is a person's feelings, thoughts and inclinations towards something that is seen, both pleasant and unpleasant, against an object, personality, and event [4]. Financial attitude can be reflected by the following six concepts: (1) Obsession, (2) Power, (3) Effort, (4) Inadequacy, (5) Retention and the last (6) Security. This variable consists of 6 indicators with each indicator consisting of three questions answered using a Likert scale of 1 to 5 points.

b. Financial Behavior as an independent variable (X2)

Financial Behavior is a person's feelings, thoughts and tendencies against specific aspects that are most visible, both unpleasant and pleasant, to objects, individuals,
and events [4]. Indicators of variables financial behavior measured based on the opinion of Nababan and Sadalia (2012), namely [24]:

1. Pay bills on time
2. Make an expenditure and expenditure budget
3. Record expenses
4. Providing funds for unexpected expenses (emergency funds)
5. Saving periodically/regularly
6. I was comparing prices between stores/supermarkets/supermarkets before deciding to make a purchase.

This variable consists of 6 indicators with each indicator consisting of three questions answered using a Likert scale of 1 to 5 points.

c. Financial Literacy as an independent (X3)
The OECD (2013) defines Financial Literacy as a composite of the skill, behaviors, awareness, attitude and knowledge of individuals needed to make sound financial judgment lead to the achievement of financial well being. Financial Literacy is divided into five aspects consisting of 1. basic financial knowledge, 2. Savings and loans (saving and borrowing), 4. Protection (insurance), and 5. investment [33]. These variables consist of 5 indicators, with each indicator consisting of three questions answered with 1 to 5 points.

(ii) The dependent variable (Y)
The dependent variable (Y) is the main variables, which is the researcher's attraction or focus. The dependent variable is also known as the standard or benchmark variable. The dependent variable, or commonly known as the dependent variable in this study, is Financial satisfaction. Hira and Mugenda (1998) argued Financial satisfaction is an assessment of the level of satisfaction of each individual on personal financial conditions [6]. Indicators of financial Satisfaction are 1. Total savings balance 2. Total income 3. Ability to buy goods 4. Ability to spend monthly [18].

3 Result and Discussion

3.1 Equation and Calculation of Regression Coefficient

Testing independent variables consisting of financial attitude, financial behavior and financial literacy, on the dependent variable and see if it significantly influences financial satisfaction, multiple regression analysis used. This results of data processing can be seen in the following table:

<table>
<thead>
<tr>
<th>Model</th>
<th>Coefficients*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unstandardized Coefficients</td>
</tr>
<tr>
<td></td>
<td>B</td>
</tr>
<tr>
<td>1 (Constan)</td>
<td>5.942</td>
</tr>
<tr>
<td>FA</td>
<td>.071</td>
</tr>
<tr>
<td>FB</td>
<td>.001</td>
</tr>
<tr>
<td>FL</td>
<td>.776</td>
</tr>
</tbody>
</table>

a. Dependent Variable: FS
Based on the results of data processing in the table above, the regression equation is formed:

$$Y = 5.942 + 0.071X_1 + 0.001X_2 + 0.776X_3 + e \quad (2)$$

This shows the model that the regression coefficient yield the estimated financial attitude variable is positive (0.071). These results illustrate lest there is a positive influence of financial attitude variables on financial satisfaction, which means that the higher level of financial attitude, the higher effect on financial satisfaction. It may be explained that the financial attitude variable has a positive regression coefficient of 0.071, which means that if the financial attitude increases by 1% then financial satisfaction will also increase by 0.071%.

In addition, the above design indicates that the regression coefficient results in the estimated financial behavior variables are positive (0.001). These results illustrate that there is positive influence of financial behavior variables on financial satisfaction, which means that the higher the level of financial behavior, the higher the effect on financial satisfaction. It can be explained that the financial behavior variable has a positive regression coefficient of 0.001, which means that if financial behavior increases by 1%, financial satisfaction will also increase by 0.001%.

In addition, the above model provides information that the regression coefficient results in the estimated financial literacy variable is positive (0.776). These results illustrate that if financial literacy has increased the effect on financial satisfaction will also increase. From the model above the financial literacy variable has an influence and a positive value of 0.776. This means that if financial literacy has increased by 1%, then financial satisfaction will also increase by 0.776%.

3.2 Effect of financial attitude on financial satisfaction

From the regression yield test above, it can be below the influence of fiscal attitudes toward financial satisfaction and researchers can conclude that financial attitude a positive has an effect on financial satisfaction. These yield are in line with research from, Chandra and Memarista (2015) [18]. Research conducted on Petra students in Indo and testimony establish of a positive relationship between fiscal behavior and fiscal satisfaction.

3.3 Effect of financial behavior to financial Satisfaction

From the results of the previous analysis, it be can seen the Financial Behavior has a positive influence on Financial Satisfaction; this is in line with several previous studies. Research that is in line with the results of the analysis is a research conducted by Xiao et al. (2009), researchers establish that Financial behavior has a positive effect and contributes to Financial Satisfaction and Financial Attitude, in turn, affects student satisfaction [37]. In addition, The Fiscal Industry Regulatory Authority (FINRA), a National of Study National Financial Capability. They establish a relationship positive between the six best financial practices and Financial Satisfaction. In addition, this is in line with the study hold by Ünal and Düger, (2015) the yield of the study establish a positive between influence Financial behavior and financial satisfaction, and this was seen in the practice of saving and investing [38].
3.4 Effect of financial literacy on financial satisfaction

The yield of the analysis that has been done, it can be seen there that is a positive effect between financial literacy on financial satisfaction. There is also in line with several previous studies. One of the studies that his findings found was that there was an influence between financial literacy and financial satisfaction wherein financial literacy was positively related to financial capability, which in turn yield financial satisfaction [45]. Likewise with Robb and Woodyard (2011) and Xiao et al., (2011) research yield represent that second types of knowledge have a impact positive on financial behavior, but the magnitude of the effect is different [47], [48].

3.5 Simultaneous Test (F test)

The test to be carried out is the F examine or simultaneous; this examines carried out to discover out how much influence of the three independent variables on the dependent variable together. In this case, the effect of financial attitude, financial behavior and financial literacy to financial satisfaction has used the analysis of variance (Anova).

Table 2. Hypothesis Testing Results

<table>
<thead>
<tr>
<th>Model</th>
<th>Anova</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>1105.498</td>
<td>3</td>
<td>368.499</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residual</td>
<td>522.532</td>
<td>63</td>
<td>8.294</td>
<td>44.429</td>
<td>.000</td>
</tr>
<tr>
<td>Total</td>
<td>1628.030</td>
<td>66</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

a. Dependent Variable : FS
b. Predictors: (Constant, FL, FB, FA)

Based on the data in the table above, where the Fhit value of the X variable is 44.442 and significant is 0.00. Then from Ftab at 95% confidence level (n k; n-k) (3; 67-4 = 63), the value of Ftab = 2.76 is obtained. Because Fhit is greater than Ftab, then a degree of error of 5% (α = 0.05) can be said that simultaneous financial attitude, financial behavior, financial literacy has a significant effect on financial satisfaction.

3.6 Determination Coefficient Analysis

The next test carried out is the coefficient of determination examine. From the yield of data processing obtained the coefficient of determination of the variables independent Financial attitude, financial behavior and, financial literacy on the variable dependent, namely financial satisfaction are as follows:
Table 3. Model Summary

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Squar</th>
<th>Adjusted R Square</th>
<th>Std.Error of the Estimate</th>
<th>Durbin Watson.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.824a</td>
<td>.679</td>
<td>.664</td>
<td>2.880</td>
<td>2.555</td>
</tr>
</tbody>
</table>

a. Predictors: (Constant,FL,FB,FA)
b. Dependent Variable : FS

In the table above, it can be seen the coefficient determination of financial attitude, financial behavior and financial literacy variables on financial satisfaction of 0.679 (R square value), which means that the attitude, financial behavior and financial literacy contributed variables or influenced financial satisfaction by 67.9%, and 32.1% (100%-67.9%) were factors Other factors that influence financial satisfaction but not examined in this study.

4 Conclusion

Based on the yield of data analysis has that been past previously, the researcher can conclude that among the variables independent consisting of financial attitude, financial behavior and financial literacy on the dependent variable in this case financial satisfaction, a positive effect This means that the higher the financial attitude, financial behavior and financial literacy than the higher the financial satisfaction.

These findings indicate that financial satisfaction can be improved, especially among women workers, if supported by fiscal attitude, fiscal behavior, and financial literacy, which is owned by a working woman in managing her finances in daily life.

Women who are part of households that have a role in managing household finances are expected to be able to increase financial satisfaction and increase their sense of responsibility in managing finances.

Future research is expected to be able to add respondents from other big cities, and from women workers who are varied in order to know and prove how much financial attitude, financial behavior, financial literacy affect financial satisfaction.

In addition, this research should be conducted to the management of business units, especially Micro, Small and Medium Enterprises (MSMEs), in order to find out the shortcomings and what can be done to achieve financial satisfaction at MSMEs which are the main foundation of the economy.

References


The Effect of Self-Efficacy, Trust and Lifestyle on Intention to Use Digital Financial Transaction Service

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Abstract. The Industrial Revolution 4.0 has produced many advances in the field of technology, one of the latest technologies in finance called the Financial Technology. This study aims to examine and analyze the influences of self-efficacy, trust and lifestyle on the intention to use digital financial transaction services on Go-Pay. The research design was non-experimental and research type was explanatory research or hypothesis testing. Data analysis using exploratory factor analysis and structural equation modeling. This study result indicated that self-efficacy, trust and lifestyle has significant effect on the intention to use digital financial transaction services. These findings propose that behavioral factors such as self-efficacy, trust and lifestyle users can provide a useful understanding and framework to digital financial service providers regarding aspects of services that must be improved in implementing digital financial transaction services, in order to be able to encourage and increase the intensity of e-payment usage.

Keywords: Self-efficacy, trust, lifestyle, intention to use, Go-Pay, financial technology.

1 Introduction

21st-century people have been in the Industrial Revolution 4.0 era; various advances have been made that affect the pattern of human life. The Industrial Revolution 4.0 is currently the focus of discussion and scientific research in various institutions, including campus scientific spaces. This indicates that the Industrial Revolution has taken over and attracted human life into the advancement of information technology that was developed from time to time. One form of technological innovation today that has a major influence on the flow of global and national markets is "Financial Technology (Fintech)". Advances in information technology have begun to dominate and attract entrepreneurs, especially innovative youth.

Financial Technology (Fintech) is closely related to companies that use modern innovative technology to provide financial services. Arner et al. (2015) said that the fintech evolution was considered as a new market era that integrated technology and finance and would replace traditional financial structures by using new technology. The development of fintech is inseparable from the influence of mobile devices, virtual software, online service personalization, internet, communication technology, and other technological sophistication. People can connect with each other, search for news, shop, and other uses with just one tap. Go-Pay is a digital financial transaction application system from the Go-Jek system, which is currently trending and starting to become an online payment system (e-payment, e-money) [1].
Someone will adopt or use the system largely determined by the urge or desire. Both encouragement from within (intrinsic factor) and from outside (extrinsic factor). Desire or intention to behave (behavior intention) is the best prediction of the use of technology by system users. People, both individually and collectively, in adopting an information technology depends on variations in the use of a system, because the use of an information technology-based system can develop individual or organizational performance.

There are several factors that can influence the intention to use or the adoption and acceptance of information technology, especially digital financial transaction services. The intensity to use a system can be influenced by self-efficacy, trust, and lifestyle.

Self-efficacy is an element of the social cognitive theory developed by Bandura (1977; 1982) who put forward theories about individual behavior. Self-efficacy is a factor that determines an individual's intention to behave based on human considerations about his ability to organize and carry out a set of activities needed to obtain planned performances [2].

Other information system acceptance studies also include intrinsic motivational elements such as trust. Bandura (1982) says that trust is part of the social cognitive theory that represents cognitive structures that are developed by individuals after collecting, processing, and synthesizing information, and including individual assessments of various outcomes related to the technology, and have an impact so deep with individual behavior. Trust is one of the important factors that influence the use of cyberspace technology because remote access, of course, every user needs trust. The acceptance of technology by individuals is inseparable from the user's trust in technology [3].

Another factor that can influence the intentions of using technology by individuals is a lifestyle. Lifestyle is a proxy of consumer decision theory, also known as Engel-Blackwell-Miniard. This model was first developed in 1968 by Engel, Kollat, and Blackwell. Engel et al. (1994:3) suggested that consumer behavior is a direct action to obtain, consume, and spend products and services, including the decision process that precedes and follows this action. Lifestyle is a lifestyle of someone expressed in their activities, interests, and opinions. This lifestyle can also be reflected in a person's behavior in using a system that has the potential to influence his lifestyle [4].

Based on the above description, it can be formulated: do self-efficacy, trust, and lifestyle influence the intention to use digital financial transaction services? Thus, this study aims to examine and analyze the effect of self-efficacy, trust and lifestyle towards the intention to use digital financial transaction services.

1.1 Social Cognitive Theory

The social cognitive theory was developed by Bandura (1977; 1982). Social cognitive theory is based on the proposition that environmental influences such as social pressures or unique situational characteristics, cognitive, and other personal factors, including personality, demographic characteristics, and behavior, influence each other [4]. Self-efficacy, directly and indirectly, influences intention to use. Self-efficacy indirectly influences usage through expectations of expectations, feelings and anxiety [5].

One factor in a social cognitive theory introduced by Bandura (1982), a collection of expectations as the main cognitive pressures that direct behavior is self-efficacy. Self-efficacy factors suggest that a person's judgment about their abilities to organize and carry out the actions needed to achieve the desired performance Self-efficacy is beliefs about a person's ability to perform certain behaviors [3].
Another element of social cognitive theory is trust, which represents cognitive structures that are developed by individuals after collecting, processing and synthesizing information, and incorporating individual assessments of various outcomes related to the technology and having such a profound impact on individual behavior [3]. Trust is considered a determining factor in technology acceptance. In addition, trust is also a factor that stimulates purchases through online media services. The social cognitive theory argues that the individual's desire to adopt a technological system is determined by these two constructs, namely self-efficacy and trust.

1.2 Consumer Decision Model

Consumer decision models are also known as Engel-Blackwell-Miniard. This consumer decision model was first developed in 1968 by Engel, Kollat, and Blackwell, constantly being revised [4]. Consumer behavior is a direct action to obtain, consume and spend products and services, including the decision process that precedes and follows this action [4]. Consumer behavior covers many fields, namely learning from the process of involvement when individuals or groups choose, buy, use, or sell, products, services, ideas, or experiences to satisfy their needs and desires.

The decision to buy or use something is influenced by three main factors. First, the stimuli obtained from marketing efforts. Second, external environmental variables consisting of culture, social class, the influence of others, family, and situations. Third, individual variables consisting of consumer resources, motivation, knowledge, attitudes, personality, values, and lifestyle [4]. Therefore, the Consumer Decision Model becomes important in this study because it is used to explain the relationship between lifestyle variables with the intention to buy or use products or services, both with complex and simple characteristics.

1.3 Hypothesis

Previous studies have found mixed results. Research conducted by Alleyne and Lavine (2013) which suggests that self-efficacy is an important predictor of the intention to use the Enterprise Resource Planning (ERP) system [6]. This is in line with research conducted by Singh and Srivastava (2016) that computer self-efficacy has a significant effect on the intensity of the use of car banking [7]. However, Santoso and Setiawan (2017) examined the relationship of web self-efficacy with the intention to use, suggesting that self-efficacy in using the web (web self-efficacy) did not have a positive effect on the intention to use. Thus, the research hypothesis can be formulated as follows [8].

**H1:** Self-efficacy has a significant effect on the intention to use digital financial transaction services on Go-Pay.

Previous studies examining the effect of trust on the intention to receive technology show different results. Research conducted by Aklhaq and Ahmed (2013) shows that trust plays an important role in accepting Internet Banking [9]. While research conducted by Singh and Srivastava (2016) suggests that trust does not have a significant effect on the intention to use mobile banking, because trust may seem insignificant because customers consider banks as one of the most trusted institutions. Thus, the research hypothesis can be formulated as follows [7].

**H2:** Trust has a significant effect on the intention to use digital financial transaction services on Go-Pay.
The results of research on the relationship of lifestyle with the intensity of the use of technology in previous studies showed positive results. Research conducted by Vandy and Samuel (2011) suggests that lifestyle has a significant effect on the intention to buy [10]. And, Lee et al. (2009) show that consumer lifestyle factors (fashion consciousness, leisure orientation, Internet involvement, and e-shopping preferences) have a direct and indirect effect on consumers' desire to adopt technology products. Thus, the research hypothesis can be formulated as follows [11].

H3: Lifestyle has a significant effect on the intention to use digital financial transaction services on Go-Pay.

2 Research Methodology

The approach used in this research is a quantitative approach. The research design is non-experimental, and the type of research is explanatory research. This study aims to test the hypothesis (hypothesis testing) that explains the effect of independent variables on the dependent. Research hypotheses are developed based on theories related to the research topic and then tested based on appropriate analytical techniques. The nature of this study is a correlation, which aims to find important variables related to problems in research. Before measuring the strong relationship and influence between the independent variable and the dependent variable, each variable is defined and measured based on its proxies. The research environment is the real environment (field setting) with the unit of analysis being the Go-Jek service users who use the Go-Pay transaction service.

The population in this study is the people of Makassar City who use the Go-Pay application in their transaction payment system. The data collection method used in this study was a questionnaire by distributing 400 questionnaires to respondents. Deployment techniques are carried out in various ways, namely to meet directly with Go-Pay user respondents, dissemination through Go-Jek and Go-Car conductors, and dissemination through several Go-Jek partners.

There are five variables and operational definitions in this study, namely:
1) An intention for someone to do a certain behavior, someone will do a behavior if you have the desire or interest or intention to do it.
2) Self-efficacy is a person's belief about their ability to organize and carry out the necessary actions using the Go-Pay financial transaction service system to achieve the intended use.
3) Trust is the extent to which a person believes that using a Go-Pay financial transaction service will not hurt most economic interactions where uncertainty arises.
4) Lifestyle is the lifestyle of a person expressed in his activities, interests and opinions in allocating his time and money in various daily activities using the Go-Pay financial transaction service.

Research instruments in the form of a questionnaire. The questionnaire contains statements from indicators of all research variables using a Likert scale with five answer choices, namely 1 = strongly disagree to 5 = strongly agree which is adopted and developed from several references, namely self-confidence (Compeau and Higgins, 1995), trust (Pavlou, 2003), lifestyle (Lee et al., 2009), and intentions to use (Davis, 1989) [5], [11]-[13].

The data analysis technique used in this study is Structural Equation Modeling (SEM) with the IBM SPSS Statistical Analysis of Moment Structure (AMOS) version 21 program.
The data analysis used in this study is descriptive statistics, data quality test, Structural Equation Modeling analysis and goodness of fit, and hypothesis testing.

3 Result and Discussion

3.1 Descriptive Statistics

The questionnaire was distributed as many as 400 questionnaires, six respondents who did not return the questionnaire, and 15 questionnaires that were incomplete. Thus from the questionnaire distributed to 400 respondents, only 379 returned, and complete questionnaires could be processed further.

Demographics based on calamine showed that female respondents were 249 people or 66% more than male respondents, which were 130 people or 34%. This shows that Go-Pay users are dominated by users who are female. Based on age, it shows that Go-Pay users are in the productive age, that is, ranging from 26-35 years as many as 177 people (47%) and 17-25 years as many as 121 people (32%), than those aged 36-45 years as many as 58 people (15%) and those aged > 45 years are 23 people (6%). Based on the education level of respondents shows that Go-Pay users are dominated by users who have Diploma / Strata One level (D3 / S1) as many as 231 people (61%), then followed by high school as many as 125 people (33%), junior high as many as nine people (2%), and Others 14 people (4%). Based on the experience of using Go-Pay shows that Go-Pay users are dominated by respondents who have experience of using more than ten times, namely 227 people (60%), then using 1-5 times by 81 people (21%) and using 5-10 times as many as 70 people (18%).

3.2 Data Analysis

A validity test is done by using confirmatory factor analysis on each latent variable through the AMOS 21 program. This study uses 379 samples, then the factor loading of the EFA (Exploratory Factor Analysis) must reach 0.30 [14]. The results show that the loading value of the measured variable of each construct is greater than 0.30. Reliability testing uses construct reliability with a cut-off value of at least 0.70 [14]. A construct is said to be reliable if it shows the construct reliability value of each construct is greater than 0.70. The results show the CR value of each construct is greater than 0.70, and the measured factor loading value of each construct is greater than 0.30. Thus, all constructs used in this study are valid and reliable.

The results of the model fitness test (goodness-of-fit test) can be seen in Table 1. Table 1 shows that there are two poor indexes of conformity, namely chi-square and significance probability, but the CMIN/DF index, GFI, RMSEA, RMR, CFI, TLI, and NFI show good grades. Thus, the model in this study can be said to be fit (fit), which means there is a match between the model and the data.

Table 1. Criteria for The Goodness of Fit Index Model

<table>
<thead>
<tr>
<th>Good of Fit Index</th>
<th>Cut-off Value</th>
<th>Estimated Results</th>
<th>Model Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chi-Square</td>
<td>Expected to be lower</td>
<td>374.055</td>
<td>Marginal</td>
</tr>
<tr>
<td>Probability</td>
<td>≥ 0.05</td>
<td>0.000</td>
<td>Marginal</td>
</tr>
</tbody>
</table>
The basis of significance used in testing hypotheses is to look at the p-value; if the p-value is less than 0.05, then the relationship between variables is significant. Table 2 provides output regression weights for testing the model.

Table 2. Results of the Regression Weights Hypothesis

<table>
<thead>
<tr>
<th>Variable</th>
<th>Standardize</th>
<th>C.R</th>
<th>p-value</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Efficacy</td>
<td></td>
<td>0.233</td>
<td>3.518</td>
<td>***</td>
</tr>
<tr>
<td>Trust</td>
<td></td>
<td>0.278</td>
<td>2.194</td>
<td>0.028</td>
</tr>
<tr>
<td>Lifestyle</td>
<td></td>
<td>0.743</td>
<td>3.975</td>
<td>***</td>
</tr>
</tbody>
</table>

Source: Results of data processing with AMOS 21

3.2.1 Testing the Effect of Self-Efficacy on the Intention to Use Digital Financial Transaction Services on Go-Pay

The results of testing the first hypothesis showed that the relationship of self-efficacy variables (X1) with the intention to use (Y) showed a path coefficient of 0.233 with a cr value of 3.518. This value is greater than the t table (1.967), and the probability level is below 0.05 (0.00 < 0.05). This result indicates that the variable intention to use digital financial transaction services on Go-Pay is positively influenced by the variable self-efficacy of 23.3%. This means, the higher the individual's self-efficacy, the higher the intention to use digital financial transaction services in Go-Pay.

This research supports social cognitive theory, which states that someone who has self-efficacy about his ability to behave or to do a certain behavior [3]. Self-efficacy in skills, knowledge, mature considerations, independence, and the ability to organize the behavior of the user will be able to face and resolve any obstacles and challenges to the adoption of technology, especially transaction services on Go-Pay. This indicates that the user's self-efficacy plays an important role in financial transaction services in Go-Pay in influencing intention to use.

This study is in line with the research of Singh and Srivastava (2018) and Alleyne and Lavine (2013) [6], [7]. However, this study does not support what has been done by Santoso and Setiawan (2017). Self-efficacy is an important predictor of technology service providers because what is used, how often it is used, where and when it is used will depend on the level of user ability regarding these matters. Self-efficacy will influence the decision to use technology. If the user has higher self-efficacy, he will be better in making decisions; he will be more efficient and more precise in processing and using technology services better. Digital service users will use various methods in evaluating the technology services offered. Users
who have higher self-efficacy will be aware of the importance of technology services. Furthermore, users will become more aware of the value provided by the service and result in the formation of an intention to purchase and use the technology services offered by the service provider [8].

3.2.2 Testing the Effect of Trust on Intention to Use Digital Financial Transaction Services on Go-Pay

The results of the second hypothesis testing showed that the relationship of the trust variable (X2) with the intention to use (Y) showed a path coefficient of 0.278 with a t value of 2.194. This value is greater than t table (1.967), and the probability level is below 0.05 (0.028 < 0.05). These results indicate that trust has a significant effect on the intention to use digital financial transaction services on Go-Pay, or in other words, the intensity of the use of Go-Pay is affected by the user confidence variable by 27.8%. This means, the higher the level of individual trust in digital financial transaction service systems on Go-Pay, the higher the perceived intention to use.

This research supports the social cognitive theory, which is an intrinsic factor that determines individual behavior [3]. This study also supports the research of Akhlaq and Ahmed (2013) and Cheminggui and Lalloua (2013) [9], [15]. But this study is not in line with research conducted by and Singh and Srivastava (2018). Trust must be considered as one of the most important user attributes. User trust is very important in facilitating long-term customer relationships as a series of transactions take place, and if consumers experience positive trust, then that trust will tend to continue. The trust of users or potential users is very important for every technology service provider so that they want to use the financial transaction services offered without hesitation. Without strong trust, it will be difficult to expect any intention or intention from users to conduct financial transactions through Go-Pay. In addition, maintaining the trust of users will make them loyal to the use of financial transaction services offered [7].

3.2.3 Testing the Effect of Lifestyle Intention to Use Digital Financial Transaction Services on Go-Pay.

The results of the third hypothesis testing showed that the relationship between lifestyle variables (X3) and intention to use (Y) showed a path coefficient of 0.743 with a t value of 3.975. This value is greater than t table (1.967) and a probability level below 0.05 (0.00 < 0.05). The intention to use (Y) variable is positively influenced by lifestyle variables (X3) of 74.3%. These results indicate that lifestyle has a significant effect on the intention to use digital financial transaction services on Go-Pay.

This study supports the consumer decision theory (consumer decision model), which states that purchasing decisions are influenced by three main factors, one of which is an individual variable consisting of consumer resources, motivation, knowledge, attitudes, personality, values, and lifestyle [4]. This study also corroborates the research conducted by Vandy and Samuel (2011) and Lee et al. (2009). Lifestyle (lifestyle) is seen as one of the most important elements for individuals in determining their interests or opinions on a product in spending their money and allocating their time. By setting clear and specific targets, it is expected that people's desire to use financial transaction services on Go-Pay can increase, so the number of transactions that use Go-Pay (non-cash) also increases [10], [11].

People's decision to use digital financial transaction services is inseparable from the lifestyle of those who want to use products that are considered more useful and have better quality. The current needs of the community have led to a lifestyle that will determine the
choices of goods and services, then it will make a person become more consumptive. Thus, in an effort to increase people's intention to use digital financial transaction services on Go-Pay in non-cash transactions, it is necessary to look at the lifestyle of a community. This is because, practically, the lifestyle profile of the community is an important determinant for service providers to streamline their service programs, because, with a lifestyle profile map, consumers of service providers can understand the characteristics of their target market.

4 Conclusion

This research proves the factors that influence one's intention to use a technology-based system, especially technology, in the form of digital financial transaction services. The higher the self-efficacy a person has, the higher the intention to use that a person expects to use technology. These results support the social cognitive theory. Then, the higher the trust owned by someone, the higher the intention to use perceived by someone in the use of technology. These results support the social cognitive theory that represents cognitive structures developed by individuals. And, the more specific lifestyle of an individual, the higher the intention to use felt by someone in the use of a technology that is considered a form of lifestyle that is expressed in their activities, interests, and opinions. These results support the consumer decision theory or Consumer decision model.

To refine the policy, for providers and developers of the Financial Technology (Fintech) system, Go-Pay in particular and similar companies that provide similar financial services, in general, must pay more attention to the behavior of individuals as users, so that users have an intense intention to use digital financial transaction services provided in their daily activities. Go-Pay parties or policymakers related to the provision of digital financial transaction services in increasing the intention of service users, to pay attention and improve several factors.

The user confidence factor that is targeted towards the value of the service provided. Because service users will use various methods in evaluating the technology services offered. The trust factor for the financial transaction services offered. Because maintaining the trust of users will make them loyal to continuously use the financial transaction services provided. The lifestyle factor of the user community, because the community's decision to use digital financial transaction services is inseparable from the lifestyle of those who want to use products that are considered more useful and have a better quality of citizens. Therefore, the provider needs to set clear and specific targets in accordance with the wishes of the public in using digital financial transaction services on Go-Pay, so that the number of users who transact through Go-Pay also increases.

This study has limitations that can affect the results and need to be disclosed so as not to provide a misleading interpretation for the reader, namely the questionnaire distributed to respondents is inseparable from the possibility of perception bias caused by several things including the questionnaire that is entrusted to the driver Go-Jek, Go-Car and Go-Jek's partners could not be known with certainty whether it was the right person to complete the questionnaire. In addition, this study only emphasizes intrinsic factors, namely self-efficacy, trust, pleasure, and lifestyle.

For that, further research needs to get a database of user companies that have provided similar technology system applications. Such data is difficult to obtain from software provider companies because it is a company secret. Lifestyle factors have the greatest influence on the intention to use digital financial transaction services, so researchers can then consider testing
any indicator of the style variable. Future studies can also consider adding independent variables, both intrinsic and extrinsic factors. In addition to this, further research can also use other behavioral theories, such as a combination of Technology Acceptance Model (TAM), Unified Theory of Acceptance & Use of Technology (UTAUT) or Attribution Theory.

References

Finding Ownership Structure in the Mining Industry by Using Islamic According Perspective

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Abstract. This study is intended to find the fair distribution of ownership structure in extractive industries. The analysis was conducted on financial reporting documentation published by PT Freeport Indonesia—via its official online website—by using a critical perspective approach. As a knife to criticize the existing system, the doctrine of Islamic Economics is used. From this analysis, we find that the three owners of mining excavations obtained are the government as state managers, paid in the form of state taxes; the weak and oppressed communities, paid in the form of zakat; and the owner of the mine excavations themselves who have done work to obtain it.

Keywords: Islamic accounting, the mining excavation businesses, the ownership structure.

1 Introduction

The mining industry is a kind of natural mineral asset, which plays a critical role in influencing the livelihoods of the people \citep{1}. However, contrary to this fact, state revenue is not directly proportional to the welfare obtained by the community around the excavated area or where the company operates. Even welfare for the scale of the country, when compared to the total profits generated, is still far from "proportional" in comparison to dredged natural resources. Mining activities do not bring prosperity, but in fact, they bring misery to the point of causing environmental damage, ranging from the loss of biodiversity to the formation of acid mine drainage \citep{2}.

In May 2013, the PT Freeport tunnel collapsed and claimed 38 victims (28 died). They are the workers of the company. The tunnel is part of PT Freeport’s training room (\textit{beritaburuhindonesia.com}). Phakathi also claims that this issue apparently does not only occur in South Africa but also in Indonesia, where workers and miners are neglected from adequate facilities in their work processes at the company \citep{3}. It is totally supported by this argument: “\textit{indonesian’s low concern for labors issues}” \citep{4}.

Then the concept of Islamic accounting came, not merely as a counter-hegemony of the system that has been established today, but as \textit{rahmatan lil'alamin}, which means “to always rest on the value of justice, both for all workers, also for the universe.” The presence of an established form of Islamic accounting still rests on harmonization that is based on conventional accounting \citep{5}.

Kamla states explicitly that Islamic accounting,
Kamla's research is an effort to ignite the presence of liberating Islamic accounting free from the confines of capitalist-faced accounting. Thus, Islamic accounting needs to be 'discovered,' by departing from its independent concept, sourced from various fragments of the Qur'an and Hadith. Based on these reasons, this research was carried out to answer two main questions: what exactly is the fair distribution of rights to mining products, and how does Islamic accounting become a solution by offering a fair accounting system? In this case, a fair alternative for all stakeholders, either directly or indirectly related to the company's operational activities.

2 Research Methodology

This study was designed using a qualitative approach to answer the two research questions above. The model that can answer the research problem is the critical theory model - "an alternative perspective of the role of accounting" [7]. This research will use PT Freeport's corporate financial reporting as an example of the superstructure to analyze the intended injustice. Deconstruction efforts are carried out after the critical analysis process of financial reporting is completed.

Because this study uses a critical perspective, according to Deegan, researchers will always view accounting, not as something neutral and value-free [7], but rather 'emancipatory' [8]. There is an ideal concept that is carried by researchers when dealing with problems encountered in the field. Therefore, the critical approach is scientific work that is in the path of das sollen (there should be), not just research with the results of das sein (what is there).

However, the efforts of this model do not only cover identification and critical analysis but try to change dominance. Therefore, a theory-driven model is needed, or in simpler terms [9], researchers should start from a clear foundation to see reality. Islamic accounting and its theories, as a part of the doctrine that researchers believe, is chosen as a tool that serves as a guide in the process of analyzing and deconstructing the object of this study.

The study was done in a period of seven months. The assumption of the adequacy of the seven months because the qualitative research time setting should be more than three months to minimize misinterpretation and bias during the research process [10].

Meanwhile, as stated earlier, the data used in this study was obtained from a financial reporting documentation published by PT Freeport via its official online website, www.ptfi.co.id.

Sources of official document data can be divided into two, namely, internal and external documents [11]. The financial reporting documentation is classified as an internal document. External documents include books, articles, and other archives that are officially published by the company.
3 Result and Discussion

PT Freeport is the third-largest mining company in the world that has subsidiaries in developing countries, including Indonesia. McMoran, the parent company of PT Freeport, has opened several subsidiaries in Africa, South America, and Indonesia. These countries are rich in important natural resources. Amid its limitations in processing these natural resources, giant companies from America came up with smart technology and human resources and offered processing cooperation. But what happened behind the contract of cooperation status?

The Comprehensive Income Statement released by PT Freeport through its official website explicitly states the amount of operating profit obtained from PT Freeport's operations in just three months (as of September 2014). The figure of 434 million dollars, when converted, makes a total value of Rp 5,939,290,000.000. The total value, according to the FASB definition (1991) in SFAC No. 1 paragraph 43, is a measure used by stakeholders to obtain information related to company performance.

Based on references from the 2014 Freeport-McMoran Consolidated Annual Report, more complete data can be obtained. Profits from PT Freeport's production in one year reached a total of 817 million US dollars. This figure is far greater when converted into rupiahs. The question then is, how much does Indonesia get from the performance of the Freeport company?

“Indonesia mining includes PT-Fi’s Grasberg minerals district, one of the world’s largest copper and gold deposits, in Papua, Indonesia. We own 90.64 percent of PT-Fi, including 9.36 percent owned through our wholly-owned subsidiary, PT Indocopper Investama.” (p.50)

The excerpt above was copied from the Annual Report released by Freeport-McMoran management. The report implicitly explains that the Indonesian government received the remaining shares after PT Freeport’s 90.64% stake. As for the richness of Indonesians natural resources, the term "remains" is more appropriate, considering the composition that is owned by the foreign company. Sadly, especially when recalling the "holy book" sovereignty of the Indonesian state in article 33 paragraph 3 of the 1945 Constitution, "earth, water, and all the natural resources contained therein are controlled by the state, and used as much as possible for the prosperity of the people."

The impact of this minority ownership is felt everywhere. Various research results in the field of finance and capital market prove this. They are starting from the risk of losing control to the expropriation of minority shareholders [12, 13, 14, 15]. Minority shareholdings owned by the government have an impact on the weak control over mining resources in Grasberg, Papua.

The government is not strict in taking action against Freeport, although Freeport clearly does not commit to several of its agreements. The soft nature of the government is a reflection of its attitude towards foreign companies that want and have implemented contracts in Indonesia. The government created a world where corporate wealth absorbs the wealth of the country, and business people are ranked higher than the government. This is a sign of what’s known as a ‘Quiet Takeover’ [16].

From the overall inequality conditions that have been described, the concept of equitable distribution of mining products needs to be established. Islamic accounting, as a system of measurement, recording, and reporting, is the answer to this, and as such, it is necessary to become ‘discovered’.
3.1 Special Form of Ownership of Mining Control

In the case of mining, the form of ownership of companies in Indonesia resembles that of a capitalistic state. While in Islamic economic doctrine, ownership of mining excavation is owned by the state [17]. The government, as the representative and leader of a community, is the holder of ownership rights to the natural resources.

The faqīhs generally divide mineral materials into two categories: azh zhâhir (open or visible) and al bâthin (hidden) [17]. Azh zhâhir minerals are substances that do not require additional effort and processes to reach their final form, and their mineral substances appear naturally. Examples of this type of mineral are salt and oil. Oil minerals can be found in its actual state. No further process is needed to convert it into the oil – although a great effort is needed to explore and purify the oil. The case is different with al bâthin minerals. In fiqh, this means any mineral that requires further effort and processing so that its mineral properties appear. Examples of this type of mineral are gold and iron. Such substances cannot be obtained from the bowels of the earth in their perfect state but require great effort to convert it to tradeable gold and iron.

So, the open or closed nature of a mineral in fiqh terms relates to the nature of a material or the degree of perfection of its condition, not to its location or proximity to the surface or depth in the earth since a mine can be opened, but it is in the depths of the earth which require a great amount of effort to obtain it [17]. It is important to distinguish the two types of mineral material based on these properties. Differences in character, whether they are closed or open, affect the distribution of ownership over them. The laws in Islamic economic doctrine differ between the two.

For this research, due to PT Freeport Indonesia being used as a mirror to analyze the distribution system of mining ownership, the mining materials processed by the company will also be described in the form of ownership in the Islamic economic doctrine. This is done to fulfill the requirements of relevance and coherence of scientific research [18].

Based on the latest annual report (2014) released by Freeport-McMoran, which is also an example of the object for critical analysis of this study, PT Freeport Indonesia produces Copper (Cu) and Gold (Au). From the explanation provided by Ash-Sadr, also rewritten by Fauzani in his research related to the distribution of the preproduction of mineral resources, copper and gold are grouped into types of hidden minerals (al bâathin) [17, 19]. Thus, the distribution that will be elaborated based on the concept of Islamic economic doctrine only focuses on these hidden mineral resources because gold and copper (mines that are processed by Freeport) are grouped in the mining material.

In the theory of the distribution of hidden mineral preproduction, minerals are divided into two more groups [17, 19]. First, hidden minerals that are close to the surface of the earth, and second, those are found in the depths of the earth.

In the writings of Freeport's management, which is one of its mining documentation books, mining activities are also classified into two. The following quote explains this:

“PT Freeport Indonesia is currently mining from the Grasberg Open Mine (Porphyry Cu/Au) and the DOZ Underground Mine from the EESS (Ertsberg Skarn System) ore deposit system with the main commodity being copper with the associated commodity being gold....” [20].

Thus, hidden minerals that are close to the surface of the earth can be considered the same as the term used by Freeport, an Open Mine, and hidden minerals that are buried are the same as an Underground Mine.
Hidden minerals close to the surface of the earth are shared with the community [17, 19]. Because of the status of shared property – where authority is held by the government and private ownership is not permitted – individuals are only allowed to take advantage of these minerals as long as they do not monopolize and exploit without limits.

Islam does not allow a monopoly of minerals by anyone. Syâriah only allows individuals to take these mineral materials to cover their own needs [17]. According to the analysis of Fauzani, this follows the ideals of Islam to provide welfare within the framework of justice [19]. If an individual is free to use minerals without limits, then a wealth gap of natural resources will certainly occur.

Thus the rules of ownership of hidden mineral resources close to the surface of the earth (open-pit) based on Islamic economic doctrine are as follows: ownership rights of open-pit mineral resources are the community's shared by the community and controlled by the government. Therefore, in the distribution of the preproduction of natural resources, absolute individual ownership is not recognized, which undoubtedly leads to exploitation. The only type of ownership is state ownership.

When someone who finds a source of mining and reclaims it (makes an effort to get the source of the mine in the depths of the earth), then the individual has the right to use the source for excavation. That person has an exclusive right to prohibit others from interfering with the process of excavating and using the resources found in the quarry. However, when the individual leaves the excavation source due to natural causes, the excavation source becomes closed, and others have the right to take advantage of the mine in the same place [17]. This happens because the work that has been poured out by the first individual has been lost. Opportunities that were created to make the mine usable have disappeared.

Just like an open-pit mine, the hidden mineral ownership rights are still shared and held by the state. Syâriah only allows each individual to extract hidden minerals from the natural resources the person has worked on by carrying out the process of discovery and excavation, and he or she can take they need without harming others [17, 19].

The difference between an open-pit mine and an underground mine is that in an underground mine, it is likely that people who find a source of mining through excavation will recognize it as private property. This is based on equalizing the treatment of land reclamation. The faqihs consider that by carrying out the process of excavating at a mined source, it provides a way to gain dominance and control [19]. However, it is necessary to emphasize limitations. Mining ownership does not extend to the depths of the earth and its sources and roots. Consequently, only excavated minerals are included in possession of the inventor as well as the digger. In fiqh terms, the portion outside the boundary is called a mining area for others.

The distribution of ownership rights to a source of underground mining excavation is narrow and limited. The second person can excavate in the place that has been found and excavated by the first person because the latter is considered to have no mineral resources. This further confirms that Islam does not recognize public ownership, which can cause social inequality. In this case, it is true that Fauzani concluded about his reading of Islamic doctrine at the source of the mine, i.e., a person or a handful of people are not entitled to the privilege of the state to exploit it without involving the people at large [19].

3.2 Work: The Basis for Obtaining Ownership Rights Over A Mine

Wealth owned by Muslims must be obtained in the right way according to the framework outlined in Islam because a person will be held accountable for his or her enjoyment from
ownership in the afterlife. In the preproduction theory, natural wealth can only be obtained through exclusive rights from the results of work activity [17].

This theory recognizes the existence of two economic activities, namely utilization and monopolization (control). However, for natural resources in the form of land, mining, and water, the only economic activity recognized is the first: utilization. Meanwhile, the second activity is only a manifestation of power and domination, not economic activity in the form of natural resource utilization. Therefore, in Shari'a point of view, power, and ability to control are insufficient to be the basis of acquiring special rights [17]. Just as Freeport-McMoran's shareholders who have the proceeds from the quarry due to their strength and dominance in the form of shares, this, in sharia’s view, is not justified.

3.3 Various Factors of Production

As explained earlier, mining companies, supported by the assumptions of the doctrine of capitalism, put all factors of production on an equal footing. Workers and/or laborers are paid wages for work provided in the production process. Investors (shareholders) receive dividends in return for providing funds. Both workers and capital, in the doctrine of capitalism, are regarded as agents of production and power in the process of production.

Islam rejects this view and is fundamentally different from the concept of capitalism. Islam puts each factor of production in its place. The general theory of Islamic economics about postproduction distribution views that the product of production − in the form of natural raw materials − belongs completely to the worker, while the various instruments and means of production used by workers are only facilities that help them in achieving the objectives of production activities. Consequently, if the facilities used by the worker are not his, the worker is obliged to pay compensation for the equipment that has been used. There is also a rental fee paid by the worker to the lessee, not representing the share of the equipment used in his capacity as a factor of production. The money paid is only compensation for the use of tools [17].

Thus, in Islamic theory regarding post-production distribution, workers are the real owners of the products produced from the raw materials in the form of mining. The capital owner does not become the owner of the minerals mined by the workers, as is permissible in the capitalist doctrine.

Material factors, such as machinery and capital, have no part of the product that is produced from the mining process. The portion of material facilities involved in production activities is only in the form of compensation. Material means do not symbolize equality with human labor. Material means are only servants, not partners. This is in line with the nature of human creation, which God places as the noblest of all creatures.

Therefore, in the Freeport corporate wage system that includes wages as a cost component, it is tantamount to placing human labor as a means of production. Therefore, human labor is considered to be the same as a burden that reduces company profits. This concept is only permitted by the doctrine of capitalism in which humans are seen as equivalent to mechanical devices.

3.4 The Phenomenon of Constancy

The phenomenon of constancy is the principle of Islamic economic doctrine built on the foundation of a spirit of respect for work [17]. If a mining worker discovers and extracts a source from a mine, he is entitled to the results of his work (as has been clear in the
preproduction distribution concept discussed earlier). If then the owner of the mining product hands over the results of his mining excavation to someone to process the mine into tradeable copper, then the results in the form of tradeable copper will remain the property of the first person. This is what is meant by the principle of constancy. A person does not lose his right to material resources that he has just because the product has changed form. Islam does not violate the ownership rights of someone who is devoted to finding and exploring a source of mining. Ownership of the basic mining material does not necessarily disappear simply because someone else adds work to the material, because "property is strongly protected in Islamic law." [21]

Then, for the work of people who have changed the basic ingredients of the mine into tradeable copper, the owner must pay wages as compensation. Thus, if someone adds work to the source of production of raw materials that have been subject to ownership rights by him (someone else already has it), then that person cannot be the new owner of the product he is processing.

Islam, in this position, views the work of the second person as not automatically making him the owner of the copper. This is because substantively, the copper is still owned by the first person. Although the basic ingredients of the mine have changed, the rights of the first person will not be harmed only because someone else helped him change the basic shape of his product. Regarding rights that are preserved and sustained, Muhammad sallallahu 'alayhi wasallam in his farewell sermon said that" indeed your blood, your treasure, and your honor are preserved between your neighbor as preserved today, this month and this country." (H.R. Bukhari and Muslim)

3.5 Rules About Compensation

It has been understood that when work is devoted to a mine that does not belong to someone else, the Islamic theory regarding postproduction distribution bestows all the wealth generated to the workers. While material factors used as worker aides in carrying out production activities only receive compensation from the worker. The means of production are not equal, and therefore do not share the results with workers [17].

Furthermore, if work is devoted to a mine that is already owned by someone else (it has been discovered and excavated so that it comes out of the bowels of the earth), then according to Islamic theory of postproduction distribution, the ownership of raw materials stays with the original owner. Work and all production activities, in changing raw materials, have no part in the commodities produced.

Workers who help in the production process are entitled to ask for money as a form of compensation for the work done. Meanwhile, tenants whose tools are used by miners get compensation called *ujrah* (compensation for services, and wages).

The machine was exchanged for compensation for rent simply because the machine had depreciated in the production process. Depreciation meaning the reduction of a machine’s value [22] and age [23] is what the owner pays to the lessee as compensation in the form of rent or *ujrah* fees [24].

The machines used in the mines are not formed from nature or created by themselves. Therefore, the machine contains the elements of work derived from the materials. It is the work of converting the materials of the machine into a machine, and therefore the machine actually contains labor that is not directly stored. After the machine is formed, the work inside is still saved. Only after the machine is used for the production process does its value eventually decrease. So, in fact, both machines and people devote work to production. Only
the working forms of the two are different. Humans devote their work in the form of direct labor, and the means of production contribute work that is still stored. Because both of them contribute to the process of changing the form of mining material to a newer form, they are both entitled to compensation from the mine owner. This shows the consistency of principles in Islamic economic doctrine that work is the basis of every acquisition and benefit of production.

From this, it also shows the reasons why Freeport shareholders who do not do direct work are not entitled to mining products in Papua. Even if the shareholders give up capital for the production process, based on the concept of compensation, the capital is only entitled to receive compensation in the form of rental fees. However, funds (capital) that increase in value without being based on their work (only based on the risk borne by shareholders) are also not recognized in Islam.

In conclusion, if the shareholders buy and/or finance processing and production equipment, then the rights obtained by the workers are limited to rental fees. They have no right to be an owner.

### 3.6 Deconstruction of the Ownership Structure in Financial Statements

The injustice that occurs in the process of sharing the results of excavation, based on the results of critical analysis, becomes an important finding in this research. Accounting itself has taken part by becoming a means for recording and recognizing ownership rights over the source of mining excavations. Therefore, Islamic accounting is used as an alternative in carrying out economic activities of the community with which the value of justice can be realized.

The rotation of the benefits from the exploration of the Freeport mine resources mostly revolves around the majority shareholders who buy shares through the New York Stock Exchange is contrary to God's mandate, "so that the treasure should not only circulate among rich people ... (Qur'an, 59: 7).

Three owners are entitled to mining excavations obtained by one or several individuals. First, the government. This is because the government is the representative of the people who manage a country and is entrusted with the regulation of the distribution of wealth for the fulfillment of the rights of every citizen. In carrying out its duties, the government requires operational costs and funds for the development of various policies. The funds are taken from the State Budget (APBN), which is prepared and renewed annually. APBN comes from various types of income sources, one of which is tax revenue. Every activity of extracting and utilizing the yields of excavation is required to pay a sum to the state in the form of tax. The second owner is weak and oppressed. The owner is entitled to any wealth obtained by people who do work and get compensated for that work. In the Islamic concept, in every asset obtained by each individual, there are rights of people in need. "And on their property, there is a right for the poor who ask and the poor who do not get a share." (Qur'an 51: 19) The third owner, of course, is the workers themselves. The workers in this regard are those who do the work directly to extract minerals from the bowels of the earth. The means of production used by workers are rewarded by receiving rent payments, which is a burden on production and reduces income at the same time. Symbolically, the following figure presents the ownership forms of the three owners of mining excavations based on Islamic economic doctrine:
Figure 1 also explicitly states that the owners of capital do not have rights to the results of the mining excavation. If the investor contributes capital in the form of machines for the production process, then the investor is only entitled to the cost of leasing the machine.

4 Conclusion

From the results of the analysis, the distribution of the mining excavations yields in the mining company - in this case, PT Freeport Indonesia - is unfair. The owners of the mining excavation, namely the shareholders who get receive dividends, do not do direct work in the process of excavation and production. Therefore, shareholders do not have the rights to the excavation. The system of use is unfair and incorrect based on Islamic economic (accounting) concepts and doctrines.

Based on similar literal meanings, hidden minerals that are close to the surface of the earth are the same as 'open mining' in mining companies, and hidden minerals are the same as the term 'underground mining.' According to Shariah, the two types of mining, as long as they are still in the bowels of the earth or attached to the earth, are only owned by the state. This state ownership means that the source of the mining excavation belongs to the community in the country concerned, whose authority is held by the government. Therefore, people are allowed to take advantage of it to fulfill their needs but not monopolize and exploit without limits.

Communities, both in individual and group work, can benefit from natural resources in the form of mining materials by carrying out the excavation process. The process requires
workers to have exclusive rights to it. In the Islamic accounting doctrine, income is based on work, both direct labor and stored labor.

The three owners of mining excavations obtained, both individuals and groups, are the government as state managers, paid in the form of state taxes; the weak and oppressed communities, paid in the form of zakat; and the owner of the mine excavations themselves who has done work to obtain it.

This study also has limitations that serve as an opportunity for the development of Islamic accounting in the future. The limitations and suggestions for future research are as follows:
1. The concept of the ownership structure comes from the concept of Islamic economics, which has been studied and researched by Ash-Shadr in his book that deals with Islamic economics comprehensively [17]. However, Ash-Sadr openly acknowledges that the research process in finding an ideal Islamic economic concept, apart from of course derived from the Qur'an and Hadith, is also taken from the author's ijtihad. In the process of ijtihad, Ash-Shadr acknowledged that what was produced in his book could not be decided in a final manner – that this is the true form of the Islamic economic doctrine (system) because, in ijtihad, mistakes can occur. Therefore, it is possible for the mujtahid to put forward a different form, and therefore, the derivative in the form of the ownership structure concept will also be different.

2. This study has limited observations. The alternatives offered in this study are still in the form of concepts. The elaborations which are then revealed in the applicative stage require further research. With further research, it is hoped that it can become material for the formulation of more complex forms of financial statements under the current condition of mining companies.

3. As a suggestion for further research, this research is still in a form that is thick with concepts, and therefore it is important to conduct further research to get to the technical level. To realize the contribution of research on both a theoretical and practical level requires a variety of multi-disciplinary scientific approaches in an integrative manner. From this research, like the concept of critical research, is not free of criticism. This research opens space for the process of finding the ideal concept in the future and is expected to foster new hopes for the realization of the concept of Islamic accounting, which is tailed from the objectives of Islam as rahmatan lil’alamin.

References

Special Strategic Plan Model for Special Economic Zone to Support Tourist Destination Special Region of Yogyakarta (Descriptive Study of the Potential of Special Economic Zones in Yogyakarta)

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Abstract. The purpose of this study is to make a Strategic Plan for Special Economic Zones to support the Yogyakarta Special Region Tourism Destination. The ease of Direct Investment Construction (KLIK) Piyungan is predicted to grow the value of DIY investment by 10-15%. The existence of KLIK is also considered effective to exceed the DIY investment target, which is set at Rp1.5 trillion. The prediction of KLIK's contribution to DIY investment growth of 10 to 15% is a minimum. The research method uses a qualitative descriptive method, with secondary data sources. The data was also carried out by the FGD (Forum Group Diskusi) by inviting relevant agencies and experts. The population is the entire Special Economic Zone that has been determined, namely: Piyungan, Bantul, Kulonprogo, and Yogyakarta City. Based on Governor Regulation Number 99, the Year 2016, Article 6 has the task of DIY to implement Appropriate Technology Development.

Keywords: Models, strategic plans, special economic zones (sez), competitiveness, tourism destinations.

1 Introduction

According to Law 39/2009, zoning regulations are provisions governing spatial use requirements and control provisions and are drawn up for each designation zone, which is carried out with detailed plans. According to Law 39/2009 article 3, that zoning aspects in the Special Economic Zones (SEZ) can be classified into 7 (seven) zones, namely: (a). Export processing; (b). Logistics; (c). Industry; (d). Technology development; (e). Tourism; (f). Energy; (g). Another economy. In all its forms, SEZs are a logical consequence of an era where many countries implement growth policies directed through exports. However, based on neoclassical economic theory, SEZ is still considered the second-best policy, although it is preferred because of its protective policies, SEZ requires subsidies as a form of benefits and incentives offered to companies, industries, and investors [1]. According to the World Bank, SEZs in all its forms consist, at least, areas that are geographically bounded by separate customs areas, are governed by a regulatory body, and the benefits can be felt by those located within the area [2]. The reason for implementing this policy is that SEZs can create
competitive industries in a country. This industry can then expand and vary. The formation of special economic zones can be through the cooperation of outsiders who come from different territories [3]. SEZ can also be applied as a location to conduct new policy experiments that are free market if successful, they can be used as a reference for policies in other regions. SEZ is often used as a tool to encourage employment activities. Many of the SEZs are directed to attract labor-intensive industries. SEZs also encourage employment through increased demand for infrastructure (creating vacancies in the engineering and construction sectors), services (such as restaurants and transportation), and local utilities (such as water and electricity), however, the impact on labor is more significant in small countries with a population of less than five million [2]. SEZ also contributes to the development of human resources / HR [4]. SEZ is an area where domestic companies interact with foreign companies; the formation of SEZ allows domestic companies to learn a lot from foreign companies. SEZ can be formed for various reasons. The potential of SEZs requires the formulation of strategies for program success. Strategy formulation is used to determine the SEZ competitiveness of a regional area [5].

According to the Ministry of Industry data, as of 2012, there were at least 96 Industrial Estates spread across Indonesia. The Industrial Estate Association recorded 65 members of Industrial Estates until 2014. Of these, Industrial Estates are more concentrated on Java (72%). Until 2012, the automotive sector still dominated business activities in Industrial Estates in Indonesia, especially in Java, with 54.8%. In addition to automotive, several sectors that support the business activities of Industrial Estates in Indonesia are the steel industry (9.5%), logistics (4.8%), the building materials industry (4.9%), and the food and beverage industry (4.2%). The Special Region of Yogyakarta has also established the Piyungan industrial area in Bantul, which has been officially launched as the location for the implementation of the Direct Investment Construction Facility (KLIK). KLIK Piyungan is predicted to grow the value of DIY investment by 10-15%. The existence of KLIK is also considered effective to exceed the DIY investment target, which is set at Rp1.5 trillion. Head of the DIY One-Stop Integrated Licensing Services (PTSP) Office Suyata revealed the predicted contribution of KLIK to the growth of DIY investment of 10 to 15% is a minimum. The investment climate must be improved to succeed in the SEZ [4]. That number is not final, because it will still be calculated further. After counting, it is estimated that the target will be even higher. "KLIK will clearly encourage investment growth. There, one area with only one hectare, if the calculations with one or two companies enter with an investment of all over Rp. 15 billion, that's not up to 5,000 square meters. Just multiply by KLIK Piyungan, which covers 335 hectares," Suyata explained in the Kepatihan Complex on Tuesday (3/13/2018). Suyata explained, in 2018, the target of the realization of DIY investment would be Rp1.5 trillion, an increase compared to the previous year, which was Rp1.2 trillion. It is expected that with the Piyungan KLIK, investment flows into DIY can grow more rapidly (source: https://www.jogja.co/kawasan-industri-335-hekt-dil-launched-Jogja-target-rp15-trillion-invested/) while Kulonprogo is prepared to become the center of the steel and metal industry and requires infrastructure investment of Rp 11.58 trillion. The funds are needed to build ports and power plants. "At present, PT Jogja Magasa Iron is said to have committed an investment of Rp 5.4 trillion to build an integrated steel plant in Kulonprogo. The formation of SEZ is expected to be able to balance development, but if strategic issues are not resolved, it will create unequal development [6] The objectives of this study are as follows: "To Make Strategic Plans for Special Economic Zones to Support Yogyakarta Special Region Tourism Destinations".
2 Literature Review

2.1 Strategic Planning

Strategic Planning (Strategic Planning) is a management tool used to manage current conditions to project future conditions, so the strategic plan is a guide that organizations can use from current conditions for them to work towards the next 5 to 10 years [7]. This means that the meaning that a leader must have dreams have ideals both short-term, medium-term or long-term to achieve what is expected. To achieve a strategy that has been set by the organization in order to have a competitive advantage, the company leaders, operations managers must work within a system that is in the process of strategic planning / strategic planning [8]. A good organizational system, a leader, should also be able to apply the principles of good and right management, starting Plan, Do, Check and Action. The ability to plan for manufacturing companies must be used appropriately so that it can become a superior weapon in strategic planning [9]. To achieve a strategy set by the organization in order to have a competitive advantage, company leaders, operations managers must work within a system that is in the strategic planning process [8]. The ability of a leader to manage a manufacturing company must be used appropriately so that it can become a superior weapon in strategic planning [26]. Strategic planning is explicitly related to change management, this has been the result of research by several experts (e.g., [10-13]. Lorange (1980) wrote that strategic planning is an activity that includes a series of processes from innovation and changing companies so that if strategic planning does not support innovation and change, then it is a failure [12].

The method is often used: Strategic planning is the process carried out by an organization to determine the strategy or direction, and make decisions to allocate its resources (including capital and human resources) to achieve this strategy. Various business analysis techniques can be used in this process, including SWOT analysis (Strengths, Weaknesses, Opportunities, Threats), PEST (Political, Economic, Social, Technological), or STEER (Socio-cultural, Technological, Economic, Ecological, Regulatory).

2.2 Competitiveness

According to Porter. et al. (1995) says: "competition is at the core of the success or failure of firms". In any endeavor, competition is the core of a company's success or failure, meaning that the success of a person or company/organization will be seen through the process (input-process-output-outcome). There are two sides to competition, namely success because it encourages companies to be more dynamic and competitive in producing products and providing the best service for their markets, so that competition is seen as a motivating opportunity [14]. While the other side is a failure because it will weaken companies that are static, fear of competition, and unable to produce quality products, so competition is a threat to the company. The dimensions of competitiveness of a company, as stated by Muhardi (2007)[15], by quoting [16] consist of costs (quality), quality (quality), time of delivery (delivery), and flexibility (flexibility).)

The four dimensions are further explained by Muhardi (2007), complete with the following indicators: a. Cost is a dimension of operational competitiveness that includes four indicators, namely production costs, labor productivity, use of production capacity, and inventory. The element of competitiveness consisting of costs is capital that is absolutely owned by a company which includes financing its production, labor productivity, utilization of
the company's production capacity and the existence of production reserves (inventory) which can be used at any time by the company to support the smooth running of the company b [15]. Quality, as intended by Muhardi (2007), is a dimension of competitiveness that is also very important, which includes various indicators including product display, product acceptance period, product durability, speed of resolution of consumer complaints, and product conformity to design specifications. Product appearance can be reflected in the design of the product or service; a good product display is one that has a simple design but has high value. The period of receipt of the product is intended by the length of age the product can be accepted by the market, the longer the life of the product on the market shows the quality of the product is getting better. The durability of the product can be measured from the economic age of product use. University of North Sumatra c. Delivery time is a dimension of competitiveness that includes various indicators, including the timeliness of production, reduction of production waiting time, and the timeliness of product delivery. The three indicators are related, the timeliness of product delivery can be influenced by the timeliness of production, and the length of time the product is waiting. d. Flexibility is a dimension of operational competitiveness that includes various indicators, including the types of products produced, speed of adjusting to environmental interests [15].

The factors that affect competitiveness are:

a. Location Paying attention to the business location is very important for the convenience of buyers and is a major factor for business continuity. A strategic business location will attract the attention of buyers. According to [17]: the location or location will be very important to meet the convenience of customers in visiting; consumers will certainly look for the shortest mileage. Although it does not rule out the possibility of consumers from a distance will also buy, but the percentage is small.

b. Price According to [18], Price is the sum of all values exchanged by consumers for the benefits of owning or using the product or service. Price determines whether a supermarket, minimarket, or supermarket is visited by consumers or not. The price factor also influences a buyer to take the University of North Sumatra decision. Prices are also related to discounts, gift-giving coupons, and sales policies. Price is the value of an item or service measured by an amount of money. In order to get an item or service that they want, a consumer must be willing to pay a sum of money. For customers who are sensitive, usually low prices are an important source of satisfaction because they will get high value for money [19].

c. Services Service programs are often the first point of view of a supermarket/minimarket manager. Service through products means consumers are fully served through the supply of existing products, quality products. Services through physical capabilities, refer to the convenience of equipment (trolley or shopping basket), convenient parking, good lighting, as well as hospitality from employees.

d. Quality or quality Confidence to win the market competition will be largely determined by the quality of the products produced by the company. With regard to product quality, [15] in his book Operations Strategies for Competitive Advantage cites the opinion, Adam, and Ebert, stating: "product quality is the appropriateness of design specifications to function and use as well as the degree to which the product conforms to the design specifications" [20]. Product quality is indicated by the suitability of the design specifications with the function or use of the product itself, and also the suitability of the product with the design specifications. So a company has competitiveness if the company produces quality products in the sense that they are in accordance with market needs.
2.3 Destination

According to Daryanto (1997), in the Indonesian dictionary, Destination is defined as a place or tourist destination. The tourist destination (DTW) is a place where all tourism activities can be carried out with the availability of all tourist facilities and attractions for tourists. The elements of tourism destinations include [21]:

- Object and tourist attraction
- Facility
- Infrastructure
- Environment

Meanwhile, according to Yoeti (1996), Tourist Destination Areas include [22]:

- Something to see
- Something to do
- Something to buy
- Something to enjoy
- Something to memorable

2.4 Special Economic Zone (SEZ)

Special Economic Zones (SEZ) are areas with certain boundaries covered in regions or regions to carry out economic functions and obtain certain facilities. SEZ was developed through the preparation of areas that have geo-economic and geostrategic advantages and serve to accommodate industrial, export, import, and other economic activities that have high economic value and international competitiveness. Basically, SEZs are formed to create a conducive environment for investment, export, and trade activities to encourage economic growth and as a catalyst for economic reform. This idea was inspired by the success of several countries that first adopted it, such as China and India. Even empirical data illustrates that SEZ in the country is able to attract investors, especially foreign investors, to invest and create jobs. This is due to the ease that investors get, the ease in the form of facilities in the fields of fiscal, taxation and customs. There are even some in the non-fiscal sector, such as bureaucratic facilities, special arrangements in the field of labor and immigration, as well as efficient services and order in the region. In order to accelerate the achievement of national economic development, it is necessary to increase investment through the preparation of areas that have economic and geostrategic advantages. The area is prepared to maximize industrial activities, exports, imports, and other economic activities that have high economic value. SEZ development aims to accelerate regional development and as a breakthrough model for regional development for economic growth, including industry, tourism, and trade so as to increase employment. The Development of Special Economic Zones is directed to provide an optimal contribution in achieving the 4 (four) national priority agendas set out in Nawacita, namely:

- Build Indonesia from the periphery by strengthening regions and villages within the framework of a unitary state;
- Improve the quality of life of Indonesian people;
- Increase people's productivity and competitiveness in international markets;
- Achieve economic independence by moving the strategic sectors of the domestic economy.

The target of Developing Special Economic Zones
a. Increase investment through the preparation of areas that have geo-economic and geostrategic advantages;
b. Optimization of industrial activities, exports, imports, and other economic activities that have high economic value;
c. Accelerating regional development through the development of new centers of economic growth for the balance of development between regions; and
d. Realizing a breakthrough model of regional development for economic growth, including industry, tourism and trade so as to create jobs.

Fig. 1. Special Economic Zones Consist of One Or Several Zones

3 Research Methodology

Fig. 2. Research Flow
4 Results and Discussion

Research on Special Economic Zones is still very little carried out by researchers in Indonesia. The researcher tries to discuss the Strategic Plan of Special Economic Zones to support the Yogyakarta Special Region Tourism Destination. In principle, the SEZ Yogyakarta is still in the stage of mapping and designing Special Economic Zones. The research object of this research focuses on the following aspects: (1) aspects of the regulatory framework, in which researchers coherence of the regulatory framework related to the development of SEZs in Yogyakarta in the perspective of regional autonomy and decentralization, (2) institutional aspects, related to cooperation and roles played by institutions involved in the development and management of SEZs, both government and private, in Yogyakarta (3) aspects of development in SEZs, which include funding and infrastructure development in the area and access to the area, in Yogyakarta (4) aspects of SEZing, which is related to policies regarding fiscal and non-fiscal incentives offered to businesses in the region, and (5) lessons that can be drawn from the experience of developing SEZs in Yogyakarta.

4.1 Technology Problems in Yogyakarta

The Centre for Appropriate Technology Development is a technical advisory agency in the field of Engineering Technology under the auspices of the Department of Industry and Trade DIY. Based on Governor Regulation Number 99 the Year 2016 Article 6, the task of the Centre for Appropriate Technology Development is to Implement Appropriate Technology Development. To realize this, the appropriate Technology Development Centre has the following functions: (a). Compilation of work programs for the Centre for Appropriate Technology Development; (b). To carry out research, development, and application of appropriate technology; (c). The dissemination of research results, development, and application of appropriate technology; (d). Facilitation of utilizing the results of research, development, and application of appropriate technology; (e). implementation of production and service of appropriate technology tools; (f). implementation of marketing of appropriate technology tools; (g). implementation of collaborative development of appropriate technology; (h). Implementation of administration; (i). Carry out monitoring, evaluation and compilation of appropriate Technology Development Centre program reports; (j). Performing other tasks.

4.2 Logistical Issues to Support SEZ in Yogyakarta

Train is one of the modes of transportation that is seen to be effective and efficient in the process of shipping goods. Delivery of goods via the freight train is an option for freight managers to provide logistical services to consumers by utilizing the multiple available modes. To support it all, PT Kereta Api Indonesia in the business of shipping goods, it is necessary to make a strategy that will support the business plan of shipping goods. Therefore there needs to be a mapping of the business development strategy of shipping goods via railroad. In this process, PT Kereta Api Indonesia should also include its business plans in other BUMN and private companies as logistical business stakeholders in Indonesia. There are five strategies for developing the business of shipping goods by train that can be developed by PT Kereta Api Indonesia, including:

a) Prepare railroad infrastructure
PT Kereta Api Indonesia must map out future business plans in any area in Indonesia that will become a freight forwarding service area. This also includes plans to expand the market with the construction of new railroad tracks or the addition of double track railroads. This infrastructure development plan must also be widely publicized to the Indonesian people or to logistical stakeholders in Indonesia, including infrastructure support facilities and connectivity. Mapping infrastructure development is, of course, also taking into account the factors of economic growth in Indonesia and development plans in Indonesia as a whole.

b) Increasing the capacity of freight train cars

The second strategy is to provide additional capacity through increasing the number of freight cars, increasing the number of freight cars that can be pulled in one trip and also increase the volume of goods that can be transported in each car. In addition, PT Kereta Api Indonesia must also pay attention to variations in the type of freight cars in accordance with the goods transported. For example, for agricultural or fishery products, refrigerated carriages can be provided.

c) Preparing warehouse facilities/storage of goods

The third strategy is by preparing warehouse storage facilities. For train stops with freight cars, PT Kereta Api Indonesia must prepare warehouse or storage facilities. This is in line with the logistics process in general that requires temporary storage for goods that will be redistributed with other modes of transportation or become a liaison/hub to be forwarded to the destination of the goods delivery. Besides, this warehouse can also be used as temporary storage of goods for those who need a freight train service. These warehouse facilities can be in the station area or close to the station so that the process of loading and unloading of goods can also be facilitated. For the provision of warehouse facilities, PT Kereta Api Indonesia can provide these facilities on its own or partner with the private sector in the form of joint operations.

d) Preparing facilities and infrastructure for the process of loading and unloading goods

In addition to warehouses, PT Kereta Api Indonesia as the manager of freight trains, must also prepare advice and targets for the loading and unloading process. For example, the provision of cranes for containers or the provision of loading docks that facilitate the process of loading and unloading of goods. The character of trains that have a tight schedule on the trip must also be considered. This means that in the process of loading and unloading it must also have a loading and unloading time standard; thus the facilities and infrastructure provided must also consider the time standard.

e) Prepare connectivity to support the process of shipping goods by the door to door

The fifth strategy is to prepare connectivity for the door to door delivery process. This connectivity can be provided by PT Kereta Api Own through other business units or other subsidiaries and can also be done in collaboration with other state-owned companies or private parties that also run the logistics business. Connectivity is provided in the form of supporting transport modes such as trucks of various sizes that are tailored to the needs of transportation. In addition, PT Kereta Api Indonesia must also open the widest possible cooperation with Indonesian logistics stakeholders to further strengthen and expand the market for freight shipments via railroad.

4.3 SEZ Policy to Support Yogyakarta Tourism

Jogja is one of the tourist destinations that is visited by tourists from many tourist attractions in Indonesia. Tourists visiting Jogja are not only tourists who are in Jogja but tourists from other regions in Indonesia and even foreign tourists. The age of tourists visiting
Jogja varies both children, adolescents, and even parents. Tourists who come to Jogja are not just traveling, but some also come to study, research, and even do business. Due to the large number of tourists visiting Jogja so that it has a positive impact on the progress of tourism in Jogja as it is today. Behind the progress of tourism in Jogja, of course, there are supporting factors. What are the factors that support the advancement of tourism in Jogja? then we will give the following answer:

1. Community Factors: (a). Improvement and maintenance of tourist facilities so that they are comfortable and safe for tourists to visit, such as the use of the Merapi eruption area for lava tour attractions; (b). Exploring tourist attractions in Jogja either through the mouth to mouth or through social media; (c). Often holds cultural events and events related to tourism in Jogja; (d). Establishment of tourism care communities in several tourist attractions in Jogja to explore tourist attractions, make repairs and maintenance of tourist facilities; (e). Community initiatives to open tourism support services such as vehicle rental services in Yogyakarta as an effort to facilitate public transportation that still does not reach tourist attractions in Jogja; (2). Government Policy Factors: (a). Improving facilities and improving tourist attractions in Yogyakarta; (b). Facilitating access to tourist attractions, including opening new highways, repairing roads, and stocking public transportation; (c). Disseminating information to the people of Jogja about the importance of tourism; (d). Promoting tourism in Yogyakarta both to the people of the province of Yogyakarta and the people of Indonesia and even internationally through events, research, education, and training related to tourism.

4.4 SEZ Policy to Encourage Exports

a. The export value of goods from D.I. Yogyakarta sent through several ports in Indonesia in August 2016 amounted to US $ 25,426,097 an increase of 50.27 percent compared to the previous month with a value of US $ 16,920,622. Compared to a year ago, cumulative from January to August, the value of exports fell by 1.76 percent.
b. The three main export destinations for goods in August 2016 were the United States, Germany, and Japan, each at 35.96 percent; 9.72 percent; and 6.34 percent.
c. The development of the largest export value in August 2016 against July 2016 amounted to 227.69 percent aimed at India. The largest cumulative development of January - August 2016 against January - August 2015 (cumm. Y-o-y) with an increase of 30.09 percent was aimed at the country of France.
d. The export value of goods from D.I. Yogyakarta to the ASEAN region amounting to US $ 1,295,478. This value rose 38.17 percent compared to a month ago. The three main export destination countries in the ASEAN region are Singapore, Malaysia and Thailand, each at 43.60 percent; 22.86 percent; and 14.70 percent.
e. Non-knitwear (HS 62), Furniture, home lighting (HS 94), and leather goods (HS 42), were the three main commodity groups with the highest export values in August 2016 each at 36.69 percent; 12.56 percent and 7.90 percent.
f. The biggest commodity development from July 2016 to August 2016 was the Headgear commodity (HS 65), which increased by 140.23 percent. The biggest developments from January - August 2015 to January - August 2016 (cumm. Y-o-y) were Paper / Cardboard commodities (HS 48) with an increase of 550.88 percent.
g. Exports of goods from D.I. Yogyakarta in August 2016 amounted to 65.42 percent sent via the Tanjung Emas loading port, Central Java Province.
h. Imported D.I goods. Yogyakarta in August 2016 through Adi Sutjipto airport with a value of US $ 448,315, an increase of 70.19 percent compared to July 2016. If compared
to a year ago, cumulatively from January to August experienced an increase of 201.83 percent.

i. Most of D.I's imports, Yogyakarta in August 2016 originated from Hong Kong with a value of US $ 161.578, equivalent to 36.04 percent of all recorded import values.

j. The main import commodities are special woven fabrics (HS 58) valued at US $ 117.848 or 26.29 percent of total imports.

4.5 SEZ Policy to Support the Industry

Products such as crafts, fashion, animation, and games (games) in the two industrial regions, are directed to penetrate the export market by applying the principle of "fair trade" or fair trade. "The fair trade starting from raw materials in the form of wood must not come from protected forests, but industrial forests," The production process in the industrial area which is designed to implement the Direct Investment Construction Facility or "KLIK" program, he said, will certainly involve the local community. "There must be a connection with the surrounding community, such as making handicraft products. Cutting wood can be in industrial areas, but can arrange it in their respective homes," he said again.

4.6 SEZ Policy to Support Energy

Yogyakarta has many locations that are pioneers in the use of renewable energy. Lime Fruit Market, for example, since five years ago, has been using rotten fruit waste into electrical energy with technology adopted from Sweden. In recent years, the Pantai Baru area in the south has also been built by the Bayu Power Plant to meet the needs of ice factories for fishermen. The central government also established Baron Technopark in Gunungkidul Regency, as a research center on the use of renewable energy, where research into the use of wind and solar as a source of power generation continues. Not long ago, the local government completed and formalized the utilization of solar energy in an effort to address the water needs of Gunungkidul residents. This technology is called the Solar Water Pump System (SPATS).

One of the great potentials that can be directly utilized in Indonesia is solar/solar power plants. This facility can be installed on the roofs of people's homes, and Indonesia has abundant potential. However, as a new technology, its use does require greater efforts. "We consider all the potential. Sustainability must also be considered, including its social impact. Technology must not enter the community but with "coercion". So, the social side is also included in this program, as well as educating the public.

Renewable energy (renewable energy) which is traded by Germany and the United States. In the process of utilizing renewable energy, said Ahmad, the role of the government is very dominant. A clear legal umbrella and a supportive policy are needed. A clear legal basis can be the basis for implementing the policy. For example, whether the government will provide subsidies for people who use renewable energy sources, how to apply the tariffs and what awards will be given. The good news, the DIY government and local people's representatives have just made a breakthrough. Currently, DIY is in the process of drafting a Regional Regulation (Raperda) on Renewable Energy and is claimed to be the first in Indonesia. If it has been passed, this regulation will become the legal basis for the use of renewable energy, and become an example for other regions in Indonesia. Local governments will also be encouraged to come up with policies that support their development in the field.
The regional regulation will also map the constraints on the use of renewable energy, how the government’s role in financing this sector, including the management of existing resources.

4.7 Other Economics

One of the leading tourism attractions in the city of Yogyakarta is shopping tourism spread across several regions, one of which is the largest traditional market in the city of Yogyakarta, Beringharjo. Shopping tourism is strongly supported by the role of the creative industries in Yogyakarta, and if not coupled to be an important part of tourism, the potential for shopping tourism will not be optimal.

“That’s just one example; there are still many sectors of the creative economy and creative industries that play a role in the development of tourism such as fashion, crafts and many other things,” In the development of the creative economy or the creative industries, the Tourism Office has a duty to promote the potential of the creative economy, while the process of fostering and developing becomes the realm of other agencies namely the Industry and Trade Office and the Office of Manpower and Transmigration SME Cooperatives.

![Fig. 3. Competitiveness of Yogyakarta Special Region Tourism Destinations](image)

<table>
<thead>
<tr>
<th>Table 1. Document Requirement</th>
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<td>17</td>
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</table>

Source: developed by researchers [23].

5. Conclusion

Based on the discussion, the researcher can conclude the following:

1. The Centre for Appropriate Technology Development for DIY, has the following functions: (a). Compilation of work programs for the Centre for Appropriate Technology Development; (b). To carry out research, development and application of appropriate technology; (c). The dissemination of research results, development and application of appropriate technology; (d). Facilitation of utilizing the results of research, development and application of appropriate technology; (e). implementation of production and service of appropriate technology tools; (f). implementation of marketing of appropriate technology tools; (g). implementation of collaborative development of appropriate technology; (h). Implementation of administration; (i). Carry out monitoring, evaluation and compilation of appropriate Technology Development Centre program reports; (j). Other tasks.
2. Delivery of goods via the freight train is an option for the shipping manager to provide logistical services to consumers by utilizing the multiple available modes. To support it all, PT Kereta Api Indonesia in the business of shipping goods, it is necessary to make a strategy that will support the business plan of shipping goods.

3. The factors that support the advancement of tourism in Jogja are as follows: (1). Community Factors: (a). Improvement and maintenance of tourist facilities so that they are comfortable and safe for tourists to visit, such as the use of the Merapi eruption area for lava tour attractions; (b). Exploring tourist attractions in Jogja either through the mouth to mouth or through social media; (c). Often holds cultural events and events related to tourism in Jogja; (d). Establishment of tourism care communities in several tourist attractions in Jogja to explore tourist attractions, make repairs and maintenance of tourist facilities; (e). Community initiatives to open tourism support services such as vehicle rental services in Yogyakarta as an effort to facilitate public transportation that still does not reach tourist attractions in Jogja; (2). Government Policy Factors: (a). Improving facilities and improving tourist attractions in Yogyakarta; (b). Facilitating access to tourist attractions, including opening new highways, repairing roads and stocking public transportation; (c). They are disseminating information to the people of Jogja about the importance of tourism; (d). Promoting tourism in Yogyakarta both to the people of the province of Yogyakarta and the people of Indonesia and even internationally through events, research, education, and training related to tourism.

4. Export value of goods from D.I. Yogyakarta sent through several ports in Indonesia in August 2016 amounted to US $ 25,426,097, an increase of 50.27 percent compared to the previous month with a value of US $ 16,920,622. Compared to a year ago, cumulative from January to August, the value of exports fell by 1.76 percent.

5. Products such as crafts, fashion, animation, and games in the two industrial zones, are directed to penetrate the export market by applying the principle of "fair trade" or fair trade.

6. Yogyakarta has many locations that are pioneers in the use of renewable energy.

7. Shopping tourism is strongly supported by the role of creative industries in Yogyakarta and if not coupled to be an important part of tourism, the potential for shopping tourism will not be optimal.

References


Predicting Financial Distress and Financial Performance Using Political Connection

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Abstract. The purpose of this study is to investigate the relationship between financial performance and financial distress with political connections. This study examines (1) the relationship between political connections to financial distress (2) the relationship between political connections to financial performance. The research location is on the Indonesia Stock Exchange (IDX) using all secondary data in the property and real estate sector. Sampling was done purposively and produced 40 observational data for 2014-2017. Data analyzed using linear regression. The results showed a negative relationship between financial distress and political connections, likewise, a negative result between financial performance and political connections.

Keywords: Financial performance, financial distress, political connection.

1 Introduction

The Jokowi-JK government policy, which focuses on infrastructure during his administration, is a phenomenon that has attracted investors' attention because of the policy direction that focuses on companies in the infrastructure, property, and real estate sectors. Every policy issued by the government certainly has a political impact. A number of studies have found that political connections or political connections can improve company performance. According to [1] finding political connections helps companies to secure favorable regulatory conditions and access resources such as bank loans [2], [3], help increase asset returns [4], which in turn has an impact on increasing the value of the company [5]–[7] or improve their performance [8]. According to [9], Transitional countries are characterized by a number of institutional difficulties for private companies. These difficulties impose high costs on private companies and ultimately damage their performance. Connections or political status help reduce these costs and thus improve company performance.

Other research on an international level shows that politically connected companies show operational results that are not in line with expectations. [4] obtained research results that companies that have political connections have implications for the low profitability for three years after privatization. The same thing was found [10] that politically bound companies show lower returns compared to their competitors. However, the presence of political connections seems to increase (low) performance; meanwhile, the cessation of political
relations is accompanied by a decline in operational performance. [11] determined that after the death of a politician, the fluctuations in the income of companies located in his city were significantly reduced.

2 Theoretical Framework and Hypothesis Development

In grabbing hand theory, [12] have developed a bargaining model between politicians and company managers. Assuming that private ownership leads to the more efficient allocation of resources than politicians' control, in theory, it shows that private ownership is more favored by politicians because they can seek fees or take more resources from private shareholders using bribes or overwork. In this context, connections with politicians have the potential to corporate damage value. Therefore, the relationship of political connections to financial distress and financial performance is predicted to have a negative relationship.

2.1. Hypothesis Development

Companies that are connected with politicians are expected to avoid financial distress. This is because political links are considered able to strengthen the performance of corporate funding so as to avoid the financial distress situation. A company experiences financial conditions that are not good and results in and is in a situation of financial difficulties if the company is unable to realize its financial obligations by violating the terms or debt covenants (debt covenants) accompanied by the elimination or reduction of the distribution of dividends to shareholders [13]. This research focuses on the relationship between companies experiencing financial distress in the property and the real estate sector due to the fact that some companies experience distress even though there are still political connections in their corporate structure. This research predicts that the existence of political connections has a negative relationship with financial distress.

H1: Political connections negatively affect financial distress

A number of studies like [9] and [8] show significant positive results between financial performance and political connections. This happens in the context of companies that do not experience financial distress. This study differs from previous studies because it focuses on a sample of companies experiencing financial distress so that it is hypothesized as follows:

H2: Political Connection has a negative effect on financial performance

3 Research Methods

The study was conducted at the Indonesia Stock Exchange using secondary data from 2014 to 2017. Hypothesis testing is the aim of this study. The correlational relationship is a type of relationship in this study. The unit of analysis is the company level, namely companies engaged in property and real estate traded on the Indonesia Stock Exchange (IDX). The time horizon in this study is the time series. The variables in this study consisted of the dependent variable, independent variable, and control variable. Independent variables used are political connections, control variables are the size, and financial performance and financial distress are dependent variables.

All property and real estate companies listed on the Indonesia Stock Exchange (IDX) from 2014-2017 are the population in this study. The sample selection is made by a purposive
sampling method where all financial reports are first calculated based on the Altman z score to find the company in the condition of distress. A total of 10 companies in the field of property and real estate are eligible to be used as samples in this study.

The data in this study were collected through a computer search on the Indonesia Stock Exchange (IDX) website. The financial statements of companies that have gone public through an audit process by an independent public accountant are secondary data. The financial statement data is collected directly from the Capital Market Reference Center at the Indonesia Stock Exchange Building (IDX). Data on the independent variables of political connections are traced through www.bloomberg.com, www.marketscreener.com, and www.wikipedia.com. Financial Distress and Financial Performance variable data were obtained from financial statements.

Multiple linear regression is testing the hypothesis in this study using SPSS17 software. The regression model in this study is shown in the following two-equation stages.

\[
\text{Financial Distress} = \alpha + \beta_1 \text{Political Connection} + \beta_2 \text{Size} + \mu \\
\text{Financial Performance} = \alpha + \beta_1 \text{Political Connection} + \beta_2 \text{Size} + \mu
\]

Informations:
- Financial Distress = Calculated based on the Altman Z Score calculation
- Financial Performance = Calculated based on Return on Assets (ROA)
- \( \alpha \) = a constant;
- \( \beta \) = coefficient;
- Koneksi Politik = Calculated using the Dummy variable. Rated 1 If there are Politicians/ Government Officials/Party Members; and vice versa given 0
- Size = Calculated based on Natural Asset (LN) total Asset

4 Result

Regression test results in the first equation show the F test results in table 1 at a significant level of 5%, which means the first equation model should be used to predict Financial Distress.

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Regression</td>
<td>2.177</td>
<td>2</td>
<td>1.089</td>
<td>6.186</td>
</tr>
<tr>
<td></td>
<td>Residual</td>
<td>6.511</td>
<td>37</td>
<td>.176</td>
<td></td>
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<tr>
<td></td>
<td>Total</td>
<td>8.688</td>
<td>39</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*a. Predictors: (Constant), SIZE, POLITIK
b. Dependent Variable: DISTRES

Meanwhile, table 2 shows the political connection variable to financial distress that has a significant negative result at the alpha level of 5% and the magnitude of the coefficient of -0.374 and the control variable of the company size to financial distress also obtained a significant negative result at the alpha level of 5% with a coefficient of -0.088. This result is in line with the hypothesis (H1).
Table 2. Hypothesis Test Equation 1

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
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<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
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<td>1</td>
<td>(Constant)</td>
<td>3.838</td>
<td>1.270</td>
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<tr>
<td></td>
<td>POLITIK</td>
<td>-.374</td>
<td>.143</td>
<td>-.376</td>
</tr>
<tr>
<td></td>
<td>SIZE</td>
<td>-.088</td>
<td>.044</td>
<td>-.285</td>
</tr>
</tbody>
</table>

a. Dependent Variable: DISTRES

Regression results in the second equation show the results of the F test in table 3 obtain significance at the 5% level, which means the second equation model can be used to predict financial performance.

Table 3. Test Model on Equation 2

<table>
<thead>
<tr>
<th>Model</th>
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<th>Mean Square</th>
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<th>Sig.</th>
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<td>.019</td>
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<td>.010</td>
<td>6.006</td>
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<tr>
<td></td>
<td>Residual</td>
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<td>37</td>
<td>.002</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>.078</td>
<td>39</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

a. Predictors: SIZE, POLITIK
b. Dependent: ROA

T-test results in table 4 show the political connection to the financial performance obtained significant negative results at the alpha level of 5% with a coefficient of -0.044, and firm size control variables also obtained a significant positive result at the alpha level of 10% with a coefficient of 0.004. These results are different from previous researchers. [9] obtain positive results while in research [4], [10], [11] get negative results. This difference is due to this research focusing on samples of companies that are predicted to experience financial distress so that the financial performance (ROA) obtained can be said to be unfavorable.

Table 4. Hypothesis Test Equation 2

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>-.150</td>
<td>.121</td>
<td>-1.241</td>
</tr>
<tr>
<td></td>
<td>POLITIK</td>
<td>-.044</td>
<td>.014</td>
<td>-.463</td>
</tr>
<tr>
<td></td>
<td>SIZE</td>
<td>.007</td>
<td>.004</td>
<td>.246</td>
</tr>
</tbody>
</table>

a. Dependent Variable: ROA
5 Discussion

Hypothesis testing results on the two regression models show that financial distress and financial performance have a negative relationship with political connections. This fact shows different results from research [9] and [8] that financial performance is positively related to political connections but in line with research [4], [10], [11]. Meanwhile, financial distress has negative results; this result is in line with expectations in this study because the samples collected are companies that are in a state of financial distress. If it is associated with the concept of political connections, companies that have political links are predicted to be able to improve the company's financial performance but viewed from the side of the company experiencing financial distress; there will be a decrease in financial performance.

6 Conclusion

Based on grabbing hand theory predicts a negative relationship between the presence of political connections between financial distress and financial performance due to the negative side of a politician such as hoping for a fee to be obtained and also the tendency of a politician to corrupt within a company. From the side of this theory, politicians tend to be self-interested so they tend to ignore the interests of companies. This then makes the company not optimal in terms of improving its performance and ultimately makes the company experience financial distress.

This research certainly gives information to every principle that the presence of political connections within the company is not profitable to benefit the company financially and tends to make the company in a state of financial distress.

Reference

Tax Paying Compliance After The Issued of Government Regulation Number 23 of 2018 in Belopa City, Luwu Regency

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Abstract. This study aims to analyze the effect of knowledge and understanding, awareness, socialization, and justice on tax-paying compliance after the issued of Government Regulation Number 23 of 2018. The population in this study was 1,489 individual entrepreneur taxpayers in Belopa City, Luwu Regency. The sampling technique using Slovin formula with an error limit of 10% (ten percent) to get 100 samples of taxpayers. The research approach using quantitative and qualitative approaches. While data analysis using multiple regression analysis techniques. The results showed that knowledge and understanding of taxpayers, awareness of taxpayers, and socialization held by the Government had a positive and significant effect on tax-paying compliance. However, justice in regulation did not have a positive and significant effect on tax-paying compliance after the issued of Government Regulation Number 23 of 2018 in Belopa City, Luwu Regency.

Keywords: Knowledge and understanding, awareness, socialization, justice, tax-paying compliance.

1 Introduction

Indonesia is a country that is still dependent on state funding from the taxation sector. The government relies heavily on tax revenues to finance various planned developments. In addition, through taxes, the government can improve the welfare of its people. With taxes, the Government can finance infrastructure development, education costs, health costs, fuel subsidies, construction of public facilities, civil servants' salaries, and finance public facilities like roads, bridges, health centers/hospitals, police stations, and so on. All of that is funded by taxes sourced from taxpayer payments. Taxes collected by the Government are carried out on the basis of the applicable laws and regulations.

The Indonesian taxation system, in particular, income tax is known as the term income tax subject, income tax object, and the procedures for imposing income tax rates. Tax subjects are individuals or legal entities that have taxation rights and obligations in accordance with the provisions of the applicable tax legislation while the income tax object is income itself which is any additional economic ability of the tax subject that can add wealth and can be used for consumption both from abroad and from within the country.

For the imposition of current income tax rates, there are 2 (two) types of methods for determining the amount of income tax payable, first, by using general provisions in accordance with the income tax law. The method of calculation starts from determining the
amount of business circulation, then calculating net income. After that, net income is reduced by Non-Taxable Income according to the marital status and dependents of the taxpayer. The results of this reduction are taxable income that will be subject to progressive tax rates ranging from 5% (five percent) to 30% (thirty percent).

In addition to the calculation procedure in accordance with the general provisions that are not final, there is also the calculation of final income tax payable sourced from the business. In this calculation, the amount of income tax payable is calculated by multiplying the amount of gross business circulation with the tax rate without any calculation of net income and without any reduction in non-taxable income. This method was introduced since July 1, 2013, with the issuance of Government Regulation Number 46 of 2013.

Furthermore, as a result of evaluating the implementation of Government Regulation Number 46 of 2013, new provisions were issued, which became the basis for calculating final income tax on income from a business, namely Government Regulation Number 23 of 2018. Government Regulation Number 23 of 2018 concerning Income Taxes on Income from Businesses Received or Obtained by Taxpayers with a Specific Gross Distribution is one of the bases for tax collection in Indonesia. This regulation only targets taxpayers with a total gross circulation of up to 4.8 billion in one year. Another interesting thing and the first time this has happened in the taxation system in Indonesia is that with the enactment of Government Regulation Number 23 of 2018 as of July 1, 2018, taxpayers can choose to use the provisions in accordance with the Government Regulation Number 23 of 2018 or to use general provisions in accordance with the Income Tax Law in determining the amount of income tax payable on income from the business received.

The Government Regulation Number 23 of 2018 has the most influence on taxpayers registered at the Tax Office domiciled in small cities with relatively small economic levels. One example is the taxpayer registered at Palopo tax Office located on Jalan Andi Djeema No. 131 Palopo City. The Palopo Tax Office's working area covers 6 (six) regions, namely Palopo City, Luwu Regency, North Luwu Regency, East Luwu Regency, Tana Toraja Regency, and North Toraja Regency where most of the people have income from businesses such as trade, services, and home industries.

The object of research in this study is the Entrepreneur Taxpayers in the City of Belopa, the capital of Luwu Regency. The level of tax-paying compliance by taxpayers in the City of Belopa is as follows:

<table>
<thead>
<tr>
<th>No</th>
<th>District</th>
<th>Registered</th>
<th>Payment</th>
<th>Non-Payment</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Belopa</td>
<td>796</td>
<td>296</td>
<td>500</td>
<td>37.19 %</td>
</tr>
<tr>
<td>2</td>
<td>North Belopa</td>
<td>693</td>
<td>270</td>
<td>423</td>
<td>38.96 %</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>1,489</td>
<td>566</td>
<td>923</td>
<td>38.01 %</td>
</tr>
</tbody>
</table>

As seen in Table 1, the level of compliance for Belopa District was only 37.19%, and North Belopa District was only 38.96%, which overall was only 38.01% for Belopa City. Measuring the level of taxpayers' compliance can be seen from the receipt of tax return, both the Monthly Income Tax Return and / or Annual Income Tax Return. However, what is used in this research is the submission of the Monthly Income Tax Return because in accordance
with Government Regulation Number 23 of 2018, taxpayers who make tax payments are considered to have submitted the Monthly Income Tax Return. The low level of tax-paying compliance can be influenced by many things, including knowledge and understanding of tax regulations by taxpayers, awareness of taxpayers as citizens, socialization conducted by the government, and the principle of justice in a regulation.

Knowledge of taxation is not only an understanding of thought based on the Taxation Law and Regulation, but also demands the ability or technical skills how to calculate the amount of tax payable [1]. While (Tambun, 2016) states that the existence of good taxation knowledge can help improve taxpayer compliance with the importance of paying taxes and taxpayers can do so in accordance with tax legislation. If the taxpayer does not have knowledge of tax regulations and processes, the taxpayer does not determine his behavior properly [2].

This is supported by research conducted by Kurnia (2012), Yulsiati (2015), Arwadi et al. (2015), Nugroho et al. (2016), Endrik (2014), Napitulu Nurul (2015) which examined the knowledge and understanding of individual taxpayers that had a positive and significant effect on tax compliance [3]–[8]. Meanwhile, this research is different from the one conducted by Nurlaela S (2014), Monica C.A. (2015), which examines knowledge and understanding that does not have a significant effect on the level of tax compliance [9], [10].

In addition to the knowledge and understanding of taxpayers, the level of tax compliance is also influenced by the taxpayer's awareness of tax obligations that must be paid to the state treasury. Awareness of taxpayers related to the views or thoughts of taxpayers in determining their behavior (perceived behavioral belief) in compliance to pay taxes [11]. The higher the level of awareness of taxpayers, then they will be able to determine actions that are in accordance with tax laws so that they have a high level of compliance [12].

This is supported by research conducted by Annisa and Sulaikha (2011), Kurnia (2012), Monica C.A. (2015), which examines the effect of awareness of paying taxes that have an effect on tax compliance [3], [9], [13]. While this study is different from Nurlaela (2014), Yulsiati H (2015), Arwadi et al. (2015), Nugroho et al. (2016) who examined similar things where the effect of paying tax awareness did not have a significant effect on tax compliance [4]–[6], [10].

The socialization factor also influences tax compliance. Without the socialization of tax regulations, taxpayers will not know and understand the procedures for fulfilling their tax obligations. Awareness of the obligation to pay taxes will also decrease because taxpayers do not know about the latest regulations in the field of taxation. Taxpayers partially understand that Regulation Number 23 of 2018 is a rule related to the reduction in income tax rates from 1% to 0.5%. But actually not limited to that, there are a number of other important things that escaped the understanding of taxpayers. For example, taxpayers can choose to use the method of calculating the amount of tax payable, the existence of the period of use of the final tax rate, and so forth. This problem arises because of the lack of socialization to taxpayers. So that in the long term, implementation will cause problems related to compliance with paying taxes.

In addition, taxation socialization has a big influence on increasing the number of registered taxpayers and increasing knowledge and understanding of taxpayers so that it automatically increases state revenue from the taxation sector [14].

This is supported by research conducted by Faizin et al. (2016), Kusuma and Erma (2018), Setyabudi (2017), Boediono, S and Sri H. (2018), which examines the effect of socialization that has an influence on tax compliance [15]–[18]. While this research differs by Winerungan, (2013), which states that the lack of intensive socialization provided by the
government will have an impact on the low knowledge and understanding of taxpayers so that it affects the tax compliance [14].

The principle of justice is one that is often an important consideration in building a taxation system. A taxation system can be successful if the community believes that the tax collected by the government has been imposed fairly, and everyone pays according to his ability.

Sekar (2018) and Yesi and Raja (2014) examined the justice variable as having an influence on taxpayer compliance [19], [20] while the results in this study are not in line with those conducted by Jackson and Milliron (1986) and Richardson (2006) which state that the inconsistency between justice and taxpayer compliance is due to the multidimensional nature of tax justice as a compliance variable [21], [22].

The main purpose of this research is to find out how the influence of knowledge and understanding, awareness, socialization, and justice on tax-paying compliance with respect to the issuance of Government Regulation Number 23 of 2018 for entrepreneur taxpayers in the City of Belopa, Luwu Regency.

2 Research Methods

In this study, researchers used qualitative and quantitative research approaches. So, researchers will describe and analyze phenomena, events, social activities, attitudes, and thoughts of respondents individually or in groups. Then to get more specific, clear, detailed results and test the theory, the researchers used data collection techniques by means of observation, literature review, questionnaires, and structured interviews and then processed using the SPSS 21.0 software application. By combining this research approach, it is hoped that conclusions and suggestions can be useful for the government, taxpayers, and future researchers.

3 Research Findings

<table>
<thead>
<tr>
<th>Table 2. Combined Testing (F-test)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dependent Variable</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Knowledge and Understanding (X1)</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>F-table statistic</td>
</tr>
</tbody>
</table>

229
Based on the F-Test results obtained from the output of SPSS 21.0, the Correlation Coefficient (R) value is 0.467. It shows that there is a fairly strong relationship between knowledge and understanding (X1), awareness (X2), socialization (X3), and Justice (X4) in combination with paying tax compliance (Y) in Belopa City, Luwu Regency.

The coefficient of determination (R square) of 0.218 states that the influence of knowledge and understanding (X1), awareness (X2), socialization (X3) and justice (X4) simultaneously influence tax-paying compliance (Y) of 21.8%. While the remaining 78.2% is still influenced by other variables not included in this study.

Then the F-count obtained based on the test results was 6.623 with a significance level of 0.000, while the F-table obtained from the statistical table of 0.794 was used as a comparison. If the F-count is greater than the F-table, the independent variable has an influence on the dependent variable, and if the significance value is below 0.05, the independent variable has a significant effect on the dependent variable.

The results obtained in this study are the F-count (6.623) is greater than the F-table (0.794) and the significance (0.000) is less than 0.05. This shows that the F-Test or simultaneously, the independent variable of knowledge and understanding (X1), awareness (X2), socialization (X3), and Justice (X4) has signed on the dependent variable of tax-paying compliance (Y).

<table>
<thead>
<tr>
<th>Independent Variable</th>
<th>Coefficient Regression (B)</th>
<th>Standardized coefficients Beta</th>
<th>T-count</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and Understanding</td>
<td>0.202</td>
<td>0.190</td>
<td>2.082</td>
<td>0.040</td>
</tr>
<tr>
<td>Awareness (X2)</td>
<td>0.328</td>
<td>0.257</td>
<td>2.807</td>
<td>0.006</td>
</tr>
<tr>
<td>Socialization (X3)</td>
<td>0.936</td>
<td>0.799</td>
<td>2.636</td>
<td>0.010</td>
</tr>
<tr>
<td>Justice (X4)</td>
<td>-0.608</td>
<td>-0.560</td>
<td>-1.845</td>
<td>0.068</td>
</tr>
<tr>
<td>Constanta (b0)</td>
<td>0.603</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>T-table statistic</td>
<td></td>
<td>0.6770</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Based on partial testing or T-Test seen from the table above shows that knowledge and understanding, awareness, and socialization affect tax compliance while the justice variable has no effect on tax-paying compliance in Belopa City. This can be known by 2 (two) ways, firstly by looking at the significance value greater or smaller than 0.05. If the significance value is less than 0.05, then the variable is significant, secondly, by comparing the value of t-count with t-table. If the t-count is greater than the t-table statistics, it can be interpreted that it is significant.

The significant value of the knowledge and understanding variable (X1) was 0.040, the awareness variable (X2) was 0.006, and the socialization variable (X3) was 0.010. While the justice variable (X4) was 0.068, from these results, it shows that partially the knowledge and understanding variables (X1), the awareness variable (X2), and the socialization variable (X3) have a significant effect while the justice variable has no significant effect seen from the significant value larger than 0.05.

While the comparison of the T-count of knowledge and understanding variables (2.082) is greater than the T-table (0.6770), the awareness variable (2.807) is greater than the T-table (0.6770). Furthermore, the socialization variable with a T-test of 2.636 is greater than the T-table of 0.6770. The justice variable has T-count (-1.845) smaller than T-table (0.6770). The
analysis showed that of the three variables that had a significant effect, it turned out that the awareness variable had the most dominant influence in increasing tax-paying compliance in the City of Belopa.

Based on the results of the F-test and t-Test described above, the results of testing this research model can be presented in the following figure:

![Figure 1](image)

Description:
- S : Significance level 0.05
- X1 : Knowledge and Understanding
- X2 : Awareness
- X3 : Socialization
- X4 : Justice
- Y : Tax Paying Compliance

Fig. 1. The Results of Testing The Model of The Influence of Knowledge and Understanding, Awareness, Socialization, and Fairness Towards Tax Compliance

4 Discussion

4.1 Effect of Knowledge and Understanding (X1) on Tax Paying Compliance (Y) in Belopa City

Based on the results of hypothesis testing with statistical analysis using the SPSS 21.0 program, it is known that the knowledge and understanding variables have a positive and significant effect on tax compliance in Belopa City. Where the significance level (0.040) is smaller than 0.05, and the T-test value (2.094) is greater than the T-table, which is only 0.6770. It proves that the first hypothesis which states knowledge and understanding has a positive and significant effect on tax compliance in Belopa City is accepted. This means that if the taxpayers have knowledge and understanding of applicable regulations, the taxpayer will make a major contribution to increasing tax-paying compliance. Meanwhile, if the knowledge and understanding of taxpayers are lacking, the level of tax-paying compliance also tends to decrease.

Tambun (2016) states that the presence of good taxation knowledge can help improve taxpayer compliance with the importance of paying taxes, and taxpayers can do it in accordance with tax legislation. If the taxpayer does not have knowledge of tax regulations and processes, the taxpayer does not determine his behavior properly [2].
This is supported by research by Kurnia et al. (2012), Yulsiati (2015), Arwadi (2015), Nugroho et al. (2016), Endrik Nur S (2014), Nurul Asyah N (2015) [3]–[8]. Researching on the knowledge and understanding of individual taxpayers has a positive and significant effect on tax-paying compliance. While this research is different from the others conducted by Nurlaela (2014), Monica C.A. (2015), which examines knowledge and understanding, does not have a significant effect on the level of tax-paying compliance [9], [10].

4.2 Effect of Awareness (X2) Against Tax Paying Compliance (Y) in the City of Belopa

Based on the results of hypothesis testing with statistical analysis using the SPSS 21.0 program, it is known that the awareness variable has a positive and significant effect on tax compliance in Belopa City. Where the significance level (0.006) is smaller than 0.05, and the value of T-count (2.884) is greater than the T-table (0.6770). This proves that the second hypothesis stating that awareness has a positive and significant effect on tax compliance in Belopa City is accepted. If the awareness of taxpayers increases and aware of their obligations as citizens in paying taxes, it will make a major contribution to increasing tax-paying compliance.

Awareness of taxpayers related to the perspective or thought of taxpayers in determining their behavior (perceived behavioral believe) in terms of compliance to pay taxes. Nalendro & Isgiyarta, (2014) stated that the higher the level of awareness, the higher the level of compliance with tax laws that would be able to determine the level of compliance [12].

Awareness of individual taxpayers in meeting obligations will increase compliance with individual taxpayers. Taxpayers who realize that taxes are a source of income of a region will contribute to the development and progress of the area. Conscious taxpayers will always try to fulfill their obligations because they understand that if they do not pay taxes, it will have an impact on the financial resources of a region that directly impedes development.

In the results of this study, the awareness variable had the biggest contribution to increase tax compliance. This is supported by several previous studies, which also agreed that awareness has an important role in growing the level of tax-paying compliance. Among the research conducted by Annisa and Sulaikha (2011), Kurnia et al. (2012), Monica C.A. (2015), which examines the effect of awareness of paying taxes, influence tax compliance [3], [9], [13]. While this research is different from Nurlaela (2014), Yulsiati (2015), Arwadi (2015), Nugroho et al. (2016) who examined similar things where the influence of paying tax awareness did not have a significant effect on tax compliance [4]–[6], [10].

4.3 Effects of Socialization (X3) on Tax Paying Compliance (Y) in the City of Belopa

Based on the results of hypothesis testing with variable analysis using the SPSS 21.0 program, it can be seen that the socialization variable has a positive and significant effect on tax compliance in Belopa City. Where the level of significance (0.010) is smaller than 0.05, and the value of T-test (2.655) is greater than the value of T-table (0.6770). This proves that the third hypothesis, which states that socialization has a positive and significant effect on tax compliance in the City of Belopa is accepted. This means that if the socialization is carried out well and is often done, it will contribute very well in improving tax-paying compliance. But on the contrary, if the socialization is carried out incorrectly and irregularly, then it will have an impact on decreasing the level of compliance to pay taxes or not paying taxes at all.
Taxation socialization is an effort or concrete action related to the notification of taxation information to taxpayers, both individuals and business entities in order to comply with tax regulations that have been set by the government. The Directorate General of Taxes in Faizin (2016) states that the socialization is an effort made by the Directorate General of Taxes through various methods to provide information related to all regulations and activities related to taxation so that it can be carried out by taxpayers, both individuals and business entities [15].

Dharma and Suarda (2014), stated that in attribution theory, one's behavior in fulfilling tax obligations is influenced by socialization factors. Socialization can be carried out through counseling, seminars, and other communication media such as advertisements [23]. Winerungan (2013) states that taxation socialization can increase the number of taxpayers and can increase compliance from taxpayers so that automatically state revenues from the taxation sector will increase [14].

In this study, the socialization variable has a big role in increasing tax-paying compliance for taxpayers in the City of Belopa. These results are in line with research conducted by Faizin et al. (2016), Kusuma and Erma W. (2018), Setyabudi (2017), Boediono, S and Sri H. (2018), who stated socialization has an influence on taxpayer compliance [15]–[18]. While this research is somewhat different conducted by Winerungan (2013). Where she states that the lack of intensive socialization given will have an impact on the low knowledge and understanding of taxpayers [14].

4.4 Effect of Justice (X4) on Tax Paying Compliance (Y) in the City of Belopa

Based on the results of hypothesis testing with statistical analysis using the SPSS 21.0 program, it is known that the justice variable does not have a positive and significant effect on tax-paying compliance in the City of Belopa. Where the level of significance (0.068) is greater than 0.05, and the value of the T-test (-1.845) is smaller than the T-table value (0.6770). This proves that the fourth hypothesis stating that justice has a positive and significant effect on tax compliance in Belopa City is rejected.

The taxpayer's perception of the fairness of the taxation system in a country will affect the implementation of taxation in that country. This perception influences tax compliance behavior and tax avoidance behavior. The community will tend to be disobedient and avoid tax obligations if the community considers the current tax system to be unfair.

Mardiasmo (2002), in associated with legal objectives to achieve justice, regulations and implementation of tax collection must be fair. Fair in regulations means to impose taxes in general and equitably, and be adjusted to the capabilities of each taxpayer [24]. While fair in implementation is giving taxpayers the right to file an objection, delay in payment of taxes, and so forth. McGee (2006) explains that tax evasion is considered an ethical thing because of the lack of fairness in the use of money sourced from taxes, corruption of government officials, and do not get a reward/influence over the tax paid. This causes a decrease in state revenue and causes public distrust in government institutions [25].

In this study, the justice variable has no effect on the level of tax-paying compliance. Taxpayers prefer the principle of convenience in calculating the amount of tax payable. Most taxpayers realize that government regulation number 23 of 2018 is more profitable for taxpayers with a total income of more than 360 million in one year. Therefore, the justice variable in this study did not make a major contribution to increase tax compliance in the City of Belopa.
These results are not in line with research conducted by Sekar (2018) and Yesi and Raja (2014), examining the variable of justice has an influence on taxpayer compliance [19], [20]. While the results in this study are in line with those conducted by Jackson and Milliron (1986) and Richardson (2006), stating that the inconsistency between justice and taxpayer compliance is due to the multidimensional nature of tax justice as a compliance variable [21], [22].

Cristensen et al. in Azmi and Perumal (2008) state that justice is difficult to define because four main problems namely, justice related to dimensional problems, justice can be defined at the individual or group level, justice related to complexity, and lack of justice can cause non-compliance to pay taxes [26].

5 Conclusion and Suggestion

5.1 Conclusion

From the results of multiple regression analyzes that have been carried out, conclusions can be drawn including:

a. Knowledge and understanding variables have a positive and significant effect on tax-paying compliance with respect to Government Regulation Number 23 of 2018 in the City of Belopa, Luwu Regency.

b. Awareness variable has a positive and significant effect on tax-paying compliance with respect to Government Regulation Number 23 of 2018 in the City of Belopa, Luwu Regency.

c. The socialization variable has a positive and significant effect on tax-paying compliance with respect to Government Regulation Number 23 of 2018 in the City of Belopa, Luwu Regency.

d. The justice variable has a negative and not significant effect on tax-paying compliance in connection with Government Regulation Number 23 of 2018 in the City of Belopa, Luwu Regency.

e. From the results of testing the hypothesis of knowledge and understanding, awareness, socialization, and justice simultaneously affect the tax-paying compliance in connection with Government Regulation Number 23 of 2018 in the City of Belopa, Luwu Regency.

5.2 Suggestion

For the Government. The government must increase tax socialization regarding tax rates and tax provisions that apply in Indonesia so that the understanding and awareness of taxpayers about taxation is increasing.

For taxpayers. For taxpayers who are respondents in this study, it is better to understand the functions and objectives of taxation so that they can participate maximally in the development of the State.

For Future Researchers. Future studies can use other independent variables such as tax reform, sanctions, tax amnesty, compliance costs, attitudes, tax accountability, or the impact
of implementing Government Regulation Number 23 of 2018, which is more clear. Future studies are expected to be able to take a larger sample and not only the Individual Taxpayer in the City of Belopa, so that better research results can be obtained.

References

The Effect of Implementing Enterprise Resource Planning (ERP) System on Earnings Management

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Abstract. This study examines the relationship between ERP system implementation and earnings management. The study population is basic and chemical industry companies listed on the Indonesia Stock Exchange (IDX). The sample in this study is in the form—annual financial statements of 11 companies that meet the criteria for purposive sampling. The financial statement period is set 3 years before the implementation of the ERP system, and the financial report is three years after the implementation of the ERP system. Research shows that financial statements produced with ERP systems are not able to reduce the existence of manipulation of financial data. The amount of investment and exceed expectations of the implementation of the ERP system is the reason for the need for research to determine the benefits obtained after the implementation of the system.

Keywords: Enterprise resource planning (ERP), earnings management.

1 Introduction

Accounting is a business language agreed upon by all parties as a tool in measuring the financial performance of a business organization and is used as a basis for making business decisions by all related parties (stakeholders) so that the financial statements presented must be impartial, reliable and timely. Earnings information, as part of financial statements, is often the target of engineering through opportunistic management actions to maximize satisfaction but can be detrimental to shareholders or investors. These opportunistic actions are carried out by choosing certain accounting policies so that the company's profits can be regulated, increased, or reduced according to their wishes. Management behavior to regulate earnings in accordance with their desires is known as earnings management. Healey and Wahlen (1999) state that earnings management occurs when managers use judgment in financial reporting and the preparation of transactions changes financial statements. This situation can mislead stakeholders about the company's economic performance and affect the results in relation to contracts that depend on the accounting numbers reported [1].

Scott (2012) earnings management is a management intervention in the process of preparing financial statements for external parties so that it can flatten, increase, and decrease earnings reporting, where management can use the leeway to use accounting methods, make policies (discretionary) that can accelerate or delay costs -costs and revenues, so that the company's profits are smaller or larger as expected. In the principle of financial reporting,
financial statements must be reported as well as possible so as not to mislead stakeholders [2]. But in practice, accounting itself allows management to do earnings management. Quality accounting information is information that meets the qualitative characteristics of accounting information, namely, relevance, reliability, comparability, and consistency [3].

Earnings management is an active profit manipulation such as bookkeeping, choosing the use of allocation methods, accelerating or increasing recognition of a transaction in one period to another, all done by agents with various specific motives, such as obtaining and maintaining loan funds, avoiding taxes, bonus plans, and so forth. Earnings management can be described as management behavior in choosing certain accounting policies aimed at influencing earnings to achieve a certain goal. According to agency theory, earnings management always tries to maximize its utility function. Because management has the discretion to choose one accounting policy from generally accepted principles, then it is natural if the thought arises that management will choose an accounting method that specifically will help management in achieving its objectives. Financial statements containing earnings management cause the quality of accounting information produced is low. This information cannot describe the actual state of the company or its low relevance.

Enterprise Resource Planning (ERP) is a software system that integrates data and information from all of the company's functional areas, which include finance, accounting, production, sales, purchasing, human resources, and other functions [4]. The presence of an ERP system is certainly expected to have a positive impact on the accounting information generated because of its ability to cut reporting lines so that it can reduce reporting modifications in each of its sub-systems and will eventually produce reports that describe the actual conditions. According to Tarigan (2009), the implementation of an ERP system provides good information for companies because it can provide detailed and complete information, in addition to the high efficiency, especially in the operational section because it gets correct and timely information [5]. Task Technology Fit (TIF) developed by Goodhue and Thompson (1995) is the level at which technology helps individuals in carrying out their duties or job duties. High performance has implications for efficiency improvements, effectiveness improvements, and/or quality improvements [6].

The socio-technical theory proposed by Jenkins (2012) socio-technical system (STS) in organizational development is an approach to the design of complex organizational work that recognizes the interaction between humans and technology in the workplace. The use of ERP technology is equipped with hardware and software that functions to coordinate and integrate information data in each area of business processes so as to produce quick decision making because it provides quick analysis and financial reports, lampoon time sales reports, production, and inventory reports.

Tsai's research (2012) suggests that ERP system performance can reduce earnings management [7], while Wibisono research (2013) found that ERP system implementation is not able to significantly reduce the level of earnings management in financial statements [8]. Marjulin (2016), in his research findings, suggested that ERP systems can improve the quality of accounting information [9]. Research by Brazel and Li dang (2008) proves that ERP systems have a positive effect on earnings management. The implementation of an ERP system can improve earnings management by agents to fulfill their incentives due to increased access and control of information as well as a reduction in audit quality control and internal control [10]. Brazel and Agoglia (2007) suggest that assessing audit quality and internal control may be inadequate for clients who have implemented ERP systems, and there are concerns in practice with regard to the competence of IT auditors assigned to test ERP systems [11].
2 Research Methodology

This type of research secondary data collected by downloading data from the official website of the IDX (www.idx.co.id). The population of this research is manufacturing companies listed on the Indonesia Stock Exchange (IDX). The sample of this research is companies that meet the criteria of purposive sampling with the following criteria: (a) Companies that have implemented an ERP system, (b) basic and chemical industrial companies listed on the Stock Exchange starting 2013, (c) companies have annual reports in the study period and (d) companies that have complete data during the observation period. The sample in this study is in the form of an annual financial report.

3 Result and Discussion

There were 50 companies that did not implement the ERP system in the study period, four companies that did not have an annual report in the study period, two companies did not have complete data during the observation period, so that from 67 companies only 11 companies were sampled in this study.

It is known that for the average before ERP system implementation is -.0663297 and after ERP system implementation is -.0497521, meaning that the average before ERP system implementation is lower than the average after ERP system implementation.

Based on the histogram display, it can be seen that the dependent curves and standardized residual regressions form images such as bells, and the normalized appearance of standardized p-p regression plots shows that the points spread around the diagonal lines. Therefore based on the normality test, regression analysis is feasible. Multicollinearity test results indicate that the ERP variable has a VIF value and tolerance values of 1.000 and 1.000, respectively. This means it can be concluded that there is no multicollinearity between variables in the regression model. There was no autocorrelation because the Durbin-Watson (1.949) value was located between the value du = 1.663, and the 4-du value = 2.333 [12]. In the regression, model heteroscedasticity does not occur. This is because of Sig. ERP variable on absolute residuals is 0.515> 0.05 [12].

In this study, using the average difference test, Paired Samples T-Test is used to test the differences in two groups of paired data. For output describing the correlation between variables, it can be seen the value of the correlation between before and after ERP system implementation is 0.439 with a significance of 0.011

The result of the t value is -859. Distribution tables are sought at a = 5%: 2 = 2.5% (2-tailed test) with degrees of freedom (df) n-1 or 33-1 = 32. With 2-sided testing (significance = 0.025), the results obtained for t table amounted to 2.325. because -t count> -t table (-859> -2.325) then H0 is accepted meaning there is no difference in the level of earnings management between before and after ERP system implementation with this it can be concluded that with the implementation of the ERP system is not able to reduce the level of earnings management in the company. These results are in line with previous research conducted by Wibisono (2013) that ERP implementation is not able to significantly reduce the level of earnings management in financial statements [8].

4 Conclusion
We conclude that the magnitude of investment value and exceed expectations of ERP system implementation are the reasons for the need to do research to find out the benefits obtained after the implementation of the system, especially on the financial statements produced, because financial statements are one of the main sources of information used by users to determine the decision. After conducting various analyzes of this study, the ERP system implementation was not able to reduce the level of earnings management, as indicated by statistical testing. These results indicate that the financial statements produced with the ERP system are not able to reduce the manipulation of financial data. This is not in accordance with accounting standards that say that financial statements must present the actual and honest condition of the company (representational faithfulness).

Research that measures the success of the system to produce information has not been done much; it is also necessary to research how the system produces accurate and accurate information for its users, especially financial information that is in accordance with accounting standards in force in Indonesia. This study tries to reveal the benefits generated from the implementation of the system seen from the results of the financial statements produced. But this research still has many shortcomings that must be completed by further research. This study uses only one dependent variable; namely, the value of earnings management in subsequent studies need to add other variables to describe the quality of financial statements produced by the system used by the company. Especially financial statements that must meet accounting standards in Indonesia.

References

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