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Pdf The Implementation of Character Education on the Tarbiyah and Teachers Training Faculty at the State Islamic University Indonesia (Morality Reinforcement Approach)

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Character education is among various crucial national issues currently accentuated due to youth moral deteriorations occurred, especially among college students in Indonesia. This research aimed to investigate (1) the implementation of character education in a Tarbiyah and Teachers Training Faculty, State Islamic University (henceforth, FTK UIN), (2) moral reinforcement of the students in the faculty, and (3) the implementation of character values in the teaching and learning process in FTK UIN, Indonesia. This is qualitative research, with three deans and 25 lecturers in three FTK UIN opted as the research subjects using a purposive sampling method. Data was analyzed using a descriptive approach. The research result revealed six strategies employed in the implementation of character education in FTK UIN in Indonesia: integrating it in the modules, implementing uswatun hasanah approach, using a student-centred approach, implementing cooperative learning model, varying the lecture methods, and conducting personal development programs. Moral reinforcement of students in FTK UIN was accomplished by fostering an integrated academic culture and discipline, as well as implementing certain academic ethics as the students' standard conduct. The implementation of character values in the teaching and learning process in FTK UIN in Indonesia was integrated into lectures. Pages 1 to 24

Pdf Using Community Satisfaction Index to Assess the Community Health Center, Jombang District

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The government of Jombang District needs to continue to improve the quality of services to the community as recipients of public services. One of the efforts to improve the quality of public services is by arranging the Community Satisfaction Index as a benchmark to assess the level of service quality and based on the Law Number 25 the Year 2009 concerning about Public Services. Community Health Center is owned by the government and has workers to serve the community. **Methods:** This research is observational research that used quantitative method. The quantitative approach was made by distributing community satisfaction index questionnaire. The data collection was done in July 2017. The numbers of the sample were 196 respondents from eight Community Health Centers chosen through accidental sampling method. **Results:** The result of this study was the assessment of CSI per element indicating that the element of officer responsibility has the lowest value in the Community Satisfaction Index (CSI) which was as much as 69.898%. In comparison, the highest percentage value of CSI was suitable for the requirement with a percentage value of 75.638%. The calculation of CSI on all elements showed that Community Health Services have good performance. **Conclusions:** The conclusions are all elements of CSI need to be improved to be categorised as very good. Pages 25 to 36

Pdf The Role of Electronic Training in Rehabilitating Tourism Human Resources: a Case Study in the Iraqi Tourism Board

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Undoubtedly, the contemporary world has witnessed rapid development in the fields of information technology and all fields and sectors as well as human societies, including the Arab societies. At the head the list, the techniques and methods of education and training have emerged which forces heads of centres of human resources development and training to be accompanied with these developments, especially electronic training within their plans. In the age characterised by the rapidity and constant change, the importance of training of tourism human resources becomes essential; without it, the workers cannot go on working efficiently and constantly. The continuous training develops the competence of individuals by transferring knowledge and new information to reality. In this study, we presented a proposal about the benefits and determinants of electronic training. We also explained the importance of adopting electronic training techniques in human resources development and training centres, and then explained how to emerge electronic training within the system of these centres. Eventually, according to our study and experience, we presented a framework represented map road to transforming the traditional training into electronic one in the Iraqi Tourism Board, and we reach to a set of conclusions and necessary recommendations. Pages 37 to 60

Pdf Employing a Logo in TV Advertising Campaigns: an Analytical Study of the Slogans of the Winning Blocs in the Parliamentary Elections of 2018

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Slogans are one of the important methods used by parties, blocs and political figures to promote their electoral programs and to communicate the contents of those programs to the public. They are used as they received great attention by these parties and blocs during election periods and various political events and events. The importance of the research comes from the view of the cognitive approach. It is one of the research areas that did not receive sufficient attention in academic research in Iraq, as reflected in the importance of the research to focus on the contents of slogans used during the advertising campaigns for political parties and political blocs. The researcher aims through this research to reveal the contents of the political slogans of the winning parties in the parliamentary elections through television. The researcher reached a number of results, most notably the following: 1. The interest of alliances and political parties varied in the topics they focused on in their slogans used in the election campaign in 2018. 2. Alliances and blocs agreed upon to pay less attention to religious issues than the rest. Pages 61 to 72

Pdf Production of Wheat and Barley Crops in Maysan Governorate for the Period 2014-2018

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The agricultural sector is of great importance in the progress and development of the country's economy, especially developing countries. It is the first pillar of social and economic development, so it has increased interest in them and the advancement of their reality in most countries. There have been weak contributions both in raw materials and foodstuffs in recent years compared to before 2003, when the Iraqi agricultural sector suffered a significant shortage of local production, especially the production of crops (wheat and barley), which led to the failure of covering the local consumption of individuals and resort to importing, which weakens the budget of the state. The current research dealt with the analysis of the agricultural reality in the province of Maysan to produce wheat and barley crops because the province is one of the governorates that are famous in the cultivation of these crops and know the factors that affect their agriculture. Pages 73 to 82

Pdf Determinants of Social Media Use by the Handicraft Industry of Indonesia and its Impact on Export and Marketing Performance: An Empirical Study

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The present study attempts to examine the determinants of social media use by the handicraft industry of Indonesia and its impact on export and marketing performance. The primary data were collected from a sample of 301 respondents. To examine the impact of incorporated variables on the marketing and export performance, confirmatory factors analysis and structural equation modelling approach are incorporated in the study. Several tests were applied including descriptive analysis, KMO and Bartlett's test, rotated component matrix, convergent and discriminant validity. The results showed significant differences in direct and indirect effects. The direct effects indicated that perceived ease of use and subjective norm are the insignificant predictors of marketing performance, whereas relative advantage significantly predicts marketing performance. Likewise, for export performance, perceived ease of use and relative advantage are found as significant predictors. Meanwhile, the indirect effects showed that social media use significantly mediates the relationship of perceived ease of use, relative advantage, subjective norm and marketing performance. On the contrary, no mediation of subjective norm is observed in the relationship between subjective norm and export performance. Social media use acts as a significant mediator in the relationship between perceived ease of use, relative advantage and export performance. In addition, the study embraces several theoretical, practical and policy-making implications for the marketing management practitioners and strategy developers to attain high levels of marketing and export performance with the utilisation of social media. Lastly, various limitations are discussed for in-depth findings by future researchers. Pages 83 to 103

Pdf Corporate Social Responsibility: Should it be Legislated or Value-Driven?

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Corporate Social Responsibility (CSR) has become a popular global term that many governments worldwide seek to use as motivation amongst business communities for society's well-being. The scope of this conceptual paper is to evaluate the ins and outs of voluntary versus mandated approaches for practising CSR through discussing the relevant literature. The authors aim to utilise the evaluation to propose effective strategies that employ key advantages of both approaches to lead to mutually targeted CSR objectives. The conceptual discussion resulted in three main propositions which are expected to sustain the effectiveness of CSR policies. The first proposition reveals the government's role in providing proper guidance and support needed by companies to conveniently practise CSR even before activating any mandated regulations. The second proposition includes adopting a mix of voluntary policy measures and complementary regulations to enhance companies' abilities to better address social problems and create social impact. Finally, the main proposition consists of maintaining strategic collaborations between governments, companies, and other partners or stakeholders in the CSR arena to jointly develop effective measures for sustainable improvements. Pages 104 to 116

Pdf The Use of Colloquial Singaporean English in 'Speaking Singlish' Comic Strips: A Syntactic Analysis

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This study explores the sentence structure of Colloquial Singaporean English (CSE) and how it differs from Standard English (SE). A descriptive qualitative method is employed as the research design. The data source is the dialogue of five comic strips which are purposively chosen from Speaking Singlish comic strips. Data is in the form of sentences totalling 34 declaratives, 20 wh- interrogatives, 14 yes-no interrogatives, 3 imperatives and 1 exclamative. The results present the sentence structure of CSE found in the data generally constructed by one subject, one predicate, and occasionally one discourse element. The subject is a noun phrase while the predicate varies amongst noun, adjective, adverb, and verb phrases— particularly in copula deletion. On the other hand, there are several differences between the sentence structure of CSE and SE in the data including the use of copula, topic sentence, discourse elements, adverbs, unmarked plural noun and past tense. Pages 117 to 134

Pdf The Power of Talk in King and Rose's Short Stories

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The power of talk depends on one's dominance, control and confidence. In various situations, we might say that men are more powerful than women in communicating. We may also say that these days everything has changed, and women are more powerful speakers than men while others believe that men and women are equal in their communication style. This study examines two modern short stories: *The American* by Stephen King and *The British* by Christopher Rose. Both show that there is power of talk between men and women in conversations, however each expresses it in a specific way. The aims of this study include examining the powerful features of talking for both genders, recognising whether men or women are powerful communicators or whether both genders are equal in their communication style and to investigate whether all strategies used by both genders are employed by the two authors. In order to achieve these aims, a new model is developed based on several studies available in the literature. The main conclusion is that currently, women are not as submissive as they were in previous centuries. Men are not the only powerful communicators equipped with dominance and control in various situations. In contrast, men use a powerless style whereas women use a powerful style in special situations, even within cross-

Pdf The Arab Kingdoms before Islam in the Narrations of "Al-Durrah Al-Yatima Fi Akhbar Al-Umem Al-Qadima" by Al-Dawadari (737 AH / 1336AD) - A Critical Reading

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This study seeks to discover historical evidence amongst recipient by relying on news accounts which were adopted by Al-Dawadari in "Al-Durrah Al-Yatima Fi Akhbar Al-Umem Al-Qadima" (Al-Durrah Al-Yatima in the News of the Old Nations) as a source model which relied on the historiography of the Arabian Peninsula before Islam with the political level of the kingdoms of "Al-Hira," Ghassasinah, Kinda and the Kingdom of Humair in ancient Yemen, which led to historical events that support the text's apparent and covert criticism for the purpose of deconstruction and reconstruction, to become aware of the range of logical dimension by extracting the in-depth narrative value of Al-Dawadari's writings which unfold during ancient times. As the author's history begins with a reference to the era of Adam (peace be upon him), through "Noah's sight (peace be upon him)," along to the "Arab and Persian kingdoms in preparation for" the history of the master of messengers, Muhammad, may God bless him and grant him peace. Al-Dawadari's narration is distinguished by its exemplary nature, which is prone to shortening the text in a way that adapts to the historical approach which is based on the principle of brevity, however he believes that this will accelerate the readers' understanding of his material by the shortest way possible. He differs "in his material up and down," that was clear "in his definition of the kingdom of Al-Hira, which was dominated by expansion that was compared to the kingdoms of Ghassasinah, Kinda and Homair. The research has produced results that contribute to deciphering the events that were presented by Al-Dawadari, some of which were manifested by the appearance of legend and choice, others dominated by a lack of control and objectivity due to the "time and place of Al-Dawadari of the events that he narrates." Pages 150 to 167

Pdf The Role of Louis XI in France's Foreign Policy (1461-1483)

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The early stages of the life of Louis XI until 1446 have been discussed, he grew up in tumultuous conditions in France, which was not under the control of the central government only the middle and south, but he had a poor relationship with his father King Charles VII, which prompted him to join the movement of Prague in 1440 and after the movement failed, his father forgave him. He tried to prove his military efficiency to his father through a series of successful battles, his political activity between 1446-1461 has been examined, his relationship with his father worsened due to his father's mistress, Agnes Sorel, who plotted to remove him from the French court. His father then entrusted him with the rule of the province of Dauphine, where he initiated a series of reforms, but fled to the province of Burgundy due to a quarrel with his father and remained there until his father's death. He returned to the French throne in 1461. This research examined Louis XI's policy towards the Spanish Kingdoms, when he took advantage of the crisis that occurred in the kingdom of Aragon. He succeeded winning some territory for France due to his involvement in the crisis. The research reviews his policy towards England, especially after Edward IV's succession to the throne of England who had ambitions to occupy France, but Louis XI succeeded in curbing those ambitions by signing the Treaty of Picquigny in 1475, his policy towards the Holy Roman Empire was discussed, the relationship between the two parties worsened due to the inheritance of the Duchy of Burgundy. The research ensures the follow-up of Louis XI's policy towards the Italian kingdoms, especially his positive relationship with the Duchy of Milan, as well as shedding light on his policy towards the Papal States, which wanted to strengthen the relationship promoted by France with the papacy and succeeded in doing so. Pages 168 to 179

Pdf Teachers' Formative Assessment: Accessing Students' High Order Thinking Skills (HOTS)

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Through the Ministry of Education and Culture, the Indonesian Government has made improvements towards education standards. One of these is the assessment standard, which refers to international assessment standards primarily related to critical and analytical thinking. In micro the scale, assessment conducted by teachers is expected to be able to improve students' high order thinking skills (HOTS). As a result, the focus of this study is to determine the percentage of HOTS questions contained in formative assessments made by teachers. This research is classified as a descriptive study involving 27 Mathematics teachers in the province of Bali, Indonesia. Each collected item is analysed using the cognitive level of the revised Bloom. The result shows that 9.47% of teachers' questions are categorised as questions which evaluate HOTS dominated by cognitive analysis (C4). This percentage does not meet the criteria of the minimum limit of HOTS questions in national exams of 10-15% or even much lower when compared to HOTS questions in the PISA assessment, which is a minimum of 20%. Furthermore, the interview results indicate that the average teacher does not quite understand the process of compiling HOTS questions. Therefore, HOTS training needs to be improved. Pages 180 to 202

Pdf Financing Access and SME Performance: A Case Study from Batik SME in Indonesia

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This research examines the influence between access to financing and performance through the mediation of entrepreneurial-oriented finance in batik SMEs. The structural equation modelling (SEM) analysis results of 265 SMEs reveal that entrepreneurial-oriented finance has an influence between financing access and SME performance. A positive direct effect is found in the relationship between financing access and entrepreneurial-oriented finance as well as entrepreneurial-oriented finance and SME performance. Entrepreneurial-oriented finance has a full mediation role in financing access towards SME performance. No positive influence is found between financing access and SME performance. Based on the research results, in order to improve business performance, it is not enough to only rely on financing access. Entrepreneurs should also improve their ability to obtain and utilise funds to develop their businesses. Therefore, the financial aspect can optimise business performance through entrepreneurial oriented financial activities completed by entrepreneurs. Pages 203 to 224

Pdf The Secret to Enhancing Innovativeness in the Digital Industry

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The effects of leadership styles on organisational innovativeness are still arguable due to inconsistencies. Many researchers have analysed the direct and indirect relationships with antecedent variables of organisational innovativeness. The influence of transformational leadership styles has been widely approved to have an effect to organisational innovativeness. However, organisations sometimes fail to achieve their organisational innovativeness due to their limited understanding of the relationships between leadership, and knowledge-based empowering interaction that will enhance organisational innovativeness. This study is constructed to fill a research gap between Digital Transformational Leadership Styles and Organisational Innovativeness with Knowledge-Based Empowering Interaction as mediator. It deploys 32 digital firms' owners and executives in Indonesia as samples. Data was gathered through online questionnaire of Likert's Scales, and analysed with Smart Partial Least Squares. The result shows that organisations should consider the Knowledge-Based Empowering Interaction to increase Organisational Innovativeness. Pages 225 to 243

Pdf The Effect of Service Quality and Servicescape on Behavioural Intention Intervening with Customer Satisfaction

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This study aims to determine the effect of service quality on customer satisfaction, the effect of servicescape on customer satisfaction and behavioural intention, behaviour, the effect of customer satisfaction on behavioural intention, the effect of service quality on behavioural intention through customer satisfaction as an intervening variable, finally the effect of servicescape on behavioural intention through customer satisfaction as an intervening variable on Amaris Hotel Senen products. The data collection method uses a survey process with an instrument in the form of a questionnaire. The study objects consist of 200 respondents who stayed at Amaris Hotel Senen, Jakarta. Technical analysis of data was conducted using Lisrel and SPSS version 24. The results show that: (1) Service quality affects customer satisfaction (2) service quality influences behavioural intention (3) servicescape influences customer satisfaction (4) servicescape influences behavioural intention; (5) Customer satisfaction influences behavioural intention; (6) service quality influences behavioural intention through customer satisfaction as an intervening variable, and (7) Servicescape influences behavioural intention through customer satisfaction as an intervening variable. Pages 244 to 261

Pdf Increasing Life Satisfaction in the Workplace

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Human resources are one of the factors which have an important role in all organisational activities. This study aims to resolve the research gap regarding servant leadership on life satisfaction by using positive workplace positive effect as a mediator. This research was conducted at a beverage company in the tourist town of Batu, East Java. The population consisted of 70 employees, with a saturated sample meaning all members of the population were used as a sample. The results of hypothesis testing through path analysis show that servant leadership has a positive and significant effect on positive workplace effect and life satisfaction. Positive workplace effect does not have a positive effect on life satisfaction, and positive workplace positive effect does not act as a mediator between servant leadership and life satisfaction. Pages 262 to 274

Pdf Innovation Capability and Barriers to Entry-Based Competitive Advantage in Indonesian Manufacturing Companies

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This study aims to explain the effect of innovation capability on competitive advantage through the creation of barriers to entry which includes economies of scale, product differentiation, innovation, and capital requirements. The study was conducted on manufacturing companies listed on the Indonesia Stock Exchange with an observation period of 2010 to 2018. Data were analysed using linear regression analysis. The results of the analysis conclude that the innovation capability has a positive and significant effect on creating barriers for competitors in terms of economies of scale and capital requirements, but product differentiation and innovation are not significantly influenced by the innovation capability. Future studies can develop research models by involving components of competitive advantage based on market/industry indicators. Pages 275 to 290

Pdf Comparative Study on the Efficiency of Logarithmic and Linear Models in Determining the Variables Affecting the Demand for Housing

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The quantitative analysis of the functions of demand in the housing market with standard methods is a very important topics; those models are an explanatory tool that helps predict and set up housing policies and strategies aimed at eliminating the problem of housing shortage or contribute to mitigation. The data and information in the quantitative studies fundamental mathematical structure preparation precedes form, give us that information and indicators thus giving a clear picture of the nature of the variables affecting the housing sector and the extent of interdependence and our expectations. Backed by the views known in advance about the shape and nature of those variables thus requires that these totalitarian models have been possible to ensure the success of the objectives of the housing policy and succeed in forecasting the future size of the phenomenon and its implications for the future. Pages 291 to 302

Pdf National Identity and Ethics for a Sample of Princess Nourah Bint Abdulrahman University Students

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This research paper aims to identify the relationship between the national identity dimensions and ethics among a sample of students from the University of Princess Nourah in the light of a number of variables (age - average household income-Cumulative rate- Marital status). The descriptive method was used and consisted of a research sample of (229) students. This was used in order to measure a trend towards ethics, the preparation, the researchers, the cultural identity of young Saudi university scale, and the preparation of praise., The Alpha-kronbach stability coefficient was utilised along with factorial analysis of the dimensions of assertive national identity and ethics. The study found there are significant statistical differences according to the national dimensions of the identity of the income level and age, except for the axis of tolerance, the absence of significant statistical differences between the sample responses according to marital status and cumulative rate. There is also a significant statistical difference on the dimensions of ethics scale according to income level and age, the absence of significant statistical differences between the responses of members of the sample follow certain social situations, the absence of significant statistical differences between the responses of the sample are according to the rate of accumulative axis towards others. Pages 303 to 324

Pdf Investigating the Effectiveness of Google Translate among Iraqi Students

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Technology has been proved to be effective in helping the students to improve their English language through the use of various applications. The purpose of the study 'is to investigate the effectiveness of Google Translate. The study also investigates the students' attitudes towards the use of Google Translate. Lastly, the study explored the advantages and disadvantages of Google Translate. The participants of the study are 50 Iraqi undergraduate students of the Academic year 2018/2019. A quantitative research design approach will be adapted to analyse the data gathered from the subjects. The study used a survey questionnaire to collect data from participants. The findings of the study showed that Iraqi Undergraduate students hold a high levels of attitude towards the use of Machine Translation (Google Translate). The results have also revealed that Google Translate has some advantages (low cost, easy to access, quick translation) and drawbacks (grammatical mistakes, no proofreading tool, etc). Pages 325 to 337

Pdf The Significance of Colours in Al-Snobbery poetry (D 334 AH)

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When the poet talks about life troubles in all its forms and within the framework of the discussion of his suffering from it, we find it tends to portray a yellow colour and its hierarchies, as an expression of a group of psychological cures and of psychological tension stages. When describing nature and its enchantment from charming appearances, our poet tends to focus on a white colour in his poetic imagery. He to illustrate the colours of the solar spectrum (green, red, black, and blue), as each colour has its own individual suggestive significance within its poetic text. When our poet relies on mixing the colour significance within his poetic text, we find that he benefits from the significance energies of contrasting colours (black and white) and its effect on shaping his poetic imagery, as well as making use of the significance energies of colours to highlight the aesthetic feature in the composition of his poetic texts. The research noted the mixing of colours and their entry into various aesthetic relations, including the relationship of harmony between opposites and similarities, and each colour played a role in serving the poetic imagery. Pages 338 to 347

Pdf Does the Democratization Process Bring Better House of Representatives? A Lesson from Indonesia Post 1998 Reform Movement

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The dramatical democratisation process in Indonesia in 1998 brought exhaustive changes to the authority and role of the House of Representatives (HoR); with extensive authority and it effected all aspects of state life. Budgeting is the most widely used loopholes by HoR members in committing corruption. The use of influence, existing legal basis and weak accountability are factors that are considered in playing a role in corruption by HoR members. This paper reveals how the authority possessed by the HoR is misused and has an impact on increasing the disclosure of corruption cases; it will outright explain why fraud committed by HoR members can be recurring. Pages 348 to 365

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No.	Judul Karya Ilmiah	Tahun Pelaksanaan Penelitian
1.	Pregnancy Disorders and Access to Female Workers' Health Services in Sidoarjo Industrial Area During Covid-19 Pandemic	2021
2.	Using Community Satisfaction Index to Assess the Community Health Center, Jombang District	2020
3.	Pemasangan Alat Pemadam Api Ringan di PT. E-T-A Indonesia	2019
4.	Identifikasi Bahaya, Penilaian Risiko dan Upaya Pengendalian Pada Proses Pengelola Limbah Medis Rumah Sakit Muhammadiyah Lamongan	2017

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Surabaya, 18 April 2023


Dekan
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Using Community Satisfaction Index to Assess the Community Health Center, Jombang District

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The government of Jombang District needs to continue to improve the quality of services to the community as recipients of public services. One of the efforts to improve the quality of public services is by arranging the Community Satisfaction Index as a benchmark to assess the level of service quality and based on the Law Number 25 the Year 2009 concerning about Public Services. Community Health Center is owned by the government and has workers to serve the community. **Methods:** This research is observational research that used quantitative method. The quantitative approach was made by distributing community satisfaction index questionnaire. The data collection was done in July 2017. The numbers of the sample were 196 respondents from eight Community Health Centers chosen through accidental sampling method. **Results:** The result of this study was the assessment of CSI per element indicating that the element of officer responsibility has the lowest value in the Community Satisfaction Index (CSI) which was as much as 69,898%. In comparison, the highest percentage value of CSI was suitable for the requirement with a percentage value of 75.638%. The calculation of CSI on all elements showed that Community Health Services have good performance. **Conclusions:** The conclusions are all elements of CSI need to be improved to be categorised as very good.

Keywords: *Community Health Center, Community Satisfaction Index, Elements, Public Services*

Introduction

Benchmarks for assessing the level of service quality and based on Law Number 25 of 2009 concerning Public Services a Community Satisfaction Index (CSI) was prepared which enables it to improve the quality of public services (the Republic of Indonesia, 2009). The CSI data obtained can be used as an assessment material for service elements that still need improvement and become a driving force for each service provider unit to improve the quality of service for each public service unit. CSI is data and information about the level of public good obtained from the results of quantitative and qualitative measurements of public opinion in getting services from public service providers by comparing their expectations and needs in this case health services carried out by the Community Health Center (Minister of Empowerment of State Apparatus, 2004).

Community Health Center in Jombang District also conducts the preparation of CSI to carry out an evaluation of the health service unit, which is carried out to improve the quality of services performed. This is also done so that the services performed have met the quality expected by the community. The community is now technologically literate so many things that should have been appropriately conveyed, but the criticism and suggestions for health services that he felt were conveyed through the mass media and personal social media accounts which made a bad image for the health service unit. The size of the success of service delivery is determined by the level of service recipient satisfaction. The satisfaction of service recipients at Community Health Center will be achieved if service recipients receive services as required and expected.

Administratively, Jombang District is divided into 21 subdistricts consisting of 302 villages and four villages and covering 1,258 hamlets. Topographically, Jombang District is divided into three sub-areas, namely the northern region, the young limestone mountains of Kendeng, most of which have horizontal physiology and are mostly hilly, covering the Districts of Plandaan, Kabuh, Ploso, Kudu and Ngahas. The Central Region, south of the Brantas river, is largely agricultural land suitable for rice and secondary crops because the irrigation is quite good, covering the districts of Bandar Kedung Mulyo, Perak, Gudo, Diwek, Mojoagung, Sumobito, Jogoroto, Peterongan, Jombang, Megaluh, Tembelang, and Kesamben. The southern region, which is a mountainous land, is suitable for plantation crops, including the Ngoro, Bareng, Mojowarno, and Wonosalam subdistricts (Public Health Office of Jombang District, 2017). As a representative of the central area of Jombang, a study was conducted at several Community Health Center in the central area of Jombang District. The purpose of this study was to analyse the success of health services at the Community Health Center in the central region of Jombang through the CSI survey.

Research Design and Methods

This research was conducted in eight Community Health Centers in the central region of Jombang by using a questionnaire sheet. Data collection was conducted in July 2017. The population in this study were all people who used health services at the Community Health Center during the study period. The sample in this study amounted to 196 respondents taken using the accidental sampling method. Respondents in this study are people who are willing to fill out customer satisfaction questionnaires without coercion and conducted shortly after utilising health services.

The approach used in this research is survey research approach. Survey research is a primary data collection method that uses oral and written questions (Azwar, 1996). Research data in the form of subject data expressing opinions, attitudes, experiences or characteristics of research subjects individually or in groups.

This study employs observational methods, in which the researcher only made observations without any intervention on the research variables. The data obtained was quantitative. The data was sourced from a standardised questionnaire related to the community satisfaction index with a slight modification because this study aims to find out the index of community satisfaction for the working community. The questionnaire was in accordance with the Decree of the Administrative and Bureaucratic Reform Ministry Number 25 the Year 2004 which consists of 14 research variables, namely ease of procedure, the suitability of requirements, service clarity, officer discipline, officer responsibility, officer ability, service speed, service fairness, officer friendliness, cost reasonability, cost suitability, schedule accuracy, location convenience, and location security (Ministry of State Apparatus Empowerment, 2004).

Results

Community Satisfaction Index for Each Indicator

Table 1: The Community Satisfaction Index (CSI) for Each Indicator in Eight Community Health Services in 2017

Category	Score	Frequency	Percentage (%)	Value (SXF)	CSI (%)
1. Ease of Procedure					
Poor	1	5	3	5	73.087
Fair	2	15	8	30	
Good	3	166	85	498	
Very Good	4	10	5	40	
Total		196	100	573	

2. Suitability of Requirement					
Poor	1	1	1	1	75.638
Fair	2	2	1	4	
Good	3	184	94	552	
Very Good	4	9	5	36	
Total		196	100	593	
3. Service Clarity					
Poor	1	0	0	0	73.980
Fair	2	10	5	20	
Good	3	184	94	552	
Very Good	4	2	1	8	
Total		196	100	580	
4. Officer Discipline					
Poor	1	10	5	10	71.046
Fair	2	13	7	26	
Good	3	171	87	513	
Very Good	4	2	1	8	
Total		196	100	557	
5. Officer Responsibility					
Poor	1	11	6	11	69.898
Fair	2	18	9	36	
Good	3	167	85	501	
Very Good	4	0	0	0	
Total		196	100	548	
6. Officer Ability					
Poor	1	6	3	6	71.939
Fair	2	15	8	30	
Good	3	172	88	516	
Very Good	4	3	2	12	
Total		196	100	564	
7. Service Speed					
Poor	1	8	4	8	71.684
Fair	2	17	9	34	
Good	3	164	84	492	
Very Good	4	7	4	28	
Total		196	100	562	

8. Service Fairness					
Poor	1	5	3	5	73.470
Fair	2	5	3	10	
Good	3	183	93	549	
Very Good	4	3	2	12	
Total		196	100	576	
9. Officer Friendliness					
Poor	1	3	2	3	75.0
Fair	2	7	4	14	
Good	3	173	88	519	
Very Good	4	13	7	52	
Total		196	100	588	
10. Cost Reasonability					
Poor	1	4	2	4	75.510
Fair	2	2	1	4	
Good	3	176	90	528	
Very Good	4	14	7	56	
Total		196	100	592	
11. Cost Suitability					
Poor	1	2	1	2	74.362
Fair	2	6	3	12	
Good	3	183	93	549	
Very Good	4	5	3	20	
Total		196	100	583	
12. Schedule Accuracy					
Poor	1	5	3	5	73.214
Fair	2	5	3	10	
Good	3	185	94	555	
Very Good	4	1	1	4	
Total		196	100	574	
13. Location Convenience					
Poor	1	3	2	3	74.107
Fair	2	9	5	18	
Good	3	176	90	528	
Very Good	4	8	4	32	
Total		196	100	581	

14. Location Security					
Poor	1	2	1	2	74.107
Fair	2	4	2	8	
Good	3	189	96	567	
Very Good	4	1	1	4	
Total		196	100	581	
Total CSI					1,029.81

Based on Table 1, from 14 elements of CSI, all indicators are categorised as good because they are in intervals of 62.51-81.25. The lowest element of CSI was officer responsibility from eight Community Health Centers, which was as much as 69.898%. The highest element of CSI was suitable for the requirement, with a percentage value of 75.638%.

The Assessment of Community Satisfaction Index Based on the 14 Elements

Table 2: The Assessment of the Community Satisfaction Index based on 14 Elements in Eight Community Health Services in 2017

No	Service	Mean	Mean x	Quality of Service	Performance
1	Ease of Procedure	2.92	0.208	B	Good
2	Suitability of Requirement	3.03	0.215	B	Good
3	Service Clarity	2.96	0.210	B	Good
4	Officer Discipline	2.84	0.202	B	Good
5	Officer Responsibility	2.80	0.199	B	Good
6	Officer Ability	2.88	0.204	B	Good
7	Service Speed	2.87	0.204	B	Good
8	Service fairness	2.94	0.209	B	Good
9	Officer Friendliness	3.00	0.213	B	Good
10	Cost Reasonability	3.02	0.214	B	Good
11	Cost Suitability	2.97	0.211	B	Good
12	Schedule Accuracy	2.93	0.208	B	Good
13	Location Convenience	2.96	0.210	B	Good
14	Location Security	2.96	0.210	B	Good
Total		41.08	2.92	CSI = 2.92	
Mean		2.93	0.208	“Good”	

From Table 2, all elements of the Community Satisfaction Index in eight Community Health Center in a good performance. Based on the Community Satisfaction Index assessment, the value of that CSI was 2.92 were in a proper quadrant.

Community Satisfaction of Each Unit

Table 3: The Community Satisfaction of Each Unit in Eight Community Health Services in 2017

Category	Frequency	Percentage (%)
1. General Poly (Unit)		
Satisfied	181	92
Not Satisfied	15	8
Total	196	100
2. Maternal and Child Health Poly (Unit)		
Satisfied	180	92
Not Satisfied	16	8
Total	196	100
3. Dental and Oral Health Poly (Unit)		
Satisfied	186	95
Not Satisfied	10	5
Total	196	100
4. Special Poly (Elderly People, Leprosy, etc.)		
Satisfied	164	84
Not Satisfied	32	16
Total	196	100

There were four units (policies) in Community Health Center, General Poly, MCH Poly, Dental and Oral Health Poly, and Special Poly. Based on Table 3, the most satisfying unit was Dental and Oral Health Poly (Unit), which was as much as 95%.

Discussion

Community Satisfaction Index for Each Service Element

Service procedure is the ease of service stages provided to the public seen from the side of the simplicity of the service flow. CSI assessment states that the service procedure was suitable. The provision of less open information can make the respondents take advantage of other services (Ministry of State Apparatus Empowerment, 2004).

The service requirement is the technical and administrative requirements needed to obtain services according to the type of service. The compliance of reasonable service requirements is based on the assessment of all respondents. The provision of less open information can make the respondents take advantage of other services (Ministry of State Apparatus Empowerment, 2004).

Service clarity by officers is the existence and certainty of officers who provide services (name, position, authority and responsibility) (Ministry of State Apparatus Empowerment, 2004). Service clarity by officers is useful if there are patients who need treatment but constrained by administrative problems because the officer is out or not in place (Hariyanto, 2017).

Officer discipline is the sincerity of officers in providing services, especially to the consistency of work time according to applicable regulations (Ministry of State Apparatus Empowerment, 2004). Customer loyalty starts with the service process that satisfies the customer. If the officer has undisciplined work that clearly can affect the quality of public services.

Officer responsibility is the clarity of authority and responsibility in the implementation and completion of services. The responsibility of officers in the Community Health Center was based on the assessment of all respondents. The quality improvement aims to improve the functional performance of products to stimulate sales (Ministry of State Apparatus Empowerment, 2004).

Officer ability is the level of expertise and skills possessed by the officers in providing services to the community. The ability of officers can be considered from the level of knowledge and responsiveness when providing service to patients (Ministry of State Apparatus Empowerment, 2004).

Service speed is the target time for service can be completed within the time specified by the service delivery unit (Ministry of State Apparatus Empowerment, 2004). The speed of service at the Community Health Center is very dependent on the number of patients who come. Service fairness is the implementation of services by not distinguishing the class or status of the people served (Ministry of State Apparatus Empowerment, 2004). All patients must be a priority to get service without exception.

Politeness and friendliness of officer are the attitudes and behaviour of officers in providing services to the community in a polite and friendly manner and mutual respect. The politeness and friendliness of the officers in the Community Health Center were well stated by all respondents in this study. Knowledgeable and responsive personnel are the factors considered

by someone in utilising a product or service (Ministry of State Apparatus Empowerment, 2004).

Fairness of service cost is the affordability of the community towards the number of fees set by the service unit (Ministry of State Apparatus Empowerment, 2004). The fairness of the cost at the Community Health Center was well assessed by all respondents. If the cost offered was considered high by the consumers, then the perception of the sacrifice is also high.

The certainty of service cost is the suitability between the costs paid and the costs that have been set (Ministry of State Apparatus Empowerment, 2004). The suitability of costs in the Community Health Center was reported by all respondents. Following the principle of public service, the certainty of service fees includes details of service fees and payment procedures. Details of costs must be precise for the type of service that requires action such as checkup (Ministry of State Apparatus Empowerment, 2003).

The certainty of service schedule is the implementation of service time in accordance with the stipulated provisions. The accuracy of the service schedule was stated by all respondents (Ministry of State Apparatus Empowerment, 2004).

Location convenience is the condition of clean, neat, and regular service facilities and infrastructure to provide comfort to the recipient of the service. Location convenience can be assessed from the outside of the Community Health Center to the medical check-up rooms in all units. The waiting room for patients and their families is one location that has a good comfortable (Ministry of State Apparatus Empowerment, 2004).

Service security is the ensuring level of environmental security of service providers and facilities used so that people feel calm to get services to the risks resulting from the implementation of services (Ministry of State Apparatus Empowerment, 2004).

Community Satisfaction Index

Based on the calculation in Table 2, CSI in fourteen service elements at eight Community Health Centers in Jombang district was categorised as useful. The highest one was the suitability of requirement, and the lowest was officer responsibility. The CSI index value was 2.92. This was similar to the research conducted at Loa Janan Community Health Center which states that overall shows positive things and categorised in a good or satisfactory condition with an index value of 2.895 (Nurba, 2012).

The highest element was the suitability of the requirement. This was contrary to the results which stated that at the Pamarayan, Serang Health Center, the officer friendliness and

convenience of location lack of community satisfaction (Kurdi, 2016). This can be due to the comparison between the number of officers and patients each day and the comparison of facilities with the number of patients. The more patients, the more staff needed to perform services, and the number of facilities provided were also not enough to serve the patients.

The lowest element was officer responsibility in eight Community Health Center. There was a similar study that supports at Tegalrejo Community Health Center Salatiga City that officer responsibility, officer discipline, service speed and certainty of service had a low satisfaction index value. This was because of the officers unconscious of the tasks that their responsibility (Putra, 2012). This can be same because Salatiga and Jombang is a similar district. Not as a capital of the Province but still a developing region so they can refute the provincial capital region.

Community Satisfaction of Each Unit

The most not satisfied unit was Special Poly, and the most satisfying unit was Dental and Oral Health Poly. In the Community Health Center, some patients are *JKN-KIS* participants, but some are independent patients. It is better if *JKN-KIS* patients and independent patients weren't differentiated either in terms of queues or services provided. Currently, there were still a number of *JKN-KIS* participants who don't get maximum service (Wijaya, 2018). In special poly, the most use of that poly was elderly people with the most complicated health problem. They were special people with special requirement. They had more expectation for all facilities that they got.

Patients in Dental and Oral Health Poly at Community Health Center felt satisfied in that Poly because the price of that services is lower than Dental and Oral Health in other Health Services. If we are *JKN-KIS* participants, those services are free, but if not *JKN-KIS* participants, we must pay maximum Rp 50.000 (equals to US\$ 4). In other Health Services, we must pay more than it. If the cost offered by the producers or service providers are lower than those perceived by the consumers, then the consumers will consider the sacrifice they make is small (Daturohmah, 2011). The costs incurred at the Community Health Center are considered to be affordable that the respondents stated that the fairness of the costs was very good. This was because the costs at the Community Health Center were the same, and the majority of costs were covered by *BPJS Kesehatan* as *JKN-KIS* participants.

Conclusion

The conclusions are the responsibility of the Community Health Services' workers and the performances of all other elements need to be improved to be categorised as very good.



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