

# 11<sup>th</sup>ADRI

PROCEEDINGS 11TH ADRI 2017  
INTERNATIONAL MULTIDISCIPLINARY CONFERENCE AND CALL FOR PAPER  
NGANJUK, MARCH 18, 2017

## PROCEEDING

# Academic Role in Facing Asean Economic Community (AEC) Global Challenge, Local Act

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## **PREFACE**

Praise being said to Allah Almighty God for all the grace and guidance that has been given to us all, so the Proceedings of the 11th ADRI 2017 International Multidisciplinary Conference and Call for Papers Nganjuk, March 18, 2017 can be realized. Proceedings contains a number of articles and research papers from lecturers, teachers, students, researchers and / or observer of the development of science and technology.

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Hopefully, these proceedings may give benefit to us all, for the development of science, technology, arts, culture, and sports. In addition, is also expected to be a reference for the nation and state-building efforts so that science and technology become a strong pillar in the face of the ASEAN Economic Community.

Lastly, there is no ivory that is not cracked. We are sorry if there are things that are less pleasing. Thanks you very much.

Nganjuk, March 18, 2017.

Publisher Manager of Perkumpulan Ahli & Dosen Republik Indonesia (ADRI),

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## **CONTENTS**

<b>PREPARING YOUTH TO FACE A DYNAMIC WORLD OF ISLAM .....</b>	<b>17</b>
MAGDY B. BEHMAN,	
<b>BUILDING A RESILIENT INFRASTRUCTURE: SUPPORTING SUSTAINABLE DEVELOPMENT GOALS (SDG) IN INDONESIA .....</b>	<b>18</b>
CHOLIL HASYIM, M. IKHSAN SETIAWAN, SRI WIWOHO M, DANI HARMANTO	
<b>SHARE OF RENEWABLE ENERGY IN THE GLOBAL ENERGY MIX .....</b>	<b>19</b>
WAHYU MULYO UTOMO, M. IKHSAN SETIAWAN, AGUS SUKOCO, CHOLIL HASYIM	
<b>ADDITION OF SWEET CORN (ZEA MAYS SACCHARATA STURT) AND FERMENTATION QUALITY OF CHEMICAL COMBUCHA.....</b>	<b>20</b>
BAMBANG SIGIT SUCAHYO, RESTU TJIPTANINGDYAH, AFINA DORRODATUN	
<b>WEBMAP OF POTENTIAL AREAS AND EROSION DAS LANDSLIDE IN PACITAN REGION .....</b>	<b>21</b>
ANIK VEGA VITIANINGSIH, RATNA NUR TIARA SHANTY, RESY RAHMA KURNIA MARHANI, M. IKHSAN SETIAWAN, SULFIKAR SALLU	
<b>WEBMAP OF SETTLEMENT LAND SUITABILITY IN JEPARA REGION .....</b>	<b>22</b>
ANIK VEGA VITIANINGSIH, FRANCISCO HANDY P, M. IKHSAN SETIAWAN, SULFIKAR SALU	

<b>THE INFLUENCE OF RECRUITMENT SYSTEM TO EMPLOYEE PRODUCTIVITY ENHANCEMENT WITH TRAINING AND SPIRITUAL VALUES CULTIVATION AS A MODERATOR VARIABLES IN SHARIA RETAIL UNIT OF KOPONTREN .....</b>	<b>23</b>
NANIK NURBAITI, MUHAMAD AHSAN	
<b>THE EFFECT OF EXPERIENCE OF SHOPPING AND PERCEPTION OF PRICE ON PERCEPTION OF QUALITY AND PERCEPTION OF VALUE : A CASE STUDY IN SHOPPING CENTER OF MALL PARAGON SOLO, CENTRAL JAVA .....</b>	<b>24</b>
ACHMAD CHOERUDIN, MARGARETHA MARTINA BUDHI UTAMININGSIH	
<b>SUFISM; THE DIVERSITY'S (KEBHINNEKAAN) LINK IN INDONESIA SYAMSUN NI'AM .....</b>	<b>25</b>
<b>CHARACTERISTIC OF STATIC VAR COMPENSATOR WITH SIMULATION MATLAB .....</b>	<b>26</b>
ZAINAL ABIDIN <sup>*)</sup> , KEMAL FAROUQ MAULADI <sup>**)</sup>	
<b>IMPACT OF FINANCIAL PERFORMANCE AND MARKET RETURN TO STOCK RETURN : EMPIRICAL STUDY IN INDONESIA STOCK EXCHANGE .....</b>	<b>27</b>
AMINULLAH ASSAGAF, EDDY YUNUS, MEITHIANA INDRASARI	
<b>DESIGN AND PERFORMANCE TEST EQUIPMENT LEAF TOBACCO PERAJANG .....</b>	<b>28</b>
NURMAWATI	
<b>THE STUDENTS RESPONSE TO SCIENCE LEARNING MODEL BASED AGRICULTURE WASTE RECYCLING IN THE CREATING A ENVIRONMENT FRIENDLY GENERATION .....</b>	<b>29</b>
ERVAN JOHAN WICAKSANA, SRI ANITAH W, HARIS MUJIMAN, MUHAMMAD AKHYAR	
<b>REVITALIZATION FIKIH MUAMALAH .....</b>	<b>30</b>
MIFTAHUL ULUM	

<b>PACKING LOCAL WISDOM IN THE VESSEL OF THE GLOBAL ECONOMY: A STUDY OF ECONOMIC GLOCALIZATION .....</b>	<b>31</b>
ASHLIHAH, HISBULLOH AHLIS MUNAWI	
<b>MEMORIZE INSTRUCTIONAL DESIGN IN GOVERNMENT ELEMENTARY SCHOOL BY DICK AND CAREY INSTRUCTIONAL DESIGN .....</b>	<b>32</b>
NURUL MALIKAH	
<b>EFFECTIVENESS OF THE PERFORMANCE OF THE CARTER MODEL SERVICE AGAINST THE DECISION AND SATISFACTION OF CUSTOMER TRANSACTIONS AT PT. BPRS BHAKTI SUMEKAR SUMENEP .....</b>	<b>33</b>
NUR SUCI ROMADLIYAH, UMMIY FAUZIYAH LAILI	
<b>A COMPONENTIAL ANALYSIS OF HYPONYMY OF THE WORD PANTS IN ENGLISH .....</b>	<b>34</b>
NISWATIN NURUL HIDAYATI	
<b>THE USING PEARSON CORRELATION TO KNOW THE RELATION BETWEEN MAGNETISM INDUCTION AND ELECTRIC CURRENT ON THE LORENTZ 'S FORCE .....</b>	<b>35</b>
ULUL ILMI	
<b>THE ROLE OF STAI AN-NAJAH INDONESIA MANDIRI TO BUILD QUALIFIED HUMAN RESOURCES FACING AEC (ASEAN ECONOMIC COMMUNITY) .....</b>	<b>36</b>
TRIANA ROSALINA NOOR	
<b>NATIONALISM THROUGH ENGLISH LANGUAGE TEACHING IN INDONESIAN PRIMARY SCHOOL .....</b>	<b>37</b>
ZULFI ZUMALA DWI ANDRIANI, M. ALAIKA NASRULLOH	
<b>STRENGTHENING POLICY PT TRAIN INDONESIA (PERSERO) BASED ON PUBLIC SERVICES AND PROFIT TAKING .....</b>	<b>38</b>
SUDIBYA	



<b>RIGHTS OF WIVES IN JOINT OWNERSHIP OF PROPERTY AND UTILIZATION .....</b>	<b>39</b>
LAYYIN MAHFIANA, HUM	
<b>QUALITY MANAGEMENT ACADEMIC IMPROVEMENT EFFORTS IN SECONDARY EDUCATION IN SMK MIFTAHUL ULUM WONOREJO BANYUPUTIH SITUBONDO .....</b>	<b>40</b>
HOSAINI, MUJIONO	
<b>APPLICATION OF CRIMINAL SANCTIONS AGAINST NARCOTICS COURIER IN REVIEW LAW NUMBER 35 OF 2009 CONCERNING NARCOTICS .....</b>	<b>41</b>
BASTIANTO NUGROHO, M.ROESLI, SINARIANDA KURNIA.H	
<b>VERSES REINTERPRETATION JIHAD "A STEP REALIZING ISLAM PEACE .....</b>	<b>42</b>
ASEP SULHADI	
<b>PUBLIC SERVICES POLICY IMPLEMENTATION IN THE VILLAGE SUMBERKEPUH KECAMATAN. TANJUNGANOM KABUPATEN. NGANJUK. (STUDIES CERTIFICATE SERVICES DISADVANTAGED ....</b>	<b>43</b>
YENIK PUJOWATI	
<b>DIALECTICS POWER AND CONSTITUTION IN STATE LAW .....</b>	<b>44</b>
LUKMAN SANTOSO	
<b>ORIENTATION EFFECT ANALYSIS OF ENTREPRENEURSHIP AND BUSINESS STRATEGIES IN FACING ASEAN FREE MARKET .....</b>	<b>45</b>
FAHRUDDIN SALIM	
<b>ASEAN ECONOMIC COMMUNITY AND A CHALLENGE FOR INDONESIA AT THE LOCAL LEVEL .....</b>	<b>46</b>
HUSNI THAMRIN, KADARUDIN	
<b>PRIVATE NURSING COLLEGE ROLE DEALING WITH AEC IN JOMBANG .....</b>	<b>47</b>
KHUDRYAH	

<b>TEENS RELIGION TEENS: STUDY ON SHIFTING RELIGIOUS VALUES AMONG URBAN YOUTH .....</b>	<b>48</b>
ABDUL MUHID, AINNA AMALIA FN	
<b>TAFSIR INTEGRATION WITH HERMENEUTICS (COMPARATIVE STUDY AGAINST THE CONCEPT AS-SYATIBI WITH HERMENEUTICS NASR HAMID ABU ZAID .....</b>	<b>49</b>
HALIMATUS SA'DIYAH, SITI MARYAM	
<b>VIABILITY OF SALAF ISLAMIC BOARDING HOUSE "AL-IHSAN" JAMPES KEDIRI EAST JAVA IN THE MIDDLE OF EDUCATION MODERNIZATION FLOW .....</b>	<b>50</b>
LAYLAT MASKHUROH	
<b>IMPLEMENTATION OF CHARACTER EDUCATION IN PONDOK PESANTREN SALAFIYAH SYAFI'YAH SUKOREJO .....</b>	<b>51</b>
RIF'AH	
<b>ROLE OF THE ACADEMIC WORLD ALIGN IN ACADEMIC SERVICES FOR DEALING AEC .....</b>	<b>52</b>
DWI HANDAYANI	
<b>EFFECT OF NET INCOME, CSR DISCLOSURE, CORPORATE PROFITABILITY AGAINST ABNORMAL RETURN IN THE INDONESIA STOCK EXCHANGE .....</b>	<b>53</b>
YULINARTATI, LELY ANA FERAWATI EKANINGSIH, NORITA CITRA YULIARTI	
<b>ANALYSIS METHOD OF DETERMINATION OF POVERTY AND THE IMPLICATIONS OF STANDARDIZATION MUSTAHIQ IN INDONESIA .54</b>	
RIRIN TRI PUSPITA NINGRUM	
<b>ACADEMIC ROLE IN FACING ASEAN ECONOMIC COMMUNITY (AEC) IN GLOBALIZATION ERA .....</b>	<b>55</b>
SITI MAKHMUDAH	

<b>CHARACTER BUILDING PATTERN IN ISLAMIC BOARDING SCHOOL AL-AMIEN PRENDUAN SUMENEP AND TREMAS PACITAN .....</b>	<b>56</b>
NAJAH AH	
<b>ORGANIZATIONAL CULTURE BASE ON TOTAL QUALITY MANAGEMENT IN ISLAMIC EDUCATIONAL INSTITUTION .....</b>	<b>57</b>
AKMAL MUNDIRI	
<b>ALGEMENE BEGINSELEN VAN BEHOORLIJK BESTUUR IN THE LAW SYSTEM OF INDONESIA .....</b>	<b>58</b>
M. ZAMRONI	
<b>A DISCOURSE ANALYSIS ON THE MORAL EDUCATION: EXPLORING THE DOCTRINE OF SUNAN DRAJAT AS ISLAMIC PROPAGATOR IN EAST JAVA .....</b>	<b>59</b>
ALIMUL MUNIROH	
<b>THE UNIQUE MODEL'S PHOTOGRAPHY OF DARWIS TRIADI AND JHONNY HENDRATA FROM AESTHETICS .....</b>	<b>60</b>
ARIF YULIANTO	
<b>CULTURAL VALUES OF THE LEGEND OF JOMBANG , EAST JAVA</b>	<b>61</b>
PUTUT HANDOKO, CAHYANINGSIH PUJIMAHANANI	
<b>JURIDICAL REVIEW OF SOCIAL AND ENVIRONMENTAL STATUTORY RI NO. 40 ARTICLE 74 OF 2007 IN PT. HOLCIM INDONESIA TBK. TUBAN .....</b>	<b>62</b>
SULISTYANI EKA LESTARI, RITA NUR CAHYA, YENI IKA PRATIWI	
<b>AUTOMATION OF FISH POND WATER CIRCULATION BY USING ARDUINO UNO- BASED CONTROL SYSTEM .....</b>	<b>63</b>
DWI CAHYONO, VERONIKA NUGRAHENI SRI LESTARI	
<b>PROBLEMS OF POVERTY AND ENVIRONMENTAL DAMAGE IS THE MAIN OBSTACLES IN URBAN DEVELOPMENT.....</b>	<b>64</b>
BAMBANG SUPRIJADI	

**POLICY IMPLEMENTATION OF PUBLIC SERVICES IN VILLAGE  
DISTRICTS SUMBER KEPUH TANJUNGANOM DISTRICT NGANJUK  
(STUDY CERTIFICATE SERVICES NOT ABLE .....65**

YENIK PUJOWATI

**THE MODEL OF THE INTERRELATIONSHIP OF CUSTOMER DELIGHT  
AND EXPERIENTIAL MARKETING ON CUSTOMER SATISFICATION  
AND CUSTOMER LOYALTY ON THE EAST JAVA REGIONAL  
DEVELOPMENT BANK .....66**

SOENARMI, CHANDRA KARTIKA, RUDIATNO

**DETECTION OF EARNINGS MANAGEMENT POST CONVERGENCE  
IFRS : ED PSAK 46 (REV2010 .....67**

ACHMAD SYAHFRUDIN Z, DIYAH PROBOWULAN

**THE EFFECTIVITIES OF ACADEMIC'S MANAGEMENT TOWARD THE  
MIDLLE EDUCATION OF SMK MIFTAHUL ULUM WONOREJO  
BANYUPUTIH SITUBONDO ..... 68**

HOSAINI, MUJIONO

**ANNA'S DILEMMA IN JODI PICOLULT'S MY SISTER'S KEEPER .....69**

ANICLETA YULIASTUTI

**EMOTION IGNITION IN NARRATIVE WRITING LEARNING IN  
PRIMARY SCHOOL BASED ON THE PERSPECTIVE OF THE BRAIN  
FUNCTION BALANCING .....70**

RIRIEN WARDIANI, SARWIJI SUWANDI, ANDAYANI, BUDIYONO

**TWO POINTS INTERPOLATION FOR DECOMPRESSING ON  
COMPRESSED IMAGE .....71**

M. NOER FADLI HIDAYAT, NUR HAMID, NAJIBURRAHMAN, MIFTAHUL  
HASANAH

<b>HIBAH TRADITIONS AND THE RISING OF PHILANTROPY DEVELOPMENT INDEXES BEYOND VILLAGES IN INDONESIA .....</b>	<b>72</b>
LALU MUHAMMAD ARIADI, INDAH PILIYANTI	
<b>TOTAL DNA IN COW ABNORMAL SPERMATOZOA (AN ANALYSIS OF SPERM DNA ABNORMALITIES DUE TO THE ACCUMULATION OF HEAVY METALS CADMIUM USING POLYMORPHISMS CHAIN REACTION - RANDOM AMPLIFIED DNA POLIMORPHISM / PCR-RAPD .....</b>	<b>73</b>
FUAD FITRIAWAN	
<b>ISLAMIC BRANDING AND ISLAMIC MARKETING TO MAKE SUCCESSFUL MARKET OF MADANI COMMUNITY .....</b>	<b>74</b>
ARIVATU NI'MATI RAHMATIKA	
<b>TRADITIONAL ROLE IN IMPROVING MARKET REVENUE REGION (PAD) IN THE DISTRICT JOMBANG: STUDY IN THE MARKET TRADE CITRA NIAGA JOMBANG .....</b>	<b>75</b>
SAYEKTI SUINDYAH D, MUCHTAR	
<b>CAUSALITY ASSOCIATED COGNITIVE, CULTURAL WORK, LEADERSHIP, THE PERFORMANCE THROUGH DISCIPLINE AND EMPLOYEES WORKING IN THE SECRETARIAT OF THE CITY BATAM PARLIAMENT .....</b>	<b>76</b>
CHABLULLAH WIBISONO	
<b>FUNCTIONS OF JUDICIAL ADMINISTRATION TO PROVIDE THE LEGAL PROTECTION FOR THE JUSTICE SEEKERS .....</b>	<b>77</b>
ENNY AGUSTINA	
<b>SUPERVISION SATISFACTION SATISFACTION AS MEDIATOR BETWEEN SALARIES AND SATISFACTION ON THE PROMOTION AFFECTIVE COMMITMENT PT.UNISEM EMPLOYEES IN INDUSTRIAL AREA .....</b>	<b>78</b>
BATAMINDO CITY BATAM, CHABLULLAH WIBISONO	

<b>PERFORMANCE REVIEW OF LABOUR’S TAKE HOME PAY AND NON-FINANCIAL COMPENSATION .....</b>	<b>79</b>
ASMARA INDAHINGWATI	
<b>APPLICATION OF PLUS LIQUID ORGANIC FERTILIZER AND LEVES TRUNCATION TECHNIQUE ON ONION GROWTH AND YIELDS .....</b>	<b>80</b>
SRI PURWANTI,SRI HIDAYATI	
<b>QUALITY OF CHICKEN NUGGET WITH ADDITION OF VEGETABLES AS FOOD ALTERNATIVE .....</b>	<b>81</b>
ANITA WULANDARI, FATHURROZI, LILLAPUJI LESTARI, NURLINA, MAHRUS ALI	
<b>LEADERSHIP IN BUILDING ORGANIZATIONAL CUTURE .....</b>	<b>82</b>
HEFNIY	
<b>LEARNING MODEL OF HISTORY BASED ON MULTICULTURAL TO IMPROVE TOLERANT BEHAVIOR OF STUDENTS IN SMA MUHAMMADIYAH 10 SURABAYA .....</b>	<b>83</b>
MUHAMMAD MUHAROR	
<b>INSTRUCTIONAL MANAGEMENT OF ENTREPRENEURSHIP EDUCATION TO ESTABLISH STUDENTS’ ENTREPRISES FOR EMPLOYABILITY AT BALITAR ISLAMIC UNIVERSITY: AN ACTION RESEARCH.....</b>	<b>84</b>
SUPRIYONO, HADI SISWANTO	
<b>APPLICATION OF CRIMINAL SANCTIONS AGAINST NARCOTICS COURIER IN REVIEW LAW NUMBER 35 OF 2009 CONCERNING NARCOTICS.....</b>	<b>85</b>
BASTIANTO NUGROHO, M. ROESLI, SINARIANDA KURNIA H	



**POLICY IMPLEMENTATION OF PUBLIC SERVICES IN THE VILLAGE  
DISTRICTS SUMBERKEPUH TANJUNGANOM DISTRICT NGANJUK  
(STUDY: CERTIFICATE SERVICES NOT ABLE)**

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**Abstract:** of Quality public services can only be in trying to do with the implementation of priority public service system as the recipient of the service. Government Policy No. 25 of 2009 on public services is a reference to the administration of the state to provide an optimal and maximum service. Government Regulation No. 6 of 2014 on village describes boundaries authorized to regulate and manage the interests of local communities, based on origin and local customs recognized and respected by the Government administration system of the Republic of Indonesia. Based on legal and political development to realize better and accountable regional administration in accordance with the aspirations of the people, as stipulated in Law No. 32 of 2004 about the village governance. Government Policy No. 25 of 2009 on public services, services in Sumberkepuh village, Tangunganom sub district, continues to display the complaints submitted by the public either directly or indirectly. It is seen below the quality of service in the village sumberkepuh less than optimal and discipline of employees are less than optimal. The qualitative research methods in general explain to improve the quality of government performance effective and efficient, it takes time to think about how to achieve the unity of cooperation so as to increase public confidence and is able to provide effective public services.

**Keywords :** *Public Policy, Good Governance, Services*

### **1.1. Introduction**

Government policy on Law No. 6 of 2014 on village states that village is a community unit with boundaries authorized to regulate and manage the interests of local communities, based on the origin and the local customs recognized and respected by the Government administration system of The Unitary State of the Republic of Indonesia. A village is not subordinate of sub districts as sub districts are part of regencies/cities, and villages are not part of local device. Unlike administrative village, village has the right set wider region. However, in its development, a village's status has been changed into administrative village.

Good government order is providing satisfaction in the field of public service, free from corruption, collusion and nepotism, good governance in accordance with community interest and professional management system. Government Regulation No. 32 of 2004 states that village government has the authority to regulate and manage their respective regions for the sake of people's welfare which impact on the realization of national development

The issue of public service performance is not necessarily inflicted solely on state civilian apparatus. Other aspects can leads topoverty performance. To build effective and efficient government performance quality, a specific formula is necessary to achieve the unity of cooperation so as to increase public trust. Given the Government

Regulation No. 25 year 2009, public services of sumberkepuh village in tanjunganom sub district, nganjuk regency still raises complaints submitted by the public both directly and indirectly. This is indicated by service quality of sumberkepuh village which is not optimal and low discipline of the civil apparatus.

According to the writer's observation, public service in Sumberkepuh village has not been provided maximally by the apparatus. The low quality of service and the slow progress of a service such as the issuance of Certificate Disadvantaged for the purpose of Hospital, School , Education or the requirements to earn a scholarship and is used for the purpose of obtaining rice for poverty people. The obscurity of costs of the applicant, time taken and other problems harm the society. Based on the conditions mentioned, the author is interested in conducting a study entitled "The implementation of public services in Sumberkepuh village, Tanjunganom sub district, Nganjuk. (Study on Letter of Poverty Letter form Village authority).

## **1.2. ProblemFormulation**

Based on the background and the phenomenon described, problems of the study are formulated as follows:

1. How is the implementation of public service policy in Sumberkepuh village, Tanjunganom Sub district, Nganjuk Regency ?
2. What factors that hamper public service in Sumberkepuh village, Tanjunganom sub district, Nganjuk regency in the service of poverty letter issuance ?

## **1.3. Research purposes.**

With reference to the background and problem definition given, the purposes of the research can be formulated as follows:

1. To know the process of policy implementation forpoverty letterin Sumberkepuh village, Tanjunganom sub district, Nganjuk sub district.
2. To determine factors inhibiting and supporting the issuance of poverty letter in Sumberkepuh village, Tanjunganom sub district, Nganjuk regency.

## **1.4. Benefits of research.**

1. In practical terms, village administration is expected to improve the quality of public services to be more effective and efficient in Sumberkepuh village, Tanjunganom sub district, Nganjuk regency.
2. Theoretically, to provide input to the policy of public services in sumberkepuh village, Tanjunganom sub district, Nganjuk regency on poverty letter from the authority.

## **2.2. Theoretical basis.**

### **2.2.1. Public policy.**

Public policy according to Thomas Dye (1992: 1) is any government choice to do or not do (public policy is whatever Governments choose to do or not to do). The concept is very broad as public policies include something not performed by the government in addition to that of carried out by the government when the government is facing a public issue. James E. Anderson (1979: 3) defines public policy as a policy established by the agencies and government officials. Publicpolicy can be influenced by the actors and factors outside the government.

Policies According to (Michael Hill: 2002: 52): A set of interrelated decisions taken by a political actor or group of actors concerning the selection of goals and the means of Achieving them within a specified situation where Reviews These decisions should, in principle, be within the power of Reviews These actors to Achieve.

### **2.2.2. Definition of Public Service.**

Law No. 25 of 2009 on public services provides a definition of public service that it is an activity or series of activities in order to meet the needs of the service in accordance with the laws of every citizen and resident on goods, services or administrative services provided by public service organizer (Hayat: 21)

The goals of Public Service include:

1. The establishment of boundaries and a clear relationship of rights, responsibilities, obligations, and authority of all parties involved with the implementation of public service.
2. Establishing a system of proper implementation of public service in accordance with the general principles of good governance and corporation.
3. The fulfillment of the public service in accordance with the regulations and laws
4. The protection and legal certainty for the people in public service.

### **2.2.3. Performance of public service**

Quality service must be done by professional personnel who have a good performance and. Professionalism of performance is built upon capabilities and soft skills possessed by apparatus. When professionalism is built in public services self-apparatus, followed by optimal service and excellence, then that is where the performance of the public service is perceived optimal (Hayat, 2017: 62)

### **2.2.4. Good governance**

Good governance in the achievement must be supported by the public Service as an orientation in the provision of services. public services to be part in achieving the goals of good government, in fact, be an important indicator of public services in the context of good governance. actualization need public services as one of the fundamental aspects for achieving the goal of good governance. (Hayat, 2017:174). An important principle in governance is good governance. Good governance is a primary goal in the provision of services to the community. As a goal, of course, good governance requires an implementation process of qualified, professional and accountable governance (Abidarin Rosidi : 17)

## **3.1. Research methods.**

### **3.1.1. Types of research**

The method used in this research is qualitative research method intended to find, understand, explain and gain an overview of the implementation of public service policy in Sumberkepuh village, Tangunganom sub district, Nganjuk. (on Letter of poverty).

### **3.1.2. Research sites.**

To obtain data in this study, the authors perform direct data collection in Sumberkepuh village, Tangunganom sub district, nganjuk regency. Researchers took her data as much as possible and completed it from the location in order to be able to answer the problem of research.

### **3.1.3. Types and Sources of Data**

Based on the formulation of the problem and research focus, the data source in the study are:

The informant, 2.event, 3.Document. Researcher's Informants. Key informants : Sumberkepuh head village, village secretary, treasurer and the entire Sumberkepuh village apparatus. Additional informant including sumberkepuh citizens, Tanjunganom sub district. Other informants, villagers who had been working on poverty letter in sumberkepuh village office.

### **3.1.4. Data collection technique.**

Data collection techniques used by the author in this study is observation, qualitative interviews, and qualitative documents.

### **3.1.5. Data analysis techniques.**

This study used qualitative analysis with (*interactive models of analysis*) as developed by Miles and Huberman (1992) which consists of three components:

1. Data reduction (Data Collection)
2. Data Display (data presentation)
3. Drawing Conclusion (Verification)

## **4.1. Discussion**

### **A. Implementation Of Public Service Policies In The Sumberkepuh Village, Tanjunganom Sub District, Nganjuk Regency.**

Government Policy No. 25 of 2009 on public service is a reference for state governance to provide optimal and maximum service. Maximum and optimum service becomes a reference for the public in receiving service. Such continuity gives influences public trust. Society will be satisfied with the services provided if service is conducted in accordance with regulatory legislation. Community satisfaction with services is basically depends on how he is served, what is the services and how the services are provided. (Hayat, 2017:23).

Article 5 No. 25 out 2009 states that the scope of the public service is a service covering public goods and services and administrative services regulated in accordance with the provisions. The provision of services within the scope must be met by the government well, accountably and maximally that the satisfaction of the people in the recipient of the service can be met.

Implementation public service also explains that the ministry is a benchmark used as a reference of implementation guidelines for the assessment of service and service quality as an obligation and a promise of service to the community to assure good, fast, affordable, and scalable service.

### **1. Procedure of Letter of Poverty Issuance in Sumberkepuh village.**

Good public service to the community is known as excellent service. Excellent service means to provide the best service to customers. Service comes from the word meaning to serve, to help, to make others happy and ease others. Related to Public Services in Sumberkepuh village, in providing services to the public in the issuance of poverty letter, this is a document that is always needed by the people who really poor, and used to take care of necessities such as ease burden of school fees and the requirement of obtaining a scholarship for poor hospital costs and poor people.

Terms of Services in Letter of poverty issue in Sumberkepuh village:  
Requirement

1. Belongs to poor category
2. ID card address must be in accordance with the domicile.
- 3.

**Preliminary documents to be brought**

1. Family Card (KK) original and photocopy.
2. Identity Card (KTP) original and photocopy.

**How to make SKTM**

1. Bring ID card and KK, attend the local neighborhood (RT) to ask for letter of poverty
2. Bring the letter given by the neighborhood, along with copies of ID cards and KK directly to the Village in accordance with institutions / agencies intended.
3. Bring a letter of introduction or description of the Village to institute the intended e.g Health Organization or Institution.

The procedure in the service of the Letter of Poverty in Sumberkepuh village, Tanjunganom sub district :

- 1) Service Simplicity
- 2) Services Clarity and Certainty
- 3) Security in the Service .
- 4) Transparency in Service.
- 5) Efficiency in Service.
- 6) Economical in service
- 7) Equitable Justice in Service.
- 8) Timeliness of service.

**2. Factors that hampering service provided to the public in the issuance of Letter of Poverty in Sumberkepuh village, Tanjunganom Sub district, Nganjuk Regency.**

**A. Supporting factors in the service of Letter of poverty at Sumberkepuh village office.**

To support the smoothness of Letter of Poverty issuance, adequate facilities and good condition that will greatly facilitate the task and work discipline of the staffs are necessary. Therefore, computer facility in village office is very important to fasten the work in serving the community. Service speed provides positive implications for public review in the provision of these services. Supported by the complete documents provided by the users in accordance with the requirements like ID card according to domicile and Family Card (KK), the issuance of poverty letter can be faster. This is necessary in order to give optimum services to the society in receiving SKTM services. Standard service time will provide ease and convenience for service recipients. Thus giving the impression of satisfaction for the recipient of the service can be conducted within one day not in a week.

**B. Inhibiting factors in the issuance of Poverty Letter of Sumberkepuh village, Tanjunganom sub district, Nganjuk.**

One factor inhibiting the public service of the village includes the lack of office facilities causing employees to complete the work with limited facilities. Therefore, in

providing services to the public, delay frequently happens due to limited office facilities. Besides, employee discipline is also expected to improve the quality of service; therefore the apparatus of public services must be competent and accountable in the public service.

### **5.1. Conclusion.**

1. Implementation of Government Regulation Policy Number 25 of 2009 on public services has been essentially conducted in accordance with applicable provisions, however, in the process of the policy implementation there are several stages that have not been carried out in accordance with the provisions and principles (merit system), caused by, in addition to imperfect policy is also because of many actors involved, each actor has different role and job description.
2. Implementation of public services is the key expectation of the society from the government. The use of developed information technology becomes the foundation of the government to deliver services more effectively and efficiently
3. The supporting factors in the service of Letter of Poverty issuance in Sumberkepuh villages is adequate facilities such as computers, printers, stamp and others. In addition, supplies the in accordance with domicile, Family Card (KK) to facilitate the process of letter issuance also contribute.
4. Factor inhibiting service of poverty letter in Sumberkempuh village is facility limitation of the office. The level of discipline is also low by low punctuality in carrying out public service to the community.

### **SUGGESTION**

1. Government officials of Sumberkepuh village, Tanjunganom sub district, nganjuk Regency should receive the opportunity to participate in education and training of both technical and non-technical aspect. It is expected to create skilled workforce as a stimulus for the employees' competence in improving the performance of public services, for example, creating new innovations, or exercise the creativity that can impact the effectiveness and efficiency.
2. Government officials of Sumberkepuh village, Tanjunganom sub district, Nganjuk Regency needs coaching of work discipline that the quality of performance by ability and soft skills possessed by each apparatus affect comprehensively on the quality of services provided with fast, timely and good service.



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