Abstract

From: Erna Setijaningrum (erna_set@yahoo.com)

To: icocspa@fisip.unair.ac.id

Date: Monday, 24 October 2016, 09:41 am GMT+7

Kepada :
Panitia International Conference "ICoCSPA
Fisip, Unair

Berikut, saya kirimkan abstrak utk bisa dipresentasikan pada conference ICoCSPA. Full papper akan segera kami kirimkan sebelum tanggal 30 Oktober 2016

Trm ksh

Salam
Erna

Abstract - Erna.docx
12.3kB

The Enhancement of Telecenter Service Quality:
Based on "Perception-Expectation Gap"

(Erna Setijaningrum, FisipUnair, erna_set@yahoo.com)

Abstract

The aim of this research is to enhance the quality of Telecenter service. Telecenter is a place for public to get any kinds of information based on technology, which has been established by the Government of East Java Province. One of the Telecenter's activities is to give an technology information training to public for free. Unfortunately, almost all of the Telecenter in East Java have not developed, even some of them are out of business. Therefore, it needs efforts to increase the quality of Telecenter service based on "Perception-Expectation Gap" by analyzing gap between the perception of the staffs toward the service which they give, and the expectation of the public toward the service which they need. This research used descriptive qualitative method. The result of this research shows that there are 5 Gaps between the perception of the staffs and the expectation of the public toward Telecenter service such as Gap I (Knowledge gap), Gap II (standard gap), Gap III (delivery gap), Gap IV (communication gap), and Gap V (service gap). From those five gaps, then there are five service aspects which have to be fixed to increase the service quality such as tangible, reliability, responsiveness, assurance, and empathy.

Keywords: Service Quality, Telecenter, Staff's Perception, Public's Expectation, Gap Analysis

Re: Abstract

From: ICOCSPA FISIP Universitas Airlangga (icocspa@fisip.unair.ac.id)

To: erna_set@yahoo.com

Date: Tuesday, 25 October 2016, 02:50 pm GMT+7

Dear Participant

It is our pleasure to inform you that your abstract submission has passed the selection process and accepted for presentation at ICoCSPA 2016.

To secure your participation in the conference. Information on registration and payment will be sent to you shortly. Please kindly find the official notification in the attached files.

Regards,

Icocspa Team

> Pada 24 Oktober 2016 09.41, Erna Setijaningrum <erna_set@yahoo.com> menulis:
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Re: Abstract

From: ICOCSPA FISIP Universitas Airlangga (icocspa@fisip.unair.ac.id)

To: erna_set@yahoo.com

Date: Tuesday, 25 October 2016, 02:51 pm GMT+7

Dear Participant,

Please find attachment , the letter of acceptaance and some details about the registration and full paper.

Looking forward to your participation in the Conference.

Cheers

ICoCSPA Team

2016-10-25 14:50 GMT+07:00 ICOCSPA FISIP Universitas Airlangga <icocspa@fisip.unair.ac.id>:

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>> Salam
>> Erna

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628.9kB

Letter of Acceptance

Dear participant,

We are pleased to inform you that your abstract has been selected for presentation in ICoCSPA on **November 15-16, 2016** at Universitas Airlangga Surabaya, Indonesia. Please send your full paper of 5.000-6.000 words following ICoCSPA template by **October 31, 2016.**

Your paper will be reviewed and included either in the ICoCSPA Conference Proceedings (ISBN) or Scopus indexed International Proceeding (ISSN). Five best selected papers will have the opportunity to be published in International Journal of Social and Humanities.

Please fill up the attached registration form along with payment by **October 21, 2016** to confirm your participation by following http://url.unair.ac.id/9da030a9. Please disregard this if you have already made the payment. We do not provide any assistance relating to Visa other than this acceptance letter for ICoCSPA conference.

All information relating to hotel and other issues of conference will be provided in the website. Should you require further information, please visit our website www.icocspa.fisip.unair.ac.id. or contact us via email at icocspa@fisip.unair.ac.id.

We are looking forward to seeing you in the conference.

Best regards,

Sulikah Asmorowati S.Sos., MDevSt., PhD.

Conference Chairman

Re: Abstract

From: ICOCSPA FISIP Universitas Airlangga (icocspa@fisip.unair.ac.id)

To: erna_set@yahoo.com

Date: Friday, 11 November 2016, 05:54 pm GMT+7

Dear Participants

Hope this email finds you well.

Please finds the update of the conference bellow:

Please see in the attachment:

1.   The rundown of the conference. Please check the schedule of your presentation and please make sure that you arrive on your scheduled time.

2.   The invoice with the due date of the payment and/or receipt of your payment. If you had made the payment but your name is not in the receipt, it means that we cannot identify your payment. Please tell us of your payment and send us the receipt by email. To confirm your registration, please don't forget **TO BRING YOUR RECEIPT** on the day of your arrival and present the receipt to the registration desk.

3.   The template of the Power Point (PPT). To ensure that we run the schedule promptly, please send us your PPT by email on Monday, November 14th, 2016 or bring it on the day of your arrival.

In order to make the best outcome of networking with the keynote speakers and other participants, there are going to be a gala dinner with extra cost of Rp 150.000,00. Please tell us by e-mail (by Monday November 14th, 2016 at the latest) if you are interested in joining the gala dinner. You can make the payment for gala dinner on the day of registration (Tuesday, November 15th, 2016 at 07.30-08.30 AM. If you have confirmed your interest by email but you cannot attend the gala dinner, you still have you pay.

Thank you for registering in the ICoCSPA 2016. We are looking forward to meet you in the conference on November 15th and 16th, 2016.

Kind Regards,

Sulikah Asmorowati, S.Sos., M.DevSt., Ph.D
Chairperson of Conference

phone +6231 5034015 , +62 852 3057 9747

fax +6231 5012442
email icocspa.fisip.unair.ac.i d
www.icocspa.fisip.unair.ac.id

2016-10-25 14:51 GMT+07:00 ICOCSPA FISIP Universitas Airlangga <icocspa@fisip.unair.ac.id>:

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The Second International Conference on Contemporary Social and Political Affair
(2nd ICoCSPA)
Garuda Mukti Hall (GMH), Universitas Airlangga
15-16 November 2016

Day I

Tuesday, November 15th 2016

Time	Activity	PiC	Venue
07.30 – 08.30	Registration & Morning Coffee	Committee	GMH Lobby
	OPENING SESSION		
08.30 – 08.35	Opening and Safety Induction	MC	GMH
08.35 – 08.40	National Anthem "Indonesia Raya" and "Hymn of Universitas Airlangga"	Committee	GMH
08.40 – 09.00	Performance: Saman Dance	Student Performers	GMH
09.00 – 09.05	Welcome Speech I	Rector/Vice Universitas Airlangga	GMH
09.05 – 09.10	Welcome Speech II	Dean of FISIP Universitas Airlangga	GMH
09.10 – 09.15	Welcome Speech III	Committee Chairperson	GMH
	KEYNOTE SPEECH	Moderator Novri Susan, PhD	GMH
09.15 – 09.45	Keynote Speech I	Prof. Ramlan Surbakti, Drs., MA., Ph.D. (Universitas Airlangga)	GMH
09.45 – 10.15	Keynote Speech II	Prof. Vedi R. Hadiz, Ph.D (University of Melbourne)	GMH
10.15 – 10.45	Keynote Speech III	Prof. Maciej Henneberg, Ph.D., Dsc., FAIBiol (University of Adelaide)	GMH
10.45 – 12.00	Discussion	Moderator	GMH
12.00 – 13.00	**LUNCH BREAK**	Committee	GMH

Day II

Wednesday, November 16th 2016

Time	Activity	PiC	Venue
13.00 - 14.35	**Parallel Session I**		
	Governance, Public Policy and Development	Moderator: Fahrul Muzaqqi, M.IP.	Meeting Room A
	Democracy, Citizenship and Security	Moderator: Hari Fitrianto, M.IP.	Meeting Room B
	Global Justice & Security	Moderator: Joko Susanto, M.Sc.	Pleno Room
	Social Development & Transformation	Moderator: Ratna Azis Prasetyo, M. Sosio.	Kahuripan 300
	Information Digital & Cyber Culture	Moderator: Kandi Aryani S, MA.	Kahuripan 301
	People, Culture & Humanity	Moderator: Myrta Artaria, PhD.	Kahuripan 302
14.35 - 15.00	**BREAK**	Committee	
15.00 - 16.35	**Parallel Session II**		
	Governance, Public Policy and Development	Moderator: Fahrul Muzaqqi, M.IP.	Meeting Room A
	Democracy, Citizenship and Security	Moderator: Hari Fitrianto, M.IP.	Meeting Room B
	Global Justice & Security	Moderator: Joko Susanto, M.Sc.	Pleno Room
	Social Development & Transformation	Moderator: Ratna Azis Prasetyo, M. Sosio.	Kahuripan 300
	Information Digital & Cyber Culture	Moderator: Kandi Aryani S, MA.	Kahuripan 301
	People, Culture & Humanity	Moderator: Myrta Artaria, PhD.	Kahuripan 302
19.00 - 21.30	Gala Dinner • Welcome remarks by steering committee • Performance: Sparkling Surabaya	Committee & Student Performers	To be Advised

Day II

Wednesday, November 16th 2016

Time	Activity	PiC	Venue
08.00 – 08.30	Registration & Morning Coffee	Committee	GMH Lobby
08.30 – 08.35	Opening by MC	MC	GMH
	Keynote Speech	Moderator: Irfan Wahyudi, Ph.D.	GMH
08.35 – 09.05	Keynote Speech I	Prof. Dr. Gerry van Klinken (University of Amsterdam)	GMH
09.05 – 09.35	Keynote Speech II	Prof. Seiichiro Shimamoto (Kyoto Bunkyo University)	GMH
09.35 – 10.10	Discussion	Moderator	GMH
10.15 – 11.50	**Parallel Session III**		
	Governance, Public Policy and Development I	Moderator: Fahrul Muzaqqi, M.IP.	Meeting Room A
	Social Development & Transformation I	Moderator: Realina Akbar, M.IP.	Meeting Room B
	Global Justice & Security	Moderator: Radityo Dharmaputra	Pleno Room
	Social Development & Transformation II	Moderator: Toetik Koesbardiati, Ph.D.	Kahuripan 300
	Information Digital & Cyber Culture	Moderator: Nisa Kurnia I, MMed-Comm.	Kahuripan 301
	Governance, Public Policy and Development II	Moderator: Hari Fitrianto, M.IP.	Kahuripan 302
11.50 to 12.45	**LUNCH BREAK**	Committee	GMH

Day II

Wednesday, November 16th 2016

Time	Activity	PiC	Venue
12.50-14.25	**Parallel Session IV**		
	Governance, Public Policy and Development I	Moderator: Fahrul Muzaqqi, M.IP.	Meeting Room A
	Social Development & Transformation I	Moderator: Realina Akbar, M.IP.	Meeting Room B
	Global Justice & Security	Moderator: Radityo Dharmaputra, M.Hub.Int.	Pleno Room
	Social Development & Transformation II	Moderator: Toetik Koesbardiati, Ph.D.	Kahuripan 300
	Information Digital & Cyber Culture	Moderator: Nisa Kurnia I, MMedComm.	Kahuripan 301
	Governance, Public Policy and Development II	Moderator: Hari Fitrianto, M.IP.	Kahuripan 302
14.25-14.45	**COFFEE BREAK**	Committee	GMH
14.50-16.25	**Parallel Session V**		
	Governance, Public Policy and Development I	Moderator: Fahrul Muzaqqi, M.IP.	Meeting Room A
	Democracy	Moderator: Hari Fitrianto, M.IP.	Meeting Room B
	Global Justice & Security	Moderator: Radityo Dharmaputra, M.Hub.Int.	Kahuripan 300
	Governance, Public Policy and Development II	Moderator: Philipus Keban, M.Si	Kahuripan 301
	Social Development & Transformation II	Moderator: Toetik Koesbardiati, Ph.D.	Kahuripan 302
16.30 - 17.00	**Closing Remarks : Reexamining Governance Where, to move from here**	Committee	Pleno Room

Tuesday, 15 Nov

Parallel Session I: 13.00-14.35

Governance, Public Policy and Development

Panel Guide: Fahrul Muzaqqi & Alvin Fauzi   Meeting Room A

13.00-13.20 Shift of Interlocal Cooperation Approaches in Management of M. Daimul Abror
Public Infrastructure

13.25-13.45 Implementing of Participatory Development Planning Process Maya Septiani
Through Ecovillage Program at Sukamaju Village, Cimaung
Sub Districts of Bandung District

13.50-14.10 Comparative Study on Bureaucratic Innovation in Solving the Fatin Nuha A
Homeless Problem (Surabaya and Osaka)

14.15-14.35 Mining Governance and Stakeholder Involvement in the Min- Muhammad Imron
ing Policy Implementation in Protected Forest Gunung
Tumpang Pitu Banyuwangi

Democracy, Citizenship and Security

Panel Guide: Hari Fitrianto & Riyawan Pamordy   Meeting Room B

13.00-13.20 Elite Personalism Reinforcement in the Open List System Era Kris Nugroho

13.25-13.45 Uncontested Candidate in Blitar's Election: is it a Citizen's Fajar N Eristyawan
Sovereignty or an Oligarchy Deals? Ucu Martanto

13.50-14.10 Muslim Politics in Indonesia: Being Citizen in Local Demo- Nurlina
cratic Era Haryanto

14.15-14.35 Good Governance Perspective in Political Party's Financial Abdul Razaq
Management (A Study on Accountability, Transparency, and Sudarmo
Responsiveness of APBD Fund Use in Democrat Party of Dae- Didik G. Suharto
rah Istimewa Yogyakarta Province)

Tuesday, 15 Nov

Parallel Session I: 13.00-14.30

Global Justice & Security

Panel Guide: Joko Susanto & Dewi Karina Sari   Pleno Room

13.00-13.20	Combating Transnational Crime in the Pacific Region	Sistya Asri Prasetyo Baiq Wardhani
13.25-13.45	Terrorism and Radicalism in the 21st Century as a Crime against Humanity in the Perspective of Law and Human Rights	Aulia Rosa Nasution
13.50-14.10	Protecting Human Rights and Countering Terrorism in Indonesia: Debate, Policy Implication, and Solution	I Gede Wahyu Wicaksana
14.15-14.35	Counter – Terrorism in ASEAN: Deconstructing Terrorism Discourse and the Importance of Community – Based Approach	Reza Akbar F

Social Development & Transformation

Panel Guide: Ratna Azis Prasetyo & Oktavimega Yoga Guntaradewa   Kahuripan 300

13.00-13.20	Women's Leadership through A Context of Rembang Movement	Abdul Kodir Daniel Susilo Hafizah Awalia
13.25-13.45	Empowering Women in non-Farm Activities in Rural as Efforts to Increase Income Families in Villages Ring I, Cement Company in Tuban, East Java – Indonesia	Rustinsyah
13.50-14.10	Gender Perspective in Divorce Phenomenon in Purbalingga District	Dyah Retna Puspita Pawirtha Dharma Rukna Idanati
14.15-14.35	The Power of Powerless (Study Role of Women's Group on Disaster Management)	Baiq Lily Handayani

Tuesday, 15 Nov

Parallel Session I: 13.00-14.30

Information Digital & Cyber Culture

Panel Guide: Kandi Ariyani & Anindya   Kahuripan 301

13.00-13.20	Information Needs of New Students	Dessy Harisanty
13.25-13.45	Web Based Automatic Voice Promotion Application to Increase Library Visitor	Maisyatus Su'adaa Irfana
13.50-14.10	Role of Higher Education Library to Optimize Scholarly Communication through Google Scholar	Dewi Puspitasri
14.15-14.35	Implementation Document Management System (Cultural Studies Society Indonesia in the Uses of Information Technology at the Faculty of Vocational Universtas Airlangga)	Dyah Puspitasari

People, Culture & Humanity

Panel Guide: Myrta Artaria & Deda Rizky Rainditya   Kahuripan 302

13.00-13.20	Strengthening Civic Engagement in Developing Denpasar's Endek Fabric Creative Industry	Ni Putu B Widhi Antari
13.25-13.45	Halal Tourism in Indonesia: Capturing the Properness of Halal Tourism in West Nusa Tenggara	Nurul Hidayah Marvy Ferdian A.S Binaridha Kusuma N.
13.50-14.10	Local Government Policy on Culinary Tourism Development	Sri Endah Nurhidayati
14.15-14.35	Local Government in South Sulawesi Strategy to Reach Travel Market Niche from Southeast Asia Countries	Suhardiman Syamsu H. Burhanuddin Andi Naharuddin Aswin Baharuddin

Tuesday, 15 Nov

Parallel Session II: 15.00-16.35

Governance, Public Policy and Development

Panel Guide: Fahrul Muzaqqi & Alvin Fauzi   **Meeting Room A**

15.00-15.20	The Enhancement of Telecenter Service Quality: Based on "Perception-Expectation Gap"	Erna Setijaningrum
15.25-15.45	Surabaya Single Window (SSW): Transparency and Public Service Innovation Towards Future City	Fitrotun Niswah Eva Hany Fanida
15.50-16.10	Implementation of Smart Governance and Smart Mobility for Better Public Services (Case of Bandung as a Smart City in Indonesia)	Yuli Tirtariandi El Anshori Enceng
16.15-16.35	Community Governance of Disadvantaged Group: towards Local Collective Actions in dealing with the Government Failure on the Poverty Alleviation Program	Sudarmo Endang Martini

Democracy, Citizenship and Security

Panel Guide: Hari Fitrianto & Riyawan Pamordy   **Meeting Room B**

15.00-15.20	Production of Urban Space and Sustainable Development: Explaining the Relation, Contestation and Negotiaiton between Political Economy Actors in the Formation of Space in Surabaya	Wira Yudha Alam M Fajar S Ramadlan
15.25-15.45	Green City or Grey City? An Urban Environmental Security Perspective on Jakarta's Waste Management	Ucu Martanto
15.50-16.10	Ecological Footprints and Eco City: The Cultural Values and Practices of "Modern Green Living" of Citraland's Residents in Surabaya, Indonesia.	Usma Nur Dian Rosyidah Sudar Itafarida Erlita Rusnangtias
16.15-16.35	Urban Identity and Sustainable Development	S. Aminah

Tuesday, 15 Nov

Parallel Session II: 15.00-16.35

Global Justice & Security

Panel Guide: Joko Susanto & Dewi Karina Sari

Pleno Room

15.00-15.20 Leadership Factor in Russia's and Indonesia's Resurgence: Comparing the Leadership of President Putin and Yudhoyono — Kholifatus Saadah, Vinsensio Dugis

15.25-15.45 Indonesia Involvement in UNIFIL as a Commitment to Managing International Conflict and Sustaining Human Security — Rany Hadi, Sartika Soesilowati

15.50-16.10 Building Democratic Military by Constraining the Military Ruling Ambition in Thailand and Indonesia — Hipolitus Yolisandry Ringgi Wangge

16.15-16.35 Achieving the Ideal Peace — Lilik Salamah

Social Development & Transformation

Panel Guide: Ratna Azis Prasetyo & Oktavimega Yoga Guntaradewa

Kahuripan 300

15.00-15.20 Developing through Government or Governance? Indonesia's Infrastructure Development in the Decentralisation Era — Septaliana Dewi P

15.25-15.45 Urban Water Transformations: Can Social Innovations and Entrepreneurships Transform Governance and Citizenship in Developing Cities? — Erika M. Duncan, Megan A. Farrelly, Briony C. Rogers

15.50-16.10 The Localism of Village Apparatus View on Good Governance in East Java — Novri Susan, Tuti Budirahayu

16.15-16.35 Empowering Community in the Grass-Roots Level: Toward a 'Community Caring' Approach — Sulikah Asmorowati, Violeta Schubert, Antun Mardiyanta

Tuesday, 15 Nov

Parallel Session II: 15.00-16.35

Information Digital & Cyber Culture

Panel Guide: Kandi Ariyani & Anindya   Kahuripan 301

15.00-15.20	Panopticon Concept In Redefining Public Sphere At Cyberspace	Wifka Rahma Syauki
15.25-15.45	Is It an Illusion or Reality of Communication in Mayor Election Debate?	Nevrettia Christantyawati
15.50-16.10	The Definition of Reporter Message's Delivery on Five Sexual Abuse Articles that Occur in Tuban (www.deliknews.com)	Reny Budi Lestari Dwi Masrina
16.15-16.35	Virtual Community and Local Civil Society Empowerment (Study on Virtual Community in Sikka District, East Nusa Tenggara)	Rini Kartini Sulih Indra Dewi

People, Culture & Humanity

Panel Guide: Myrta Artaria & Deda Rizky Rainditya   Kahuripan 302

15.00-15.20	Gijzeling and Penology	Primadona Harahap
15.25-15.45	SAA (Sedhakep Angawe-Awe) as the Pattern Culture Theft Teak in Perhutani District Tuban Indonesia	Moh. Adib
15.50-16.10	The Degree of Dental Traits Expression of Javanese, Arabian and Balinesse as a Part of Human Biological Variation in Indonesia	Sendi Kenia Savitri
16.15-16.35	Growth and Development of Girls in Elementary School in Malang City: Menarcheal Age and Body Mass Index of Lower and Upper Socio-economic Status	Ofti Amalliah Myrtati D. Artaria

Wednesday, 16 Nov

Parallel Session III: 10.15-11.50

Governance, Public Policy and Development I

Panel Guide: Fahrul Muzaqqi & Alvin Fauzi   **Meeting Room A**

10.15-10.35	Dilemma of Local Institutional Reform after the Release of Government Regulation No. 18 of 2016	Bintoro Wardiyanto Dwi Windyastuti, BH
10.40-11.00	Village Development Strategy towards Good Village Governance	Meirinawati Indah Prabawati
11.05-11.25	Shifting from e-Government to e-Governance? Case Study of Surabaya Single Window System as a Tool to Improve the Public Service in Surabaya	Rindri Andewi Gati Sulikah Asmorowati
11.30-11.50	Leadership Development	Asep Sumaryana

Social Development & Transformation I

Panel Guide: Putu Aditya & Riyawan Pamordy   **Meeting Room B**

10.15-10.35	Reproductive Health Rights among Marriage Contract Woman	Sri Endah Kinasih Toetik Koesbardiati
10.40-11.00	Deterrent Factors on Woman's Autonomy in Rural Tourism Activities: The Case Study of Pentingsari	Aris Chandra Juwita Fitrasari
11.05-11.25	Social Transformation and Gender Relations in the Village of International Women Migrant Workers in Indonesia	Emy Susanti
11.30-11.50	"Laki-Laki Baru", The So-Called Man (The Importance of Gender Equity Education on Adolescent Boys)	Ika Rizki Yustisia Primadiana Yunita

Wednesday, 16 Nov

Parallel Session III: 10.15-11.50

Global Justice & Security

Panel Guide: Radityo Dharmaputra & Dewi Karina Sari   Pleno Room

10.15-10.35	Constructing Indonesian Soft Power through IACS (Indonesian Arts and Culture Scholarship) Program	Sri Issundari Iva Rachmawati
10.40-11.00	Market Share Limitations in the Search Engine Industry: Comparative Study of Google Inc. in Rusia and South Korea	Atika Wardah Citra Hennida
11.05-11.25	Should Indonesia Joining TPP: A Profound the Study of the Fate of Indonesia in Regional Trade Cooperation	Probo Darono Yakti
11.30-11.50	Unilever Strategy Becoming Global Black Tea Main Player	Karlina Wahyu Kristiani Citra Hennida

Social Development & Transformation II

Panel Guide: Toetik Koesbardiati & Oktavimega Yoga Guntaradewa   Kahuripan 300

10.15-10.35	The Resilience SMEs Facing ASEAN Economic Community	Nanang Haryono Subagyo Yotopranoto Ajar Triharso
10.40-11.00	Performance of Village-Owned Enterprises (BUM DESA) of Kemiri Village Jember Regency Based on Balanced Scorecard Approach	Berliana Mustika Rani Faris Widiyatmoko
11.05-11.25	The Urgency Of Villagers' Social Capital in Implementing Legal Village (Undang-Undang Desa) No 6/2014	Raudlatul Jannah
11.30-11.50	The Transformation of Coffee Industry in Brazil: the Development of Country Image and Regimes' Adaptation	Ika Devi Citra Hennida

Wednesday, 16 Nov

Parallel Session III: 10.15-11.50

Information Digital & Cyber Culture

Panel Guide: Nisa Kurnia & Anindya **Kahuripan 301**

10.15-10.35	Digitizing Manuscript as Balinese Lontar Preservation Efforts	I Putu Ari Kurnia
10.40-11.00	Teenagers are Subjected to Cyber Bullying in Social Media Ask.fm	Zainal Abidin I Made Anom Wiranata Sjafiatul Mardliyah
11.05-11.25	Hoax, Media, and Public Policy (The Case Study of the Discourse of Cigarettes Price Rising in Tribunnews.com)	Eben Haezer S. AB
11.30-11.50	Information Quality in Social Network Sites	Nove E Variant Anna

Governance, Public Policy and Development II

Panel Guide: Hari Fitrianto & Deda Rizky Rainditya **Kahuripan 302**

10.15-10.35	The Implications of Government Policies and Objectives Changes on the Indonesian State Owned Enterprises (SOEs) Objectives	Andriati Fitriningrum
10.40-11.00	Analysis of the Policy Aspects of the Construction of Housing and Settlement in Cirebon, Indonesia	Nina Karlina Riki Satia Muharam
11.05-11.25	Alternative Agriculture Policy to Confront Village Autonomy in Tabanan	I Putu Dharmanu Y
11.30-11.50	Social Policy Analysis of Cash Transfer Program: Case Study Family of Hope at Pasirwangi Village, Ujung Berung Sub Districts of Bandung District	Maya Septiani

Wednesday, 16 Nov

Parallel Session IV: 12.50-14.25

Governance, Public Policy and Development

Panel Guide: Fahrul Muzaqqi & Alvin Fauzi   Meeting Room A

12.50-13.10 Burial Service Quality Analysis in The Cemetery of Keputih Surabaya   Ertien Rining

13.15-13.35 BLC as One of E-Governance for Community Development   Putu Aditya Ferdian Aria-wantara

13.40-14.00 The Development of University Students Soft Skills in the Effort for Reducing Unemployment Duration (Study in Airlangga University, Institute of Sepuluh Nopember and University of Surabaya)   Fierda Nurany

14.05-14.25 Jawa Barat Egovernment Readiness Index   M. D. Enjat Munajat

Democracy, Citizenship and Security

Panel Guide: Putu Aditya & Riyawan Pamordy   Meeting Room B

12.50-13.10 The Shift of Women Occupation in the Era of Information   Tri Soesantari

13.15-13.35 Synergy Local Genius and Gender in the Strategy Development Policy Karo Regency   Tengku Irmayani

13.40-14.00 The Typology of Domination Victims Women of Domestic Violence (Study of Gender Equality in Women's Prison in Bandung)   Vinita Susanti

14.05-14.25 Women and Contestation Politics: Learning from the 2014 Legislative Elections in Indonesia   Dwi Windyastuti Budi Hendrarti

Wednesday, 16 Nov

Parallel Session IV: 12.50-14.25

Global Justice & Security

Panel Guide: Radityo Dharmaputra & Dewi Karina Sari

Pleno Room

12.50-13.10	Chinese Foreign Policy on North Korea's Nuclear Issue: Reflecting national self-image for being Responsible Major Power	Mahrita Citra Heninda
13.15-13.35	Indonesia's Cooperation in Developing Green Economy with the Pacific Islands	Moch. Arief Setiawan Baiq Wardhani
13.40-14.00	The Perils of Neoliberal Free Trade; The Case of Fisheries Free Trade Agreement between PNG and EU	Quinette E. Mursau Vinsensio Dugis
14.05-14.25	Examining the Link between Democracy and Welfare Outcomes in Southeast Asia (A comparative study of Indonesia, Malaysia, Thailand, and the Philippines)	Fadillah Putra

Social Development & Transformation

Panel Guide: Toetik Koesbardiati & Oktavimega Yoga Guntaradewa

Kahuripan 300

12.50-13.10	*Community Participation* in Tourism Planning in Sumenep, Madura	Dian Yulie Reindrawati Santi Isnaini Nur Emma Suriani
13.15-13.35	Policy and Empowerment of Usaha Mikro Kecil Menengah (UMKM) Bags and Suitcase Industrial (INTAKO) Tanggulangin Sidoarjo District in dealing ASEAN Economic Community (AEC)	Berliana Mustika Rani Faris Widiyatmoko
13.40-14.00	The Development of Village Consultative Agency as the Attempt to Create a Development on the Strength of Family as the Implementation of the Village Act	Santi Isnaini Laurentius Dyson P
14.05-14.25	Peasants in Trap Modernization (Study on How to Use the Chemical Process Management in Agricultural Land)	Sudarso

Wednesday, 16 Nov

Parallel Session IV: 12.50-14.25

Information Digital & Cyber Culture

Panel Guide: Nisa Kurnia & Anindya   Kahuripan 301

12.50-13.10	Urban Social Movements: E-Social Movements (Study Case: Mining Conflict of Cement at Rembang Central Java Indonesia)	Sidik Puryanto
13.15-13.35	We are Workers, We are not Slaves: Female Indonesian Migrant Workers' Online Activism	Irfan Wahyudi
13.40-14.00	Imposed Information Seeking at the UPTD "Kampung Anak Negeri" Institutions (A Case Study on Surabaya Street Children)	Fitri Mutia
14.05-14.25	Community Empowerment through Developing Media Broadcasting Community	Yayan Sakti Suryandaru

People, Culture & Humanity

Panel Guide: Hari Fitrianto & Deda Rizky Rainditya   Kahuripan 302

12.50-13.10	Frequency of Mamelon in Javanese 15-18 Years Old in Wonorejo Pasuruan	Dewi Fitria Mahbubatus Sakdiyah Rizka Fitri Ana
13.15-13.35	Subjective Well Being Perception of Rumah Susun Occupants in Surabaya	Herrukmi Septa Rinawati
13.40-14.00	Towards Empowerment of Disadvantaged People through Community Governance in the Lack of Government's Social Welfare Service	Sudarmo Lestariningsih Suryatmojo Endang Martini
14.05-14.25	Violence in Senior High School and Establishment of Humanism Academics Effort	Tuti Budirahayu Novri Susan Udji Aisyah

Wednesday, 16 Nov

Parallel Session V: 14.50-16.25

Governance, Public Policy and Development

Panel Guide: Fahrul Muzaqqi & Alvin Fauzi   Meeting Room A

14.50-15.10   Development of Apparatus Soft Competence for Improving   Falih Suaedi
Poor Health Services in Surabaya City

15.15-15.35   Population and Tax: Challenge in reaching Welfare Society   Nazrina Zuryani
(Policy Study in Bali Province Based on Action Research)   I Putu Darmanu

15.40-16.00   Implementation Policy UKM Cluster Development in East Ja-   Budi Prasetyo
va   Rizca Yunike

16.05-16.25   Collaborative Governance in Development of Local Cultural   Bagus Nuari Harmawan
Values Program through Banyuwangi Ethno Carnival   Rahma Amelia W N

Democracy, Citizenship and Security

Panel Guide: Putu Aditya & Riyawan Pamordy   Meeting Room B

14.50-15.10   Global Governance and Sport Sovereignty: Analyzing the Tri-   Indra Kusumawardhana
angular Relationship among the FIFA, Kemenpora RI, and the   Muhammad Badaruddin
PSSI

15.15-15.35   The Implementation of Public Diplomacy through Paradiplo-   June Cahyaningtyas
matic Activities for an Effective Place Branding   Sri Issundari
Asep Saepudin

15.40-16.00   Brother against Brother: The Tale of Two Ministries in Man-   Eusebius P. Pramudya
aging Landscape Fire   Otto Hospes
C. J. A. M Termeer

16.05-16.25   The Partnership of Zakah Organizing Institution in Zakah Col-   Kristina Setyowati
lection in Sragen Regency   Lungid Wicaksana

Wednesday, 16 Nov

Parallel Session V: 14.50-16.25

Global Justice & Security

Panel Guide: Radityo Dharmaputra & Dewi Karina Sari
Pleno Room

14.50-15.10	Fueling the War: Food Aid Donation to Civil Conflict-Suffered Countries	Shafira Yasmine Citra Hennida
15.15-15.35	Sunni-Shia Conflict in Indonesia: When the Side Effect of Democratization Meets the Influence of Sectarian Sentiment in the Middle East	Addibah Sayyidati
15.40-16.00	Youth Unemployment Crisis in Lesotho: The Impact of Decent Work Country Programme Phase II on Youth Employment Creation	Manapo Anastacia Chopho

Governance, Public Policy and Development

Panel Guide: Philipus Keban & Nurul
Kahuripan 302

14.50-15.10	Good University Governance, Is It Necessary?	Rhini Fatmasari
15.15-15.35	Quo Vadis Student Movement in Indonesia: Lesson Learned in Universitas Sebelas Maret	Faizatul Ansoriyah Tiyas Nur Haryani
15.40-16.00	Counterculture Education as a Practice of Liberation	Sjafiatul Mardliyah Zainal Abidin I Made Anom WIranata

Wednesday, 16 Nov

Parallel Session V: 14.50-16.25

Social Development & Transformation

Panel Guide: Toetik Koesbardiati & Oktavimega Yoga Guntaradewa

Kahuripan 301

14.50-15.10	Partnership between Government and the Community to Create Excelence Services in Basic Health Services	Nanang Haryono Achmad Basori Teguh Wahjudi
15.15-15.35	Populism and the changing urban governance in post authoritarian Indonesia: the case of City Surabaya	Linggar Rama Dian Putra
15.40-16.00	Contesting the Meaning of Development in the Controversy of Benoa Bay Reclamation (2013-2016)	I Made Anom Wiranata

—————END OF SESSION—————

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Please finds the update of the conference bellow:

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In order to make the best outcome of networking with the keynote speakers and other participants, there are going to be a gala dinner with extra cost of Rp 150.000,00. Please tell us by e-mail (by Monday November 14th, 2016 at the latest) if you are interested in joining the gala dinner. You can make the payment for gala dinner on the day of registration (Tuesday, November 15th, 2016 at 07.30-08.30 AM. If you have confirmed your interest by email but you cannot attend the gala dinner, you still have you pay.

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Pada 24 Oktober 2016 09.41, Erna Setijaningrum <erna_set@yahoo.com> menulis:

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Berikut, saya kirimkan abstrak utk bisa dipresentasikan pada conference ICoCSPA. Full papper akan segera kami kirimkan sebelum tanggal 30 Oktober 2016

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The Enhancement of Telecenter Service Quality:

Based on "Perception-Expectation Gap"

(Erna Setijaningrum, Fisip Unair, erna_set@yahoo.com)

Abstract

The aim of this research is to enhance the quality of Telecenter service. Telecenter is a place for society to get any kinds of information based on technology, which has been established by the Government of East Java Province. One of the Telecenter's activities is to give an technology information training to society for free. Unfortunately, almost all of the Telecenter in East Java have not developed, even some of them are out of business. Therefore, it needs efforts to increase the quality of Telecenter service based on "Perception-Expectation Gap" by analyzing gap between the perception of the staffs toward the service which they give, and the expectation of the society toward the service which they need. This research used descriptive qualitative method. The result of this research shows that there are four Gaps between the perception of the staffs and the expectation of the society toward Telecenter service such as Gap I (Knowledge gap), Gap III (delivery gap), Gap IV (communication gap), and Gap V (service gap). From those four gaps, then there are five service aspects which have to be fixed to increase the service quality such as tangible, reliability, responsiveness, assurance, and empathy.

Keywords: Service Quality, Telecenter, Staff's Perception, Society's Expectation, Gap Analysis

A. Introduction

Digital and information discrepancy is an international issue in the forum of the World Summit on the Information Society of United Nations (UN) in 2003 in Geneva and 2005 in Tunis. This conference set various flagship programs include the provision of telecommunications and internet infrastructure to connect villages and efforts to actualize information and communication technology literacy of half the world's population.

In Indonesia, in 2003, UNDP with the National Development Planning Agency had a research titled "Asia Pacific Development Information Programme (APDIP)" about the use of information and communication technology for socio-economic development in Indonesia. In 2004, the study continued with the title "Prepatory Assistance for ICTs for Human Development." The study recommends

a range of strategies and projects Partnership for e-Prosperity for the Poor (Pe-PP). Implementation of Pe-PP was the establishment of Telecenter in six provinces in Indonesia, including in East Java province.

East Java Provincial Government through the Department of Communications and Information Technology, in cooperation with the district / city governments facilitate the establishment of an information center called Telecenter. Telecenter is the computer facilities, Internet network, supporting infrastructure to empower people through acquiring and disseminating information through information technology. The existence of Telecenter is expected to empower people through access to information such as market information, agriculture, trade, education, health, and others.

To facilitate society access telecenters services, telecenter can be divided into several types:

1. Society-based telecenter; this type of telecenter established and supported by the society.
2. School-based telecenter; telecenter is located at the school and can be used as a computer lab as well as the local society use after school hours.
3. Health center-based telecenter; health center has a vital position to increase society knowledge related to health.
4. Cooperative-based telecenter; These telecenters can provide information and communication services associated related to the development of the surrounding society business.
5. Post office-based telecenter; these telecenters can provide a variety of services in addition to financial transactions beside goods and letters delivery.
6. Library-based telecenter; an information service unit that was developed by information technology to support local learning needs.

Since 2005 - 2013, East Java had been set up 40 telecenters which can be seen in the following table:

Table 1:
List of Telecenter in East Java

Number	City	Telecenter Name	Established Year
1	Madiun	Muneng	2005
2	Lumajang	Semeru	
3	Tuban	Prameta	2006
4	Pamekasan	Global	
5	Situbondo	Pasir Putih	
6	Lamongan	Sunan Drajat	
7	Pacitan	Rumpintek	2007
8	Malang	Sakti	
9	Bondowoso	Mandiri	
10	Tulungagung	Planet	
11	Pasuruan	Agrotech	2008
12	Probolinggo	Bromo	
13	Bojonegoro	Angling Darmo	
14	Blitar	Bumi Penataran	
15	Sumenep	Bekisar Link	2009
16	Banyuwangi	Asriloka	
17	Kediri	Jayati	
18	Trenggalek	Hybrid	
19	Malang	Daragati	
20	Tuban	Meteor	
21	Bangkalan	Kraton	2010
22	Nganjuk	Tanjunganom Jaya	
23	Ngawi	Kertonegoro	
24	Magetan	Wisnu Murti	
25	Probolinggo	Banger	
26	Kediri	Bumi Kediri	2011
27	Kota Batu	Karunia Telecenter	
28	Malang	Lentera Buana	
29	Mojokerto	Mojopahit	
30	Ponorogo	Warok	
31	Surabaya	Ampel	
32	Sampang	Trunojoyo	2012
33	Gresik	Joko Samudro	
34	Sidoarjo	Jenggolo	
35	Jombang	Jombang	
36	Blitar	Bung Karno	
37	Madiun	Madumongso	
38	Pasuruan	Suropati	
39	Sumenep	Joko Tole	2013
40	Jember	Ajung Jember	

Source: Department of Communication and Informatics

Services provided by Telecenter is to provide information technology facilities so that the society can access all the necessary information. The establishment of telecenters is a program of local society development using information and communication technology which aims to:

1. Empowering communities with easy access to basic information such as information of market, agriculture, trade, education, health and others
2. Improving the ability of the society in terms of access to information technology through training
3. Encouraging people to boost the local economy with society development activities through the utilization of information and communication technology
4. Developing cooperation with relevant parties to build local communities

A total of 40 telecenters had been established in East Java since 2005 -2013, it appeared that there were only 3 telecenters which can develop well, it is successful Agrotech telecenter with agro tourism, Malang was success to have a collaboration with the Family Welfare Movement (PKK) as well as a successful telecenter in Bromo which sold travel programs. While other telecenters do not develop properly even many telecenters are no longer active.

Characteristics and trends of the problems faced by each telecenter in East Java is almost similar. Common issues faced by telecenters actually rested on the management telecenter is less than optimal. Management of optimal telecenter will be highly dependent on infrastructure such as computers hardware with adequate internet facilities, and human resources which managed the telecenters.

The number of telecenters which is not developed in East Java, so it needed an effort to improve the quality of services in telecenters, due to the telecentres to empower people through information technology can be realized. Efforts to improve the quality of services at the telecenter should be viewed from two sides, namely:

1. External sides / society as Telecenter service users. Expectations of society as telecenter service users should be considered to obtain information on the services desired by the society.

2. Internal sides / staffs of Telecenter as a service provider. Various perception telecenter staffs in the implementation of quality services need to be identified to determine the services that have been implemented.

By looking at both sides of this comprehensively, then in the effort to increase the quality of services at the telecenter will be summarized all the interests both from the internal side of organization and external side of service users. After the identification of the people's expectations and perceptions of staff on Telecenter service quality, it is necessary to do a gap analysis between the two in order to find a solution as an effort to improve the quality of Telecenter service. Hence, the question posed in this study are: (1). how perceptions of staffs to Telecenter services? ; (2) how people's expectations of the service in Telecenter? ; (3) how to enhance service quality of "expectation - perception gap" based Telecenter?

B. Method:

This type of research is descriptive qualitative research. The selection of qualitative methods because in this study, it will describe how, when, where, and the atmosphere of something studied (Bruce L Berg, 2000). The research was conducted in three (3) telecenters namely (1) Sunan Ampel Telecenter in Surabaya (renamed BLC telecenter Ampel); (2) Sunan Drajat Telecenter in Lamongan (renamed the creative communication center); and (3) Daragati Telecenter in Malang. Data was collected through three ways, namely observation, interviews, and documentation (Robert, 2010). In this study, the criteria of degree in the data checking is done by triangulation techniques, namely by comparing the observed data with data from interviews, and comparing the results of interviews with the content of related documents (Lexy J Moleong, 2008). In order to get organized and systematic analysis of qualitative data, the researcher made three flow of activities that must be followed, namely data reduction, data presentation, verification or conclusion (Miles and Huberman 1992).

C. Result and Discussion

Before using a particular service, someone must have expectation related to what they will get from such a service. According to Hill (in Nia 2009) says that

expectation is what consumers think should be served by the service provider. Expectation does not appear by itself nor is it a prediction of what will be provided by the service provider. Olson and Dover (cited in Zeithaml, et al, 1993), the expectations of customers is the customer confidence before trying or buying concerned products. Factors formation of expectations, according to Horovitz (in Nia 2009), consumer expectations can be formed due to four factors:

1. Requirement; every consumer who has a need, they are always expect that their needs will be met by the manufacturer as suppliers of goods and services. Thus, producers must know the needs of consumers that provide the best service so that consumers' expectations can be reached.

2. Mass Media; is one of the promotional tools used by most or even the whole company to compete promotions to attract the attention of consumers by giving promises to consumers. The promises raises expectation in consumers.

3. Past experience; if a consumer never enjoyed a satisfactory service somewhere before, then when the consumer using the same service, it will make consumers expect the same service as they had experienced.

4. Mouth to mouth; if consumers feel satisfied with the service received, they will recount her experiences to friends or relations so that they would use these services, and hopes to have an enjoyable experience as well.

Quality of service can be known when the assessment of several kinds of gaps associated with customer expectations, perceptions of management, quality of service, provision of services, external communications, and what is perceived by customers. In detail, these gaps can be identified in the image below:

An assessment of the quality of service can be viewed from several different angles (Evans & Lindsay, 1997), in terms of:

1. Product Based, where quality of service is defined as a specific function, with different measurement variables on the characteristics of its products.

2. User Based, where quality of service is the degree of conformity with the services desired by the customer.

3. Value Based, related to the usefulness or satisfaction overpriced.

In terms of assessment of service quality, Parasuraman et. al. (1985) define service quality assessment as a global judgment or attitude associated with excellence (superiority) of a services. In other words, the assessment of the quality of service is the same as the general attitude of the individual and company performance. Further added that the assessment of service quality is the extent and direction of the difference between perception and expectations of customers. The difference between perception and expectations that underlie the emergence of the concept of gap (perception-expectation gap) and used as a basis SERVQUAL scale, which is based on five dimensions of quality, namely:

Gambar 2
Model Kesenjangan dari Kualitas Pelayanan
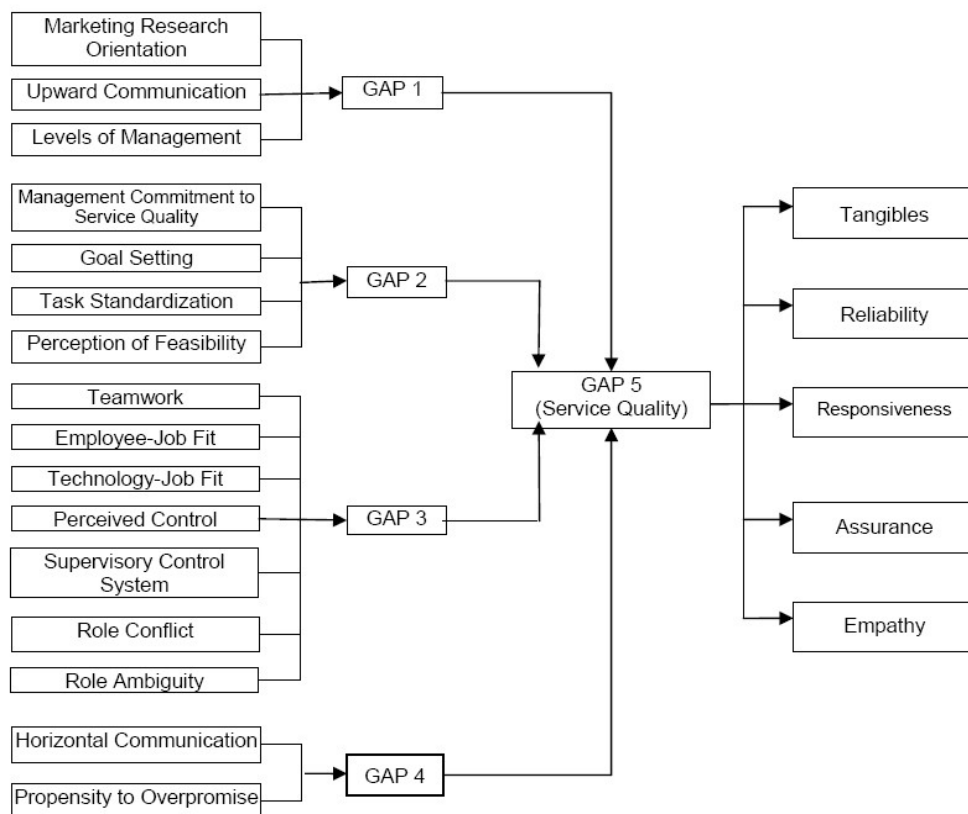
Source: Delivering Quality Service, Zeithaml, et. al., (1990)

Service quality in the model (Servqual), an analysis of the gap 5 is as follows:

Gap I : the gap between the perception of the company and customer expectations (knowledge gap). To find out more about GAP I, it has proposed three pieces of questions to the instructor and the society, namely:

1. How do I determine the theme of training? Is it determined from the clerk or requests from the society?

2. What kind of training in telecenters are in accordance with the needs of the society?

3. Is there any kind of training which is actually much needed by society, but not yet implemented at the telecenter? If yes, what kind of training? And whether the problems encountered.

Gap II: Gap between perception of the company against the expectations of consumers and service quality specifications (standard gap). To find out about the GAP II, it has filed two pieces of questions to the instructor and the society, namely:

1. What are the benefits for the society telecenter?

2. Is the training has met the standard (there is props, module, instructors, facilities and supporting infrastructure)?

Gap III: Gap between service quality specifications and service delivery (delivery gap). To find out more about GAP III, it has submitted four pieces of questions to the instructor and the society, namely:

1. Is the existing technological equipment in telecenter sufficient? Is it still necessary additions? If so, the addition of what?

2. Are the activities / courses were held in this telecenter (schedules, hours, instrukutrur) is in conformity with the wishes of the people?

3. Does the learning process has been effective and efficient?

4. Are all the material that could have been done all planned?

Gap IV: Gap between service delivery and communications and external interaction (communications gap). To find out more about GAP IV, it has filed two pieces of questions to the instructor and the society, namely:

1. Is there any difficulty in communicating between participants and instructors? (E.g. because the level of society education, age, economic level, etc.)

2. What do telecenter socialization has been prevalent in all communities?

Gap V: Gap between perceived service and expected services (service gap). To find out more about GAP V, it has filed two pieces of questions to the instructor and the society, namely:

1. What are the perceptions of the training within the Telecenter?

2. Do training in Telecenter as expected?

Table V.10
Staff's Perception and Society Expectation:
GAP 1 – GAP IV

Number	GAP Question	Staff Perception			Society Expectation		
		BLC Ampel Telecenter Surabaya	Creative Communication Center Lamongan	Daragati Telecenter, Malang	BLC Ampel Telecenter Surabaya	Creative Communication Center Lamongan	Daragati Telecenter, Malang
GAP 1 (*knowledge gap)*							
1	How to determine the theme of training	Determined by staffs	Determined by staffs by having a discussion with the participants	Determined by staffs	Determined by society	Determined by staffs by having a discussion with the participants	Determined by staffs
2	Types of training in telecenter has been suitable with the society needs	Suitable	Suitable	Suitable to participants' needs	Suitable	Suitable	Suitable to participants' needs
3	There are some types of training which actually are needed by society, but it hasn't been done in telecenter	It still needs internship training and internet continuity	It still needs online marketing	It still needs online marketing training, especially for UKM participants	No need additional training	It still needs online marketing	It still needs online marketing training, especially for UKM participants
GAP II (*standard gap).*							
1	The function of telecenter to society	To know more about technology and develop theirselves	For UKM, to develop their business through the use of information technolog	To develop theirselves in accordance with their profession	To use the information technology and apply it	For UKM, to develop their business through the use of information technolog	To use the technology for developing them in accordance with their needs

No	Statement						
			y			y	
2	The given training has fulfilled the standard (there are props, modules, instructors, supporting facilities and infrastructure)	Yes	Yes	Yes	Yes	Yes	Yes
GAP III (*delivery gap*)							
1	Technological equipments in telecenter are suffice	inadequate	suffice	suffice	inadequate	suffice	suffice
2	The activities / courses which are conducted in telecenter (schedules, times, instructors) in accordance with the wishes of society	in accordance with the wishes of society	In accordance with the schedules of participants	The schedules adjusted to the spare time of society	The schedule is set up, but society can freely join the class which in accordance with their spare time	In accordance with the schedules of participants	The schedules adjusted to the spare time of society
3	Teaching and learning process has been effective and efficient	Effective and efficient	Effective and efficient	Effective and efficient	Effective and efficient	Still less effective and efficient because the participants cannot come at the same time	Haven't effective yet because the participants are not discipline, and often come late
4	All planned materials has been conducted	Yes	Yes	Yes	Yes	Yes	Yes
GAP IV (*communications gap*)							
1	There is a	There is	There is	There is	There is	There is	Still needs

	problem in communication between participants and instructor	no problem in communication	no problem in communication	no problem in communication	no problem in communication	no problem in communication	to be communicated well so that the participants can be more disciplinea nd come on time
2	Socialization which is conducted by telecenter, has been uneven in society	Socialization has been uneven in society	Socialization has been uneven in society	Socialization has been uneven in society	Socialization hasn't been uneven yet, there are people who don't know about it because of the location	Socialization has been uneven in society	Socialization has been uneven in society

GAP V (*service gap*)

1	Perception to the training in telecenter	Society can use their skill after conducting the training to open the new business opportunity, looking for alternative business, and increasing income	Society can be skillful to conduct information technology in accordance with their interests	Society has applied information technology	Society has got knowledge about information technology/internet, but they cannot apply it	Society cannot used it to develop and look for new alternative business	Society has not applied the training yet
2	Expectation toward the training in telecenter	As society's expectation	As society's expectation	As society's expectation	Can open new business opportunity, and increase profit	Can develop and look for new business opportunity and	Can open new business opportunity, and increase profit

					increase profit	

The table shows that the gap between perception and expectations of the society staff in the service of telecenters are as follows:

a. BLC Ampel Telecenter (Surabaya):

- Gap I (Knowledge gap): there are two kinds of gap between the perceptions of the staffs with the expectations of society. Staffs consider that the theme of the training is determined by the staff to conduct the entrance test prior to placement level balance. But the society expects that the theme of training should be determined by the society. While the second gap is the staff stated that they needed training in the form of internships and advanced internet. But people expect no online marketing training to create a website, and assistance as a follow-up training.

- Gap IV (communication gap): there is still a wide gap between the perception of staffs and society expectations. Staffs consider that socialization was implemented equitably to all communities. But the people expect that socialization is still to be done again to the entire society, especially the remote location of the village, because there are many people who do not know the whereabouts of telecenters.

- Gap V (service gap): there is still 2 gaps between perception of the staffs and society expectations. First, consider that the staff can use his ability after training to open up new business opportunities, look for alternative businesses, and increase income. But in reality it has not been realized. Second, people assume that the training provided in accordance with the expectations of society, but it is still not in accordance with the expectations of the people who want to open a new business and increase profits

b. Creative Communication Center (Lamongan)

- Gap III (delivery gap): there is still a wide gap between the perception of one staff and society expectations. Staffs consider that the training has been carried out effectively and efficiently. But people expect to be effective and

efficient because all of this is still less due to the presence of participants which are not coincide.

- Gap V (service gap): there is still 2 gaps between perception staffs and society expectations. First, staffs consider that the people can proficiently perform information technology in accordance with their interests. But in reality it has not been realized. Second, the staff considers that the training provided in accordance with the expectations of society, but it is still not in accordance with the expectations of the people who want to open a new business and increase profits

c. Daragati Telecenter (Malang)

- Gap III (delivery gap): there are 1 wide gap between perception and expectations of society. Staffs consider that the implementation of the training was effective and efficient. But the people considered it as not effective and efficient because of the lack of discipline of participants who often arrive late.

- Gap IV (communication gap): there are 1 wide gap between perception and expectations of society. Staffs consider the communication has been running smoothly no problems. But the society expects that the communication is intensified in respect of discipline of participants.

- Gap V (service gap): there is still 2 gaps between perception of the staffs and society expectations. First, the staff considers that the society was able to apply the information technology, but in fact it has not been realized. Second, the staff considers that the training provided in accordance with the expectations of society, but it is still not in accordance with the expectations of the people who want to open a new business and increase profits

Parasuraman (in Ratminto 2010) suggested five principles of society service so that service quality can be achieved, namely:

1. Direct evidence (tangibles); includes physical facilities, equipment and means of communication employees
2. Reliability; namely the ability to provide the promised service with immediate, accurate, and satisfactory

3. Responsiveness; namely the desire of the staff to help customers and provide service with response

4. Warranty (assurance); includes knowledge, skills, politeness, and trustworthy owned by the staff, free from danger, risk or hesitations

5. Empathy; including ease of doing any type of relationship, personal attention, and understand the needs of customers (Pasuraman in Tjiptono, 1996).

To improve the quality of service Telecenter, the necessary in harmonization between perception telecenter staffs to the expectations of society with the services they received the five aspects of service quality. In general, it can be illustrated as follows:

1. To overcome the Gap I (Knowledge gap): required poll to the society about the types of information technology training if they want according to their needs. In addition, after the society had finished the training, it is also required poll back to follow up the next activity. Aspects of service needs to be improved is the responsiveness, assurance, and empathy

2. To resolve Gap III (delivery gap): required the rescheduling of training (days and hours of training), as well as the necessary society commitment to the training schedule. Aspects of service needs to be improved is the responsiveness

3. To overcome Gap IV (communication gap): it is required that a much more extensive outreach to the society. Aspects of service needs to be improved is the responsiveness

4. To overcome Gap V (service gap): evaluation is needed to monitor the benefits of training as a follow-up activities such as mentoring or provision of special materials according to the needs of participants. Aspects of service needs to be improved is tangible, reliability, responsiveness, assurance, and empathy

D. Conclusion

To improve the quality of service Telecenter is necessary to increase the five aspects of service consist of tangible, reliability, responsiveness, assurance, and empathy to overcome the gap (Gap I, Gap III, Gap IV, and Gap V) occurs between the perception of officials and people's expectations of the service telecenters. In the future, the researcher should always do a survey to the society on a regular basis to get feedback about their expectations for the services they receive as an evaluation to always improve the quality of service Telecenter.

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Re: Abstract

From: ICOCSPA FISIP Universitas Airlangga (icocspa@fisip.unair.ac.id)

To: erna_set@yahoo.com

Date: Monday, 14 November 2016, 12:50 pm GMT+7

Good Afternoon, Dear Erna Setijaningrum
I'd like to ask whether you will attend the gala dinner session of ICoCSPA 2016 or not this evening.

please reply this email for the confirmation.

regards,

ICoCSPA committee

2016-10-25 14:50 GMT+07:00 ICOCSPA FISIP Universitas Airlangga <icocspa@fisip.unair.ac.id>:

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> It is our pleasure to inform you that your abstract submission has passed the selection process and accepted for presentation at ICoCSPA 2016.
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